



# eGovernment Benchmark 2022

Synchronising Digital Governments

## 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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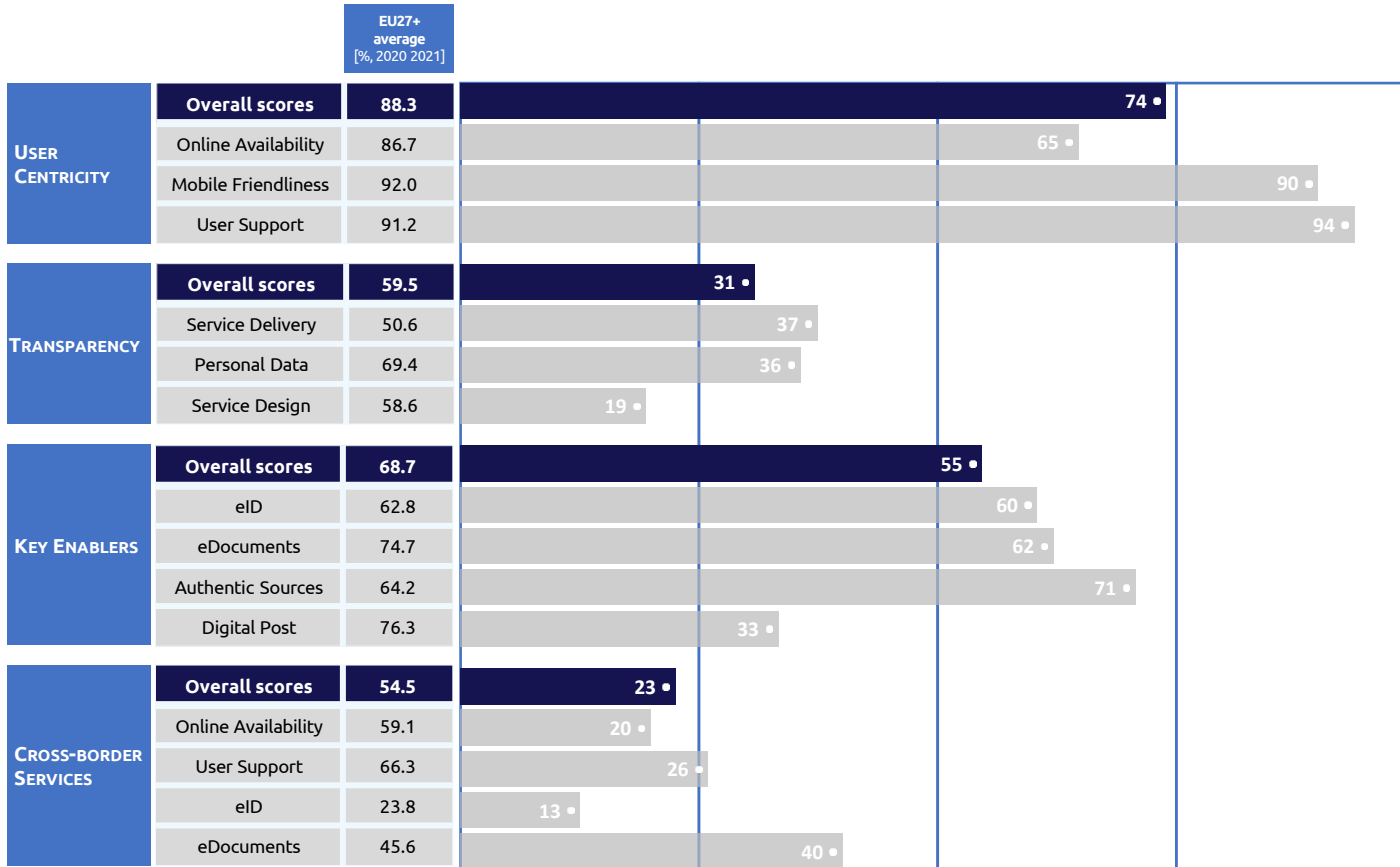


# ALBANIA

## E-GOVERNMENT STATE OF PLAY 2022



### 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.

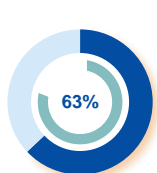
The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.

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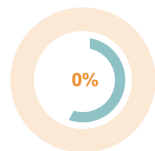
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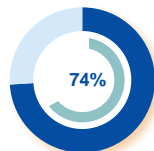
63% of the services are online

EU27+: 81%



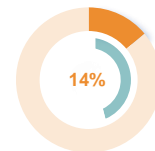
0% of the government portals show whether personal data was consulted

EU27+: 58%



74% of the services accept eID login

EU27+: 67%



14% of the services are online for cross-border users

EU27+: 46%



## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2021)

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 (2021)

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.

### Health (2021)

The Health life event consists of seven services related to getting information about how and where to get healthcare. Moreover, it looks at whether citizens can reschedule an appointment online, whether they can apply for e-consults, e-prescriptions and whether they can access their electronic health records online.

### Transport (2021)

A life event for services for citizens wanting to buy or sell a car, declare road taxes, obtain parking permits and find public transport services.

### Starting a Small Claims Procedure (2021)

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.

### 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.

### 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. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad

### 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.



# AUSTRIA

## E-GOVERNMENT STATE OF PLAY 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020-2021]			
USER CENTRICITY	<b>Overall scores</b>	<b>88.3</b>	<b>92 •</b>		
	Online Availability	86.7			90 •
	Mobile Friendliness	92.0			99 •
	User Support	91.2			94 •
TRANSPARENCY	<b>Overall scores</b>	<b>59.5</b>	<b>68 •</b>		
	Service Delivery	50.6		59 •	
	Personal Data	69.4			85 •
	Service Design	58.6		61 •	
KEY ENABLERS	<b>Overall scores</b>	<b>68.7</b>	<b>81 •</b>		
	eID	62.8		66 •	
	eDocuments	74.7			86 •
	Authentic Sources	64.2		71 •	
	Digital Post	76.3			100 •
CROSS-BORDER SERVICES	<b>Overall scores</b>	<b>54.5</b>	<b>64 •</b>		
	Online Availability	59.1		64 •	
	User Support	66.3		67 •	
	eID	23.8		57 •	
	eDocuments	45.6		69 •	

### How are services delivered?

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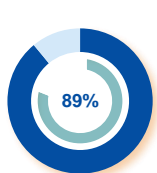
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EU27+: 81%



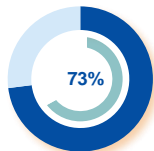
of the services are online



EU27+: 58%



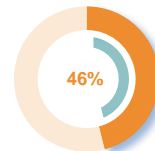
of the government portals show whether personal data was consulted



EU27+: 67%



of the services accept eID login

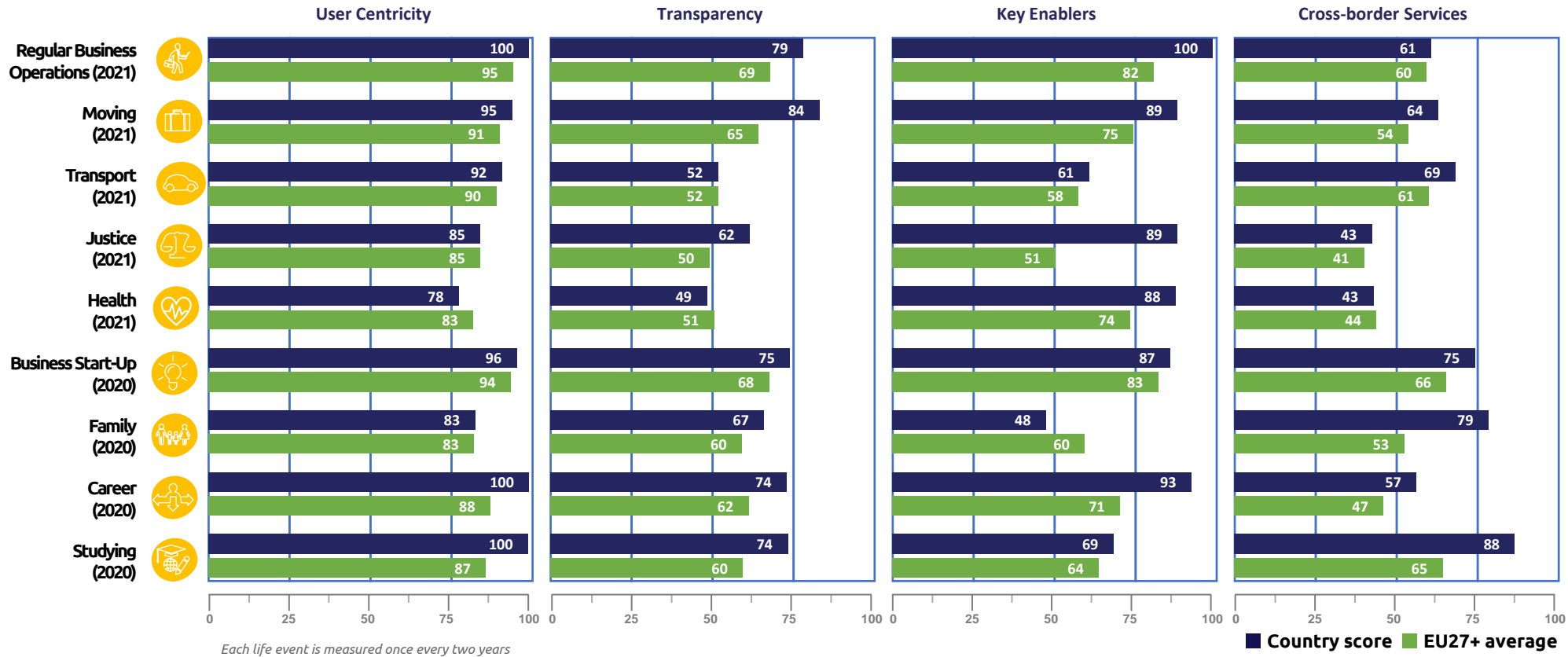


EU27+: 46%



of the services are online for cross-border users

# 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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### Studying (2020)

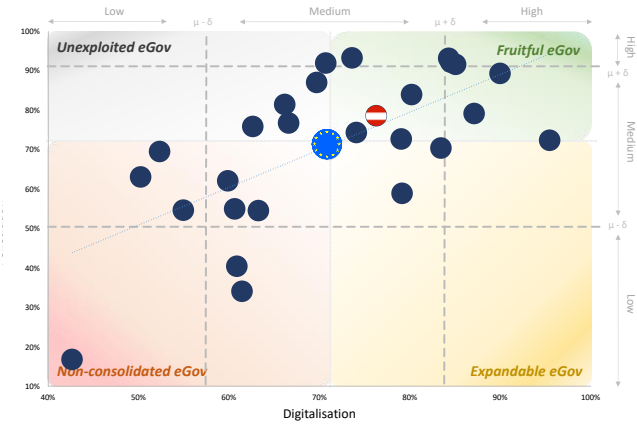
In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad

### Business Start-up (2020)

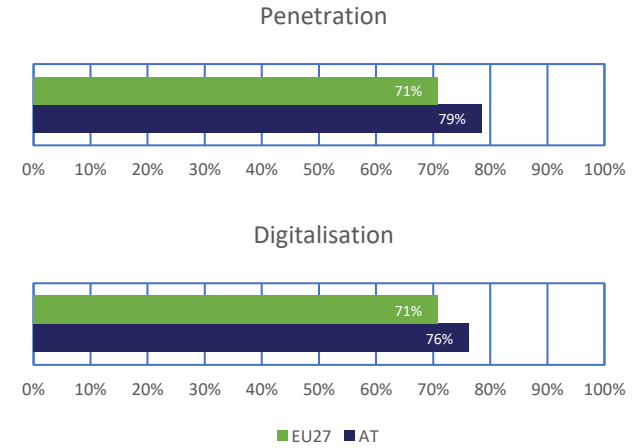
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# eGovernment performance of life events (domains)

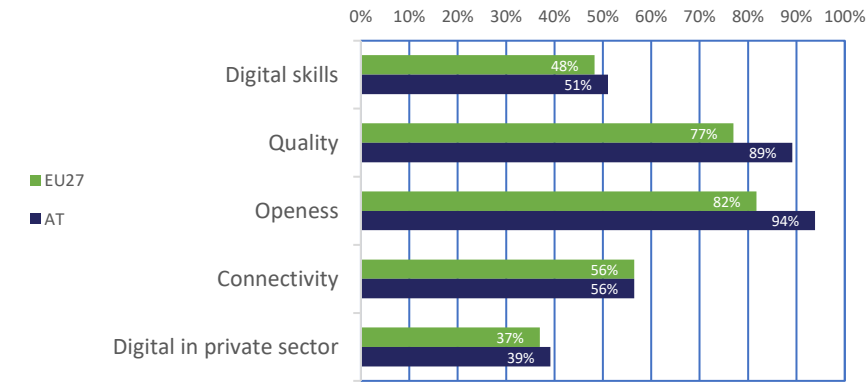
## Performance



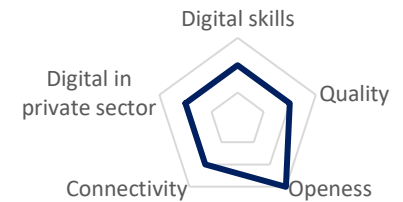
Austria is characterised by a medium-high level of Digitalisation (76%) and medium-high level Penetration (79%). Austria is in the cluster of Fruitful eGov scenario, a scenario that includes the best-in-class countries, which perform at a Digitalisation and Penetration level above average. In Penetration Austria's performance is 8 percentage points higher than the European average, while Digitalisation is 5 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 and Openess indicator is significantly above European average.



## Considerations

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

Compared to countries with a similar environment, Austria 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.





# BELGIUM

## E-GOVERNMENT STATE OF PLAY 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020 2021]			
USER CENTRICITY	<b>Overall scores</b>	<b>88.3</b>	<b>92 •</b>		
	Online Availability	86.7			90 •
	Mobile Friendliness	92.0			99 •
	User Support	91.2			97 •
TRANSPARENCY	<b>Overall scores</b>	<b>59.5</b>	<b>63 •</b>		
	Service Delivery	50.6		51 •	
	Personal Data	69.4			84 •
	Service Design	58.6		56 •	
KEY ENABLERS	<b>Overall scores</b>	<b>68.7</b>	<b>79 •</b>		
	eID	62.8			74 •
	eDocuments	74.7			84 •
	Authentic Sources	64.2			73 •
	Digital Post	76.3			83 •
CROSS-BORDER SERVICES	<b>Overall scores</b>	<b>54.5</b>	<b>62 •</b>		
	Online Availability	59.1			59 •
	User Support	66.3			89 •
	eID	23.8	13 •		
	eDocuments	45.6			70 •

### 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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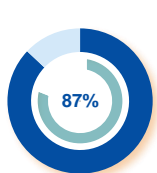
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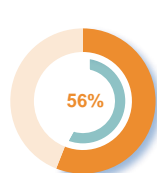
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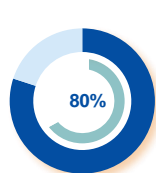
87% of the services are online

EU27+: 81%



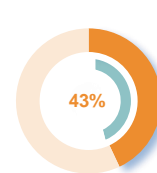
56% of the government portals show whether personal data was consulted

EU27+: 58%



80% of the services accept eID login

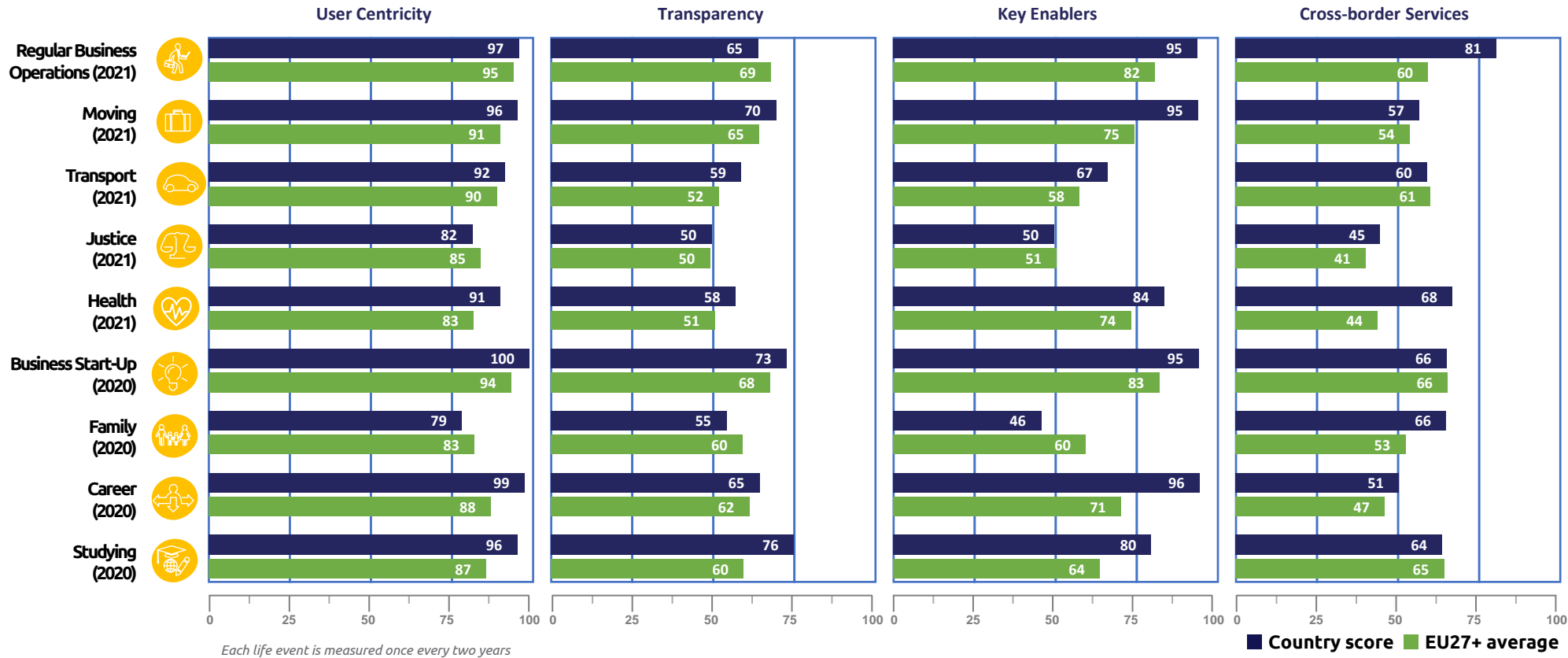
EU27+: 67%



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

EU27+: 46%

# eGovernment performance of life events (domains)



## Life event descriptions

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### Studying (2020)

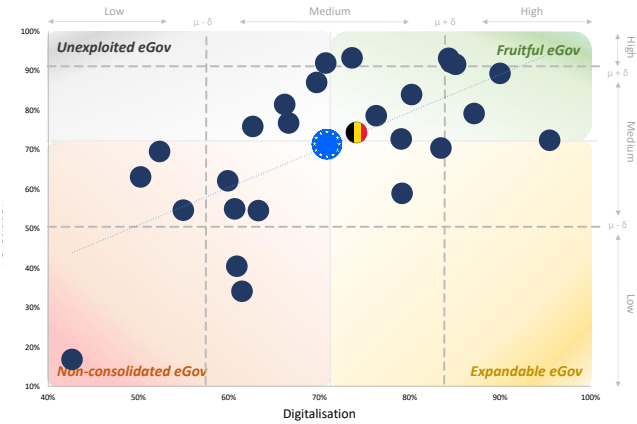
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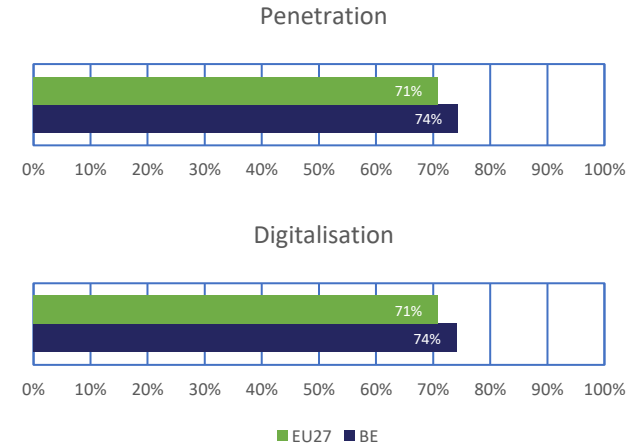
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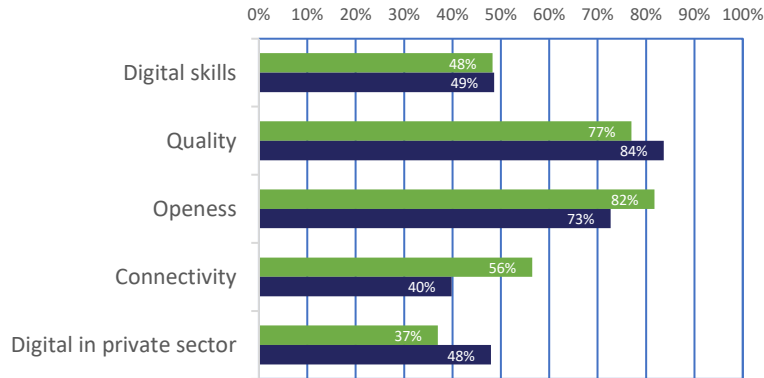
## Performance



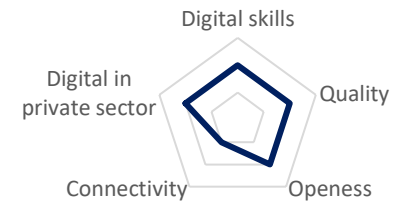
Belgium is characterised by a both medium level of Digitalisation (74%) and Penetration (74%), that are slightly higher than the European average (respectively, 71% and 71%). Belgium is part of the Fruitful eGov scenario, a scenario that includes the best-in-class countries, which perform at a Digitalisation and Penetration level above average.



## Relative Indicators and Environment



Belgium's relative indicators show a country with performances that are mostly in line with the European average. Quality indicator is slightly higher than European average, while Openness is 9 percentage points below it. Moving to context characteristics, the deployment of broadband infrastructure and its quality (Connectivity) is 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 2022



### eGovernment performance across policy priorities

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	Personal Data	69.4			63 •
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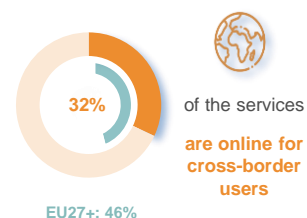
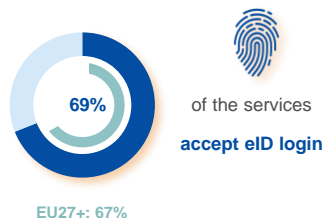
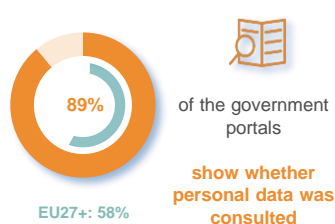
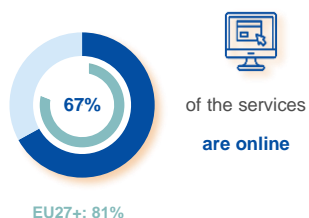
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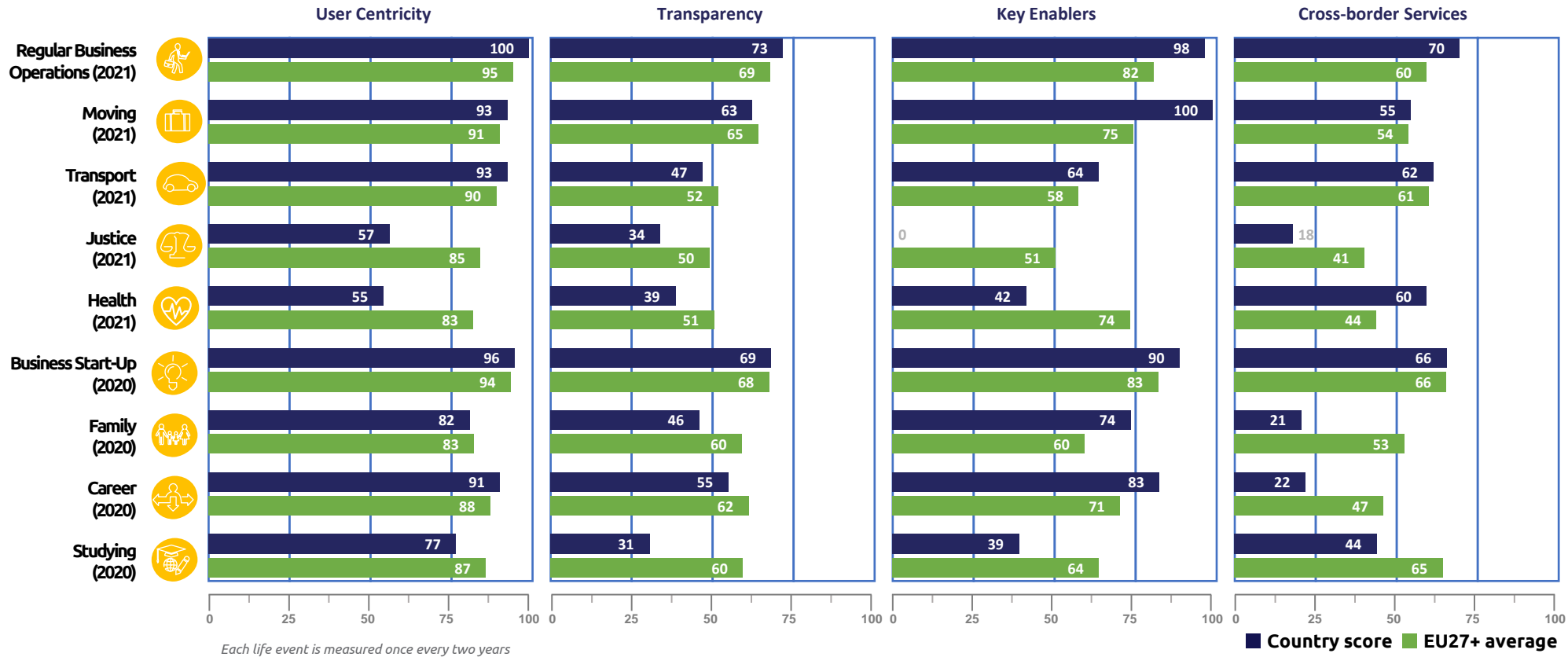
**User Support:** indicates if support, help and (interactive) feedback functionalities are online.

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# 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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### Starting a Small Claims Procedure (2021)

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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)

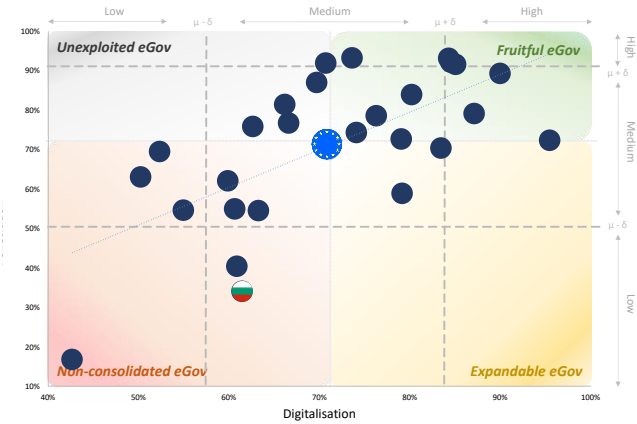
In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad

### Business Start-up (2020)

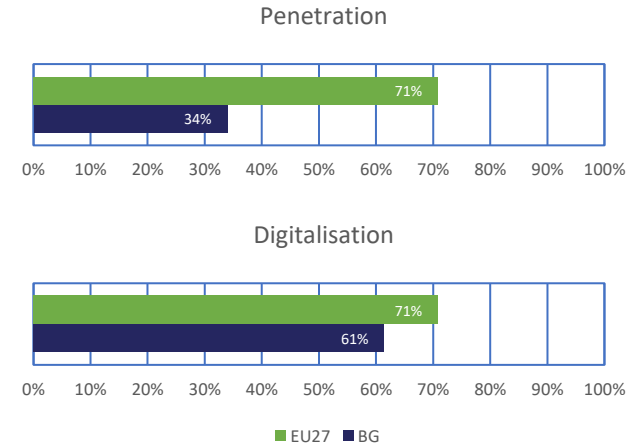
This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters.

# eGovernment performance of life events (domains)

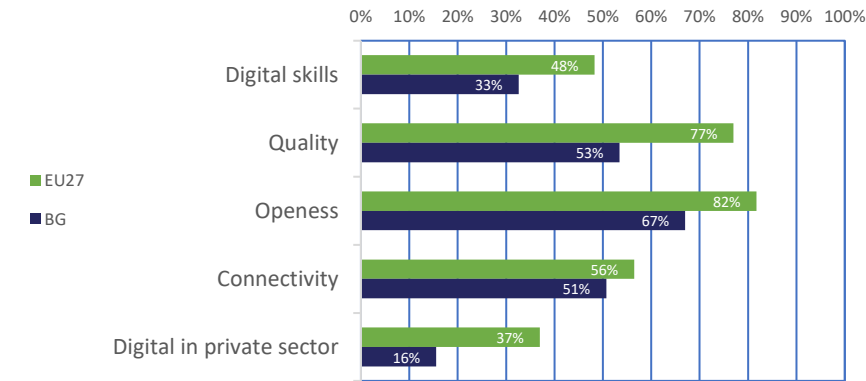
## Performance



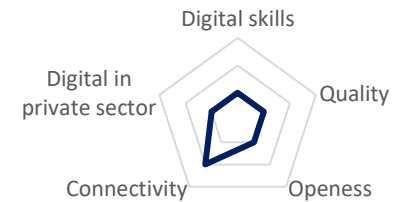
Bulgaria is characterised by low performances both in Digitalisation and Penetration. The level of Digitalisation is 10 percentage points below European average, but the most significant gap is associated to the level of Penetration, that is almost 37 percentage points below European average. Therefore, 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, Openness and Digital in the private sector) are still low. The only exception is given by Connectivity indicator, which is almost in line with the European average.



## Considerations

**Penetration**  
Underperforming

**Digitalisation**  
On-Track

Matching relative and absolute indicators, Bulgaria is Underperforming in Penetration and On-Track in Digitalisation. 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 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020 2021]			
USER CENTRICITY	<b>Overall scores</b>	<b>88.3</b>			<b>83 •</b>
	Online Availability	86.7			79 •
	Mobile Friendliness	92.0			96 •
	User Support	91.2			87 •
TRANSPARENCY	<b>Overall scores</b>	<b>59.5</b>			<b>39 •</b>
	Service Delivery	50.6		25 •	
	Personal Data	69.4			45 •
	Service Design	58.6			47 •
KEY ENABLERS	<b>Overall scores</b>	<b>68.7</b>			<b>42 •</b>
	eID	62.8			34 •
	eDocuments	74.7			51 •
	Authentic Sources	64.2		26 •	
	Digital Post	76.3			56 •
CROSS-BORDER SERVICES	<b>Overall scores</b>	<b>54.5</b>			<b>55 •</b>
	Online Availability	59.1			55 •
	User Support	66.3			82 •
	eID	23.8		15 •	
	eDocuments	45.6			48 •

### 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.

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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.

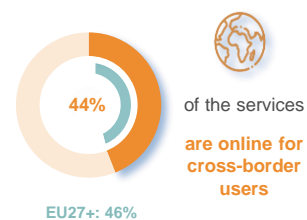
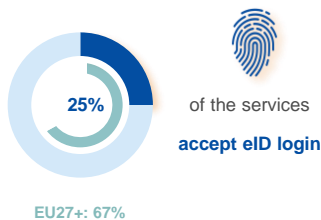
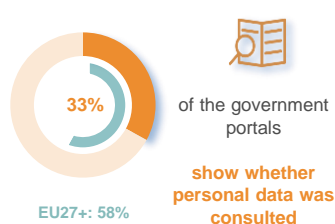
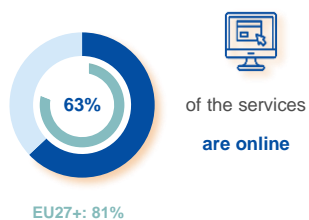
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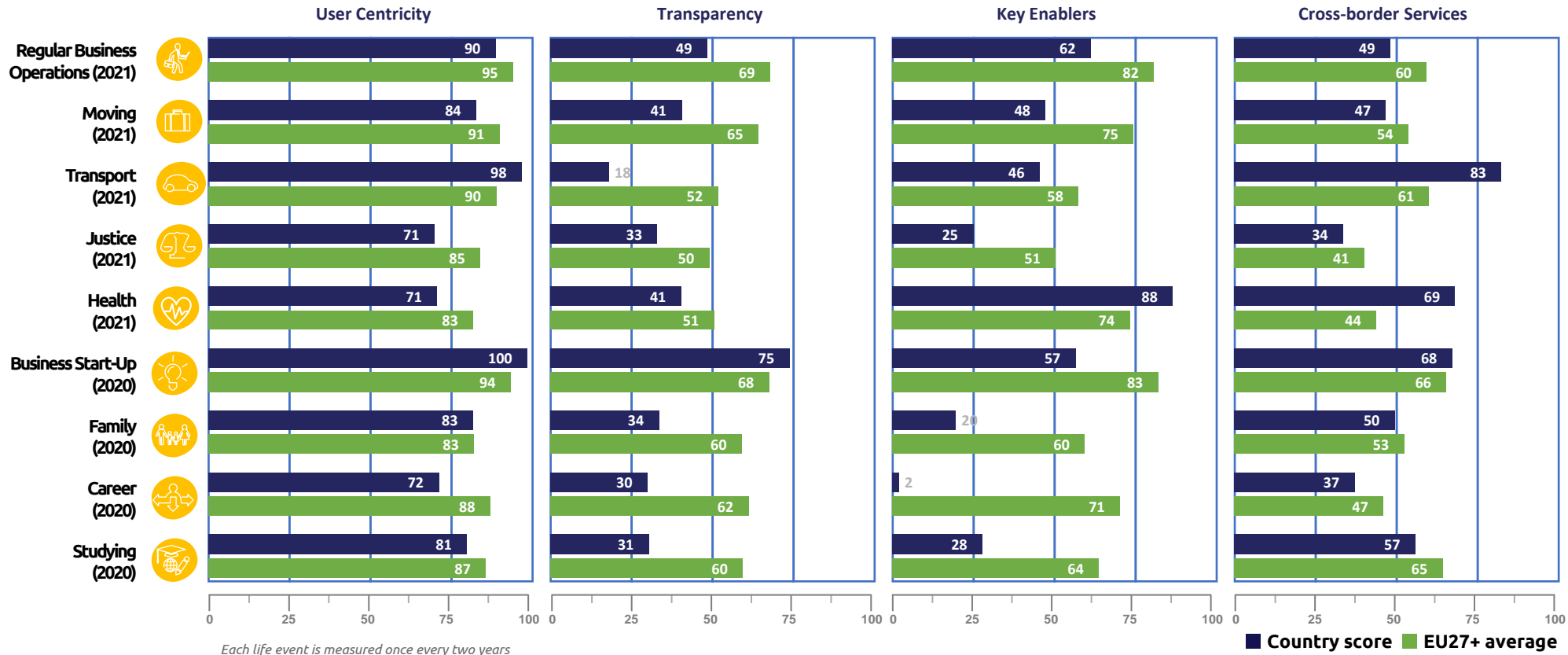
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## eGovernment performance of life events (domains)



## 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. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad

### 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.





# CYPRUS

## E-GOVERNMENT STATE OF PLAY 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020 2021]			
USER CENTRICITY	<b>Overall scores</b>	<b>88.3</b>	<b>71 •</b>		
	Online Availability	86.7	67 •		
	Mobile Friendliness	92.0	84 •		
	User Support	91.2	76 •		
TRANSPARENCY	<b>Overall scores</b>	<b>59.5</b>	<b>31 •</b>		
	Service Delivery	50.6	17 •		
	Personal Data	69.4	50 •		
KEY ENABLERS	<b>Overall scores</b>	<b>68.7</b>	<b>43 •</b>		
	eID	62.8	21 •		
	eDocuments	74.7	64 •		
	Authentic Sources	64.2	31 •		
	Digital Post	76.3	56 •		
CROSS-BORDER SERVICES	<b>Overall scores</b>	<b>54.5</b>	<b>57 •</b>		
	Online Availability	59.1	58 •		
	User Support	66.3	93 •		
	eID	23.8	5 •		
	eDocuments	45.6	24 •		

### How are services delivered?

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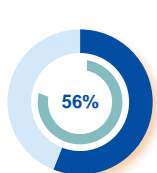
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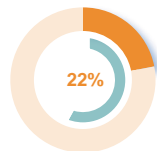
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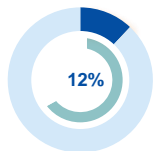
of the services  
are online

EU27+: 81%



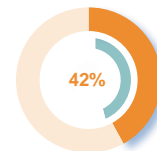
of the government portals  
show whether personal data was consulted

EU27+: 58%



of the services  
accept eID login

EU27+: 67%

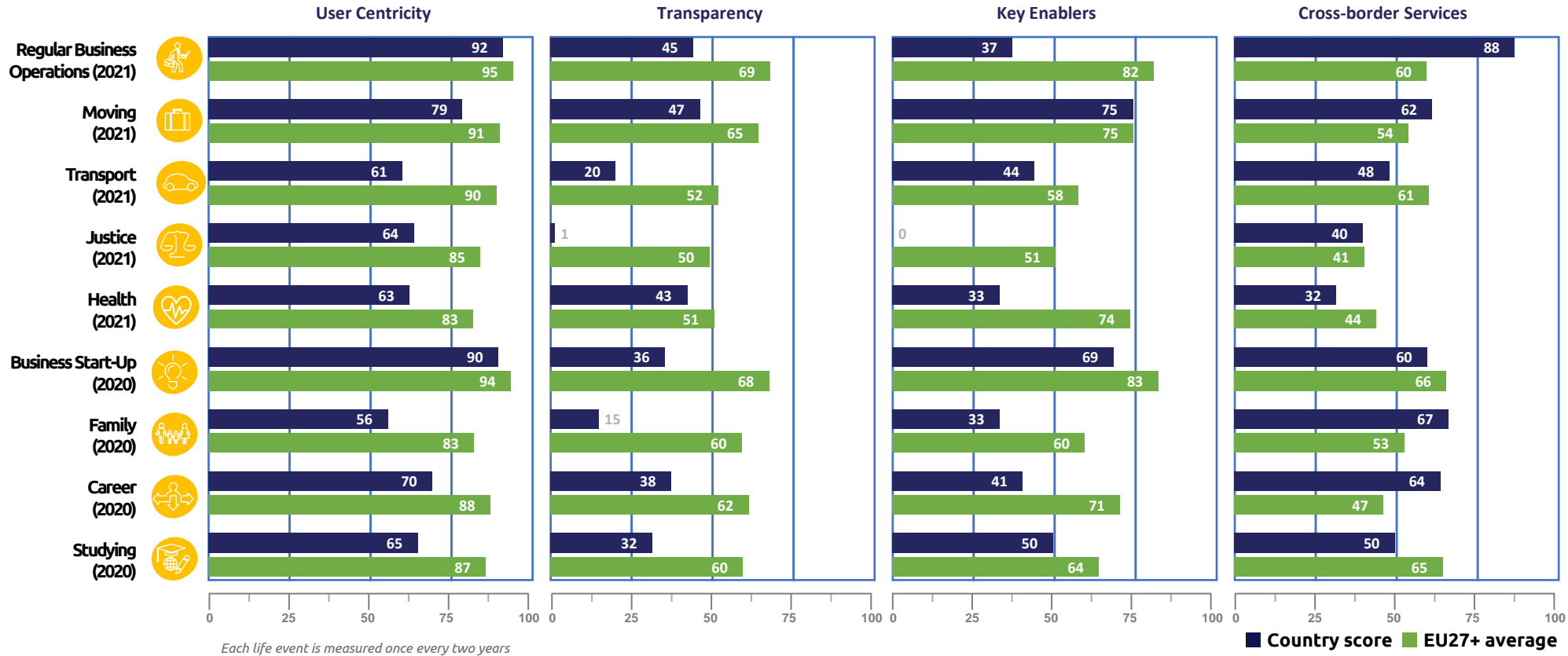


of the services  
are online for cross-border users

EU27+: 46%



## 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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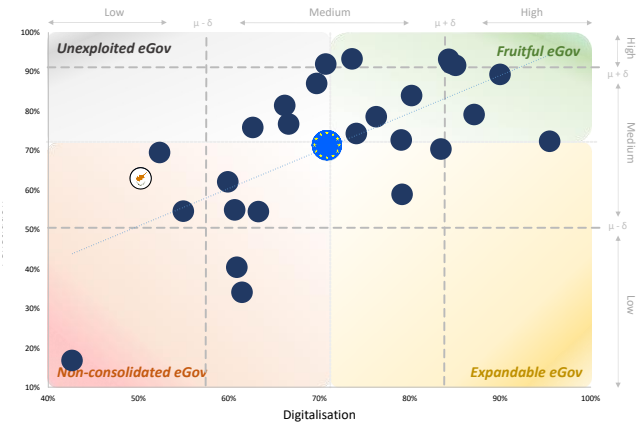
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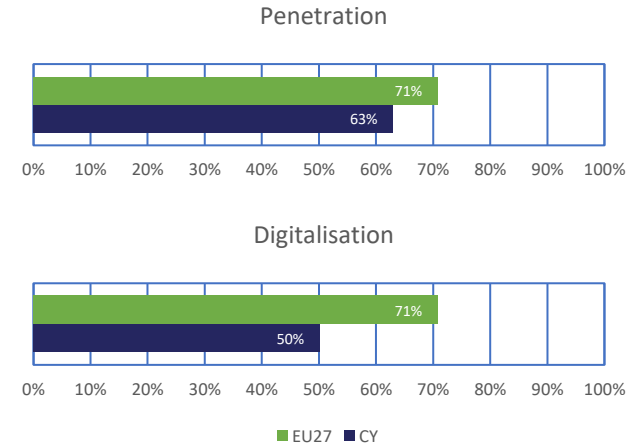


## eGovernment performance of life events (domains)

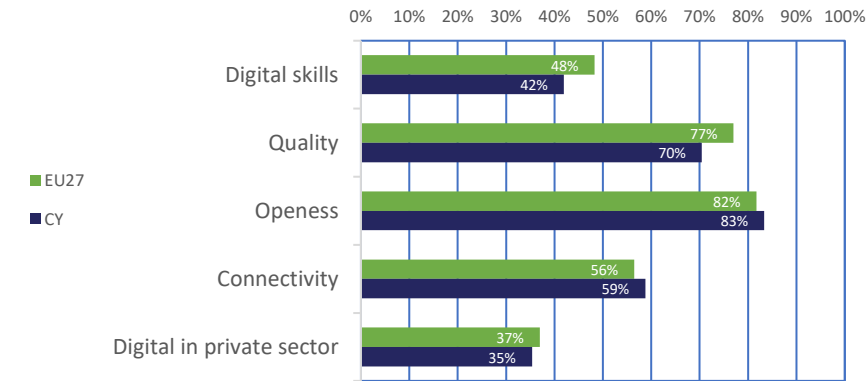
### Performance



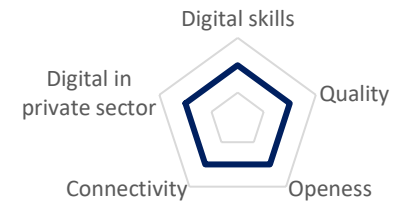
Cyprus is characterised by a medium-low level of Penetration, that is 8 percentage points below European average, and a low level of Digitalisation, which is 21 percentage points below European average. Cyprus is therefore part of the Non Consolidated eGov scenario, where countries are not fully exploiting ICT opportunities.



### Relative Indicators and Environment



The relative indicators of Cyprus show a country that is aligned with European average. In particular, Digital Skills performances, Quality and Digital in private sector are slightly below the average. Openess and Connectivity are slightly higher than the European Average.



### Considerations

**Penetration**  
On-Track

**Digitalisation**  
Underperforming

Compared to countries with a similar environment, Cyprus 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.



# CZECH REPUBLIC

## E-GOVERNMENT STATE OF PLAY 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020 2021]			
USER CENTRICITY	<b>Overall scores</b>	<b>88.3</b>	<b>85</b> •		
	Online Availability	86.7			87
	Mobile Friendliness	92.0			81
	User Support	91.2			83
TRANSPARENCY	<b>Overall scores</b>	<b>59.5</b>	<b>54</b> •		
	Service Delivery	50.6		45	
	Personal Data	69.4			80
	Service Design	58.6		39	
KEY ENABLERS	<b>Overall scores</b>	<b>68.7</b>	<b>59</b> •		
	eID	62.8		39	
	eDocuments	74.7			56
	Authentic Sources	64.2		41	
	Digital Post	76.3			100
CROSS-BORDER SERVICES	<b>Overall scores</b>	<b>54.5</b>	<b>52</b> •		
	Online Availability	59.1			66
	User Support	66.3			52
	eID	23.8	17		
	eDocuments	45.6		32	

### How are services delivered?

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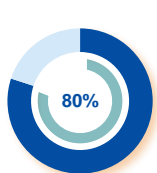
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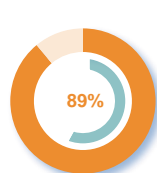
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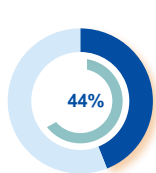
80% of the services are online

EU27+: 81%



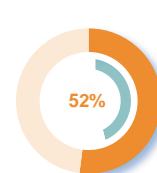
89% of the government portals show whether personal data was consulted

EU27+: 58%



44% of the services accept eID login

EU27+: 67%



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

EU27+: 46%



## eGovernment performance of life events (domains)



## Life event descriptions

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### Studying (2020)

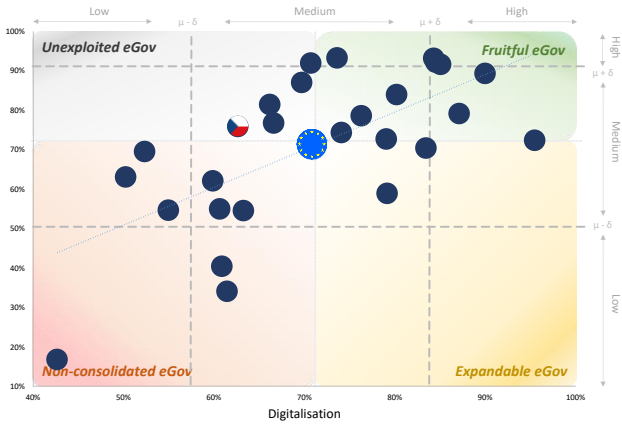
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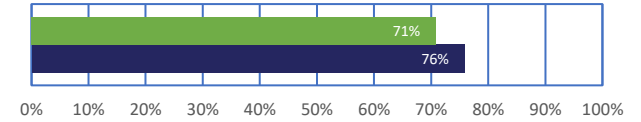
# eGovernment performance of life events (domains)

## Performance

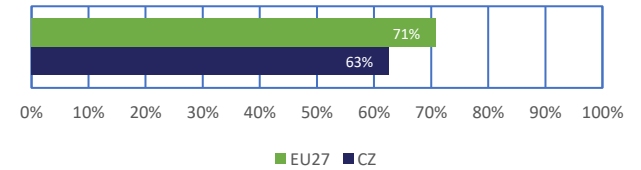


Czech Republic shows a medium-high level of Penetration and a medium level of Digitalisation. Therefore, Czech Republic is included in the Unexploited eGov scenario, a scenario that includes countries that might still be in an ongoing digitalisation process, but with a high number of citizens using eGovernment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

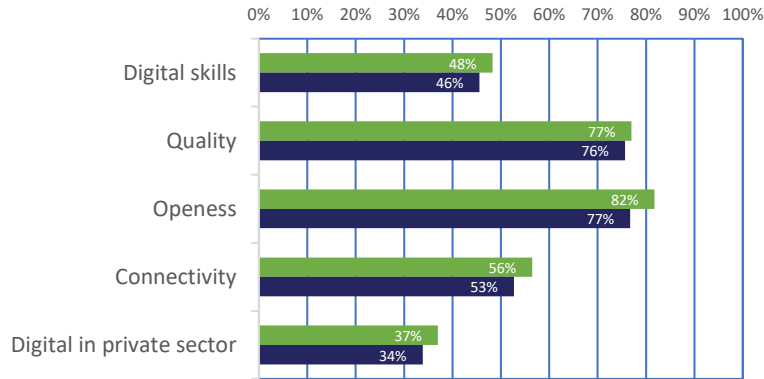
### Penetration



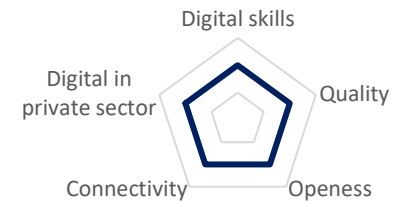
### Digitalisation



## Relative Indicators and Environment



Czech Republic's relative indicators show a country with all the characteristics (User characteristics, Government characteristics and Digital context characteristics) slightly below 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 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020 2021]			
USER CENTRICITY	Overall scores	88.3			91 •
	Online Availability	86.7			89 •
	Mobile Friendliness	92.0			95 •
	User Support	91.2			92 •
TRANSPARENCY	Overall scores	59.5			49 •
	Service Delivery	50.6			49 •
	Personal Data	69.4			65 •
	Service Design	58.6		33 •	
KEY ENABLERS	Overall scores	68.7			60 •
	eID	62.8			53 •
	eDocuments	74.7			75 •
	Authentic Sources	64.2		42 •	
	Digital Post	76.3			67 •
CROSS-BORDER SERVICES	Overall scores	54.5			53 •
	Online Availability	59.1			64 •
	User Support	66.3			63 •
	eID	23.8		10 •	
	eDocuments	45.6			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%).

**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.

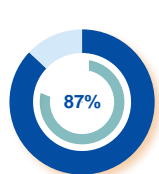
The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.

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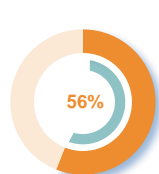
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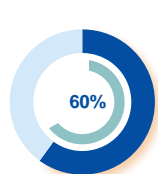
87% of the services are online

EU27+: 81%



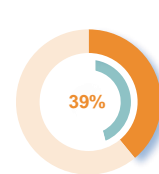
56% of the government portals show whether personal data was consulted

EU27+: 58%



60% of the services accept eID login

EU27+: 67%

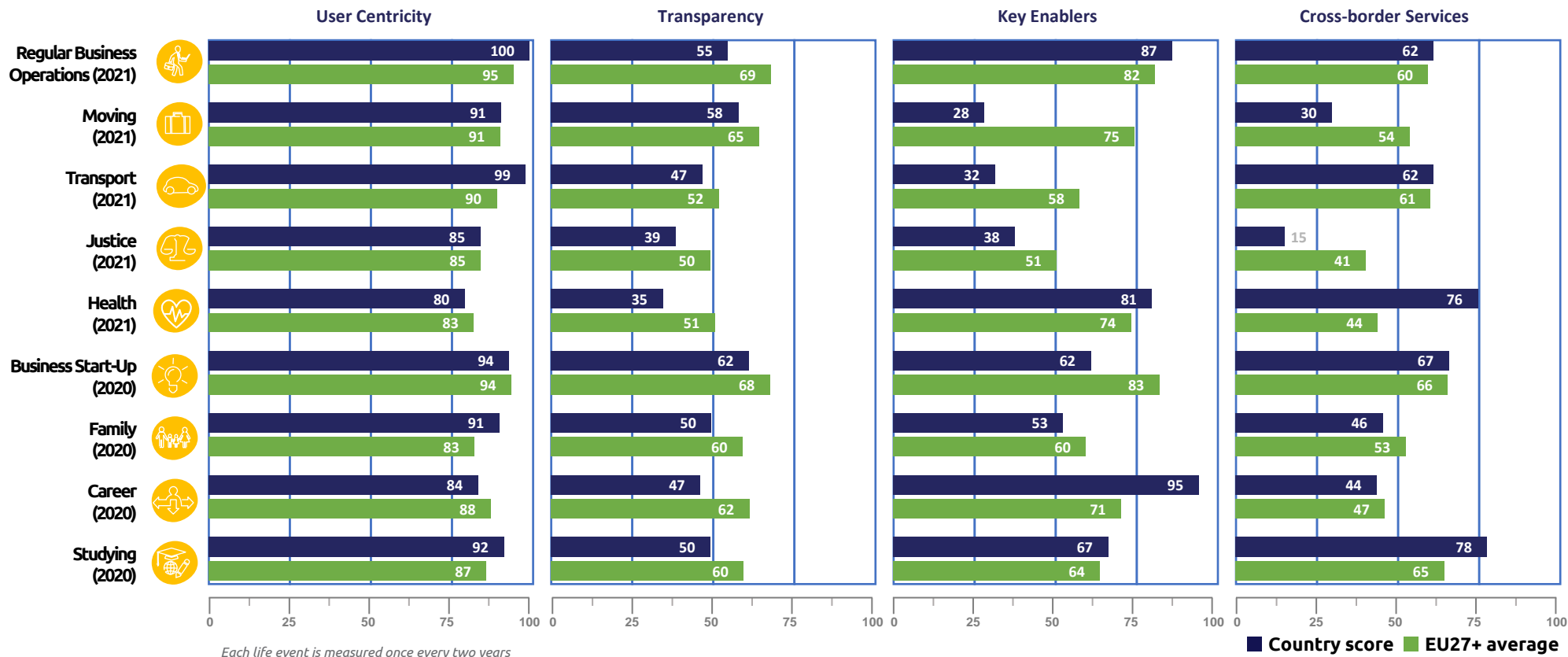


39% of the services are online for cross-border users

EU27+: 46%



## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2021)

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 (2021)

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.

### Health (2021)

The Health life event consists of seven services related to getting information about how and where to get healthcare. Moreover, it looks at whether citizens can reschedule an appointment online, whether they can apply for e-consults, e-prescriptions and whether they can access their electronic health records online.

### Transport (2021)

A life event for services for citizens wanting to buy or sell a car, declare road taxes, obtain parking permits and find public transport services.

### Starting a Small Claims Procedure (2021)

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.

### 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.

### 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. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad

### Business Start-up (2020)

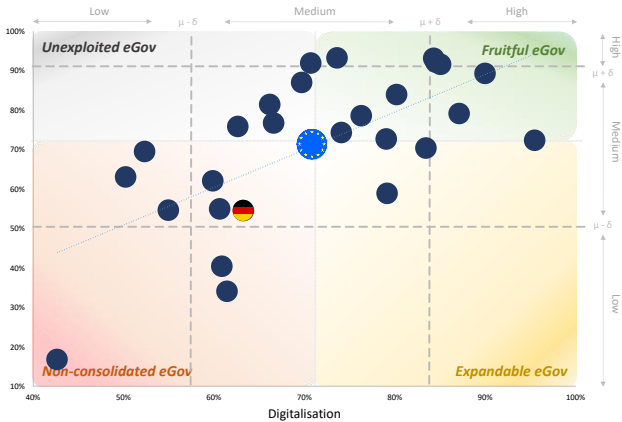
This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters.





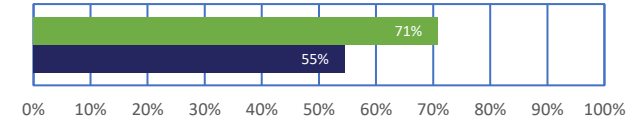
## eGovernment performance of life events (domains)

### Performance

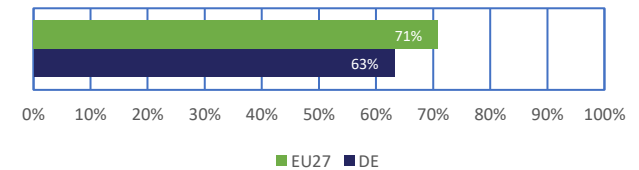


Germany is characterised by a medium-low level of Penetration and a medium level of Digitalisation. Therefore, Germany is part of the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities. The level of Digitalisation is 8 percentage points below European average, but the most significant gap is associated to the level of Penetration, that is 16 percentage points below European average.

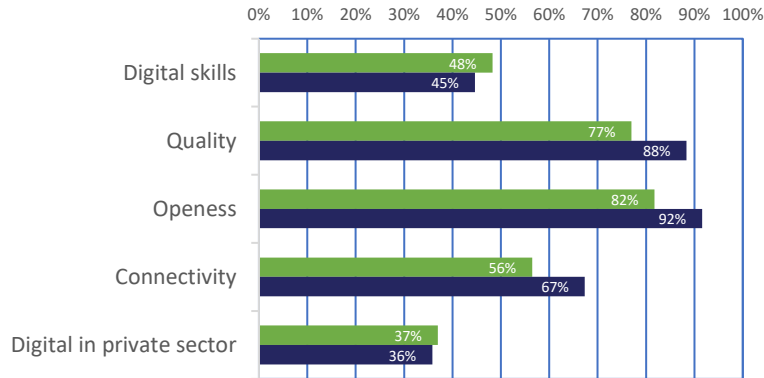
### Penetration



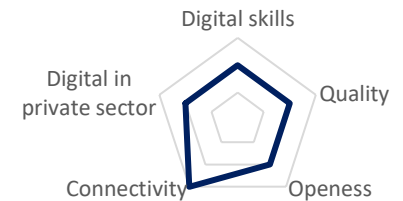
### Digitalisation



### 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 below the European average. Also Digital in private sector indicator, is slightly below the European average.



### Considerations

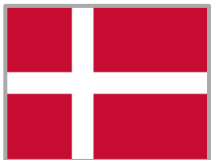
#### Penetration

Underperforming

#### Digitalisation

On-Track

Matching relative and absolute indicators, Germany is Underperforming in Penetration and On-Track 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 Penetration levels, by increasing the number of eGovernment users. Germany's Digitalisation level is in line with the European countries with similar relative performances.



# DENMARK

## E-GOVERNMENT STATE OF PLAY 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020 2021]			
USER CENTRICITY	<b>Overall scores</b>	<b>88.3</b>	<b>98 •</b>		
	Online Availability	86.7			99 •
	Mobile Friendliness	92.0			99 •
	User Support	91.2			92 •
TRANSPARENCY	<b>Overall scores</b>	<b>59.5</b>	<b>76 •</b>		
	Service Delivery	50.6		62 •	
	Personal Data	69.4			85 •
	Service Design	58.6			81 •
KEY ENABLERS	<b>Overall scores</b>	<b>68.7</b>	<b>94 •</b>		
	eID	62.8			93 •
	eDocuments	74.7			97 •
	Authentic Sources	64.2			86 •
	Digital Post	76.3			100 •
CROSS-BORDER SERVICES	<b>Overall scores</b>	<b>54.5</b>	<b>70 •</b>		
	Online Availability	59.1			70 •
	User Support	66.3			78 •
	eID	23.8		43 •	
	eDocuments	45.6			81 •

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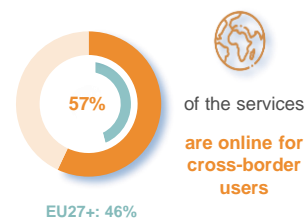
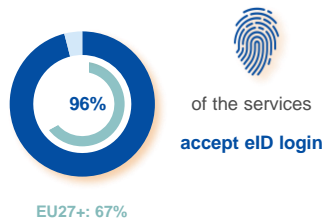
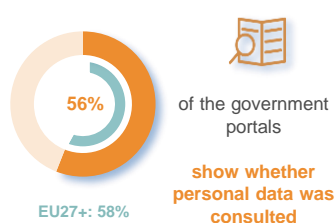
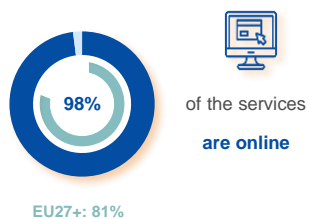
The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.

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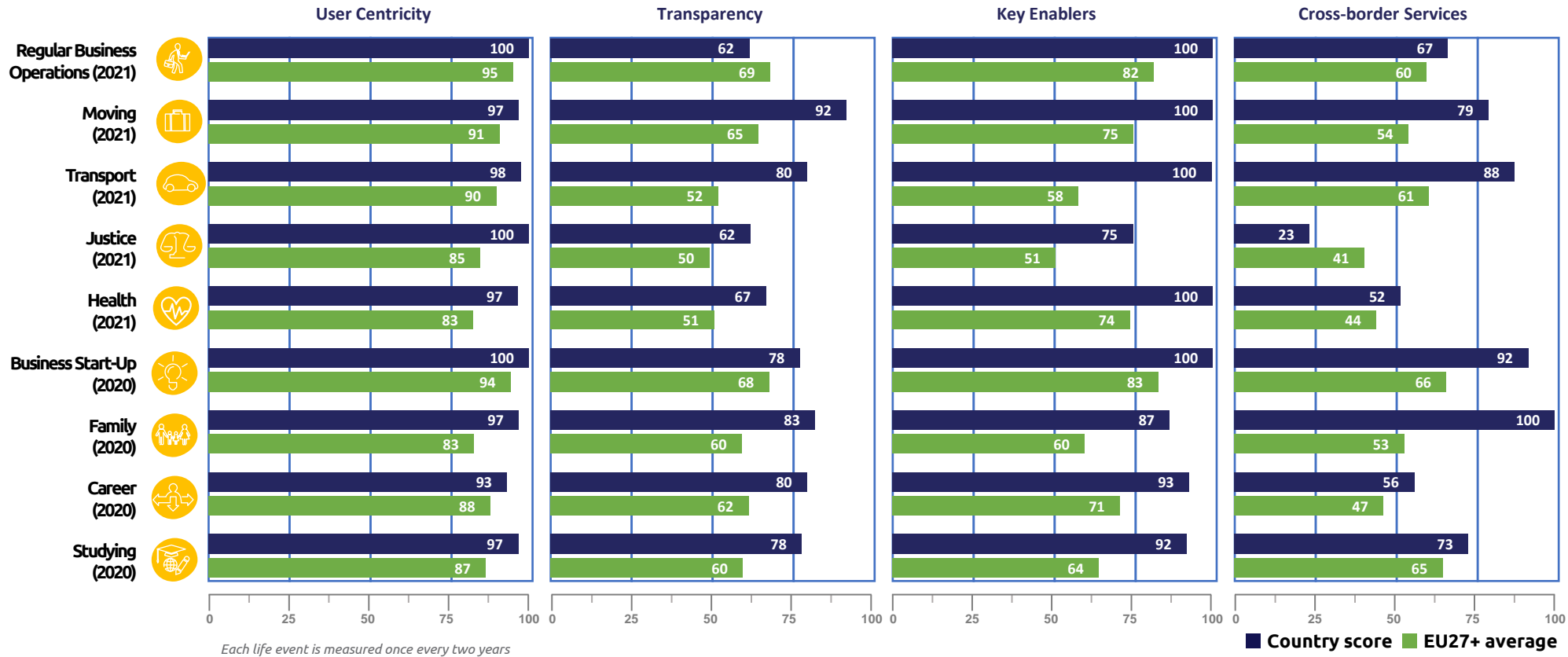
**eID:** indicates if a national eID from country A can be used in country B.

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





## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2021)

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 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.

### 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.

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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. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad

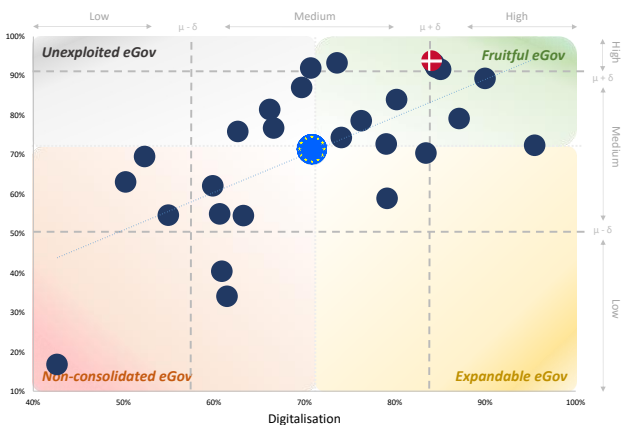
### Business Start-up (2020)

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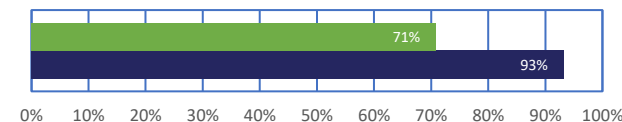
## eGovernment performance of life events (domains)

### Performance

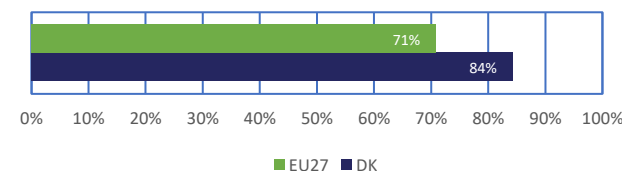


A high level of both Digitalisation (84%) and Penetration (93%) characterises Denmark, that is part of the Fruitful eGov scenario, where best-in-class countries are included, as they perform at a Digitalisation and Penetration level above average. Denmark is one of the countries with better overall performances in terms of eGovernment maturity.

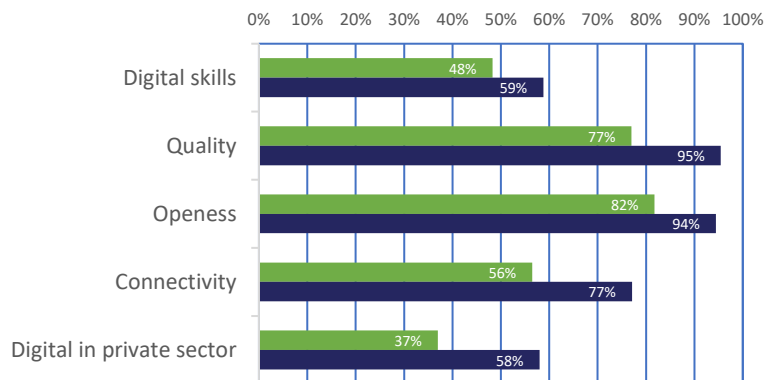
### Penetration



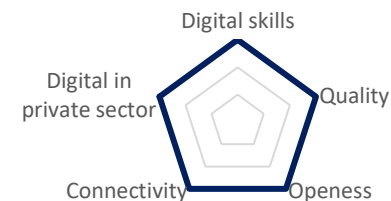
### Digitalisation



### 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

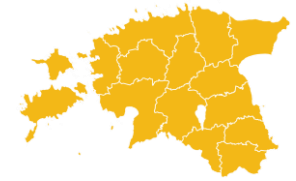
On-Track

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 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020-2021]				
USER CENTRICITY	<b>Overall scores</b>	<b>88.3</b>				<b>96</b>
	Online Availability	86.7				96
	Mobile Friendliness	92.0				97
	User Support	91.2				94
TRANSPARENCY	<b>Overall scores</b>	<b>59.5</b>				<b>87</b>
	Service Delivery	50.6				84
	Personal Data	69.4				98
	Service Design	58.6				78
KEY ENABLERS	<b>Overall scores</b>	<b>68.7</b>				<b>94</b>
	eID	62.8				91
	eDocuments	74.7				96
	Authentic Sources	64.2				87
	Digital Post	76.3				100
CROSS-BORDER SERVICES	<b>Overall scores</b>	<b>54.5</b>				<b>84</b>
	Online Availability	59.1				91
	User Support	66.3				93
	eID	23.8			50	
	eDocuments	45.6				75

### 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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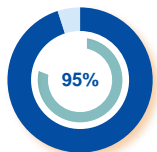
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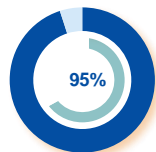
95% of the services are online

EU27+: 81%



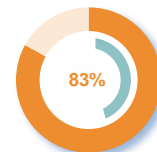
100% of the government portals show whether personal data was consulted

EU27+: 58%



95% of the services accept eID login

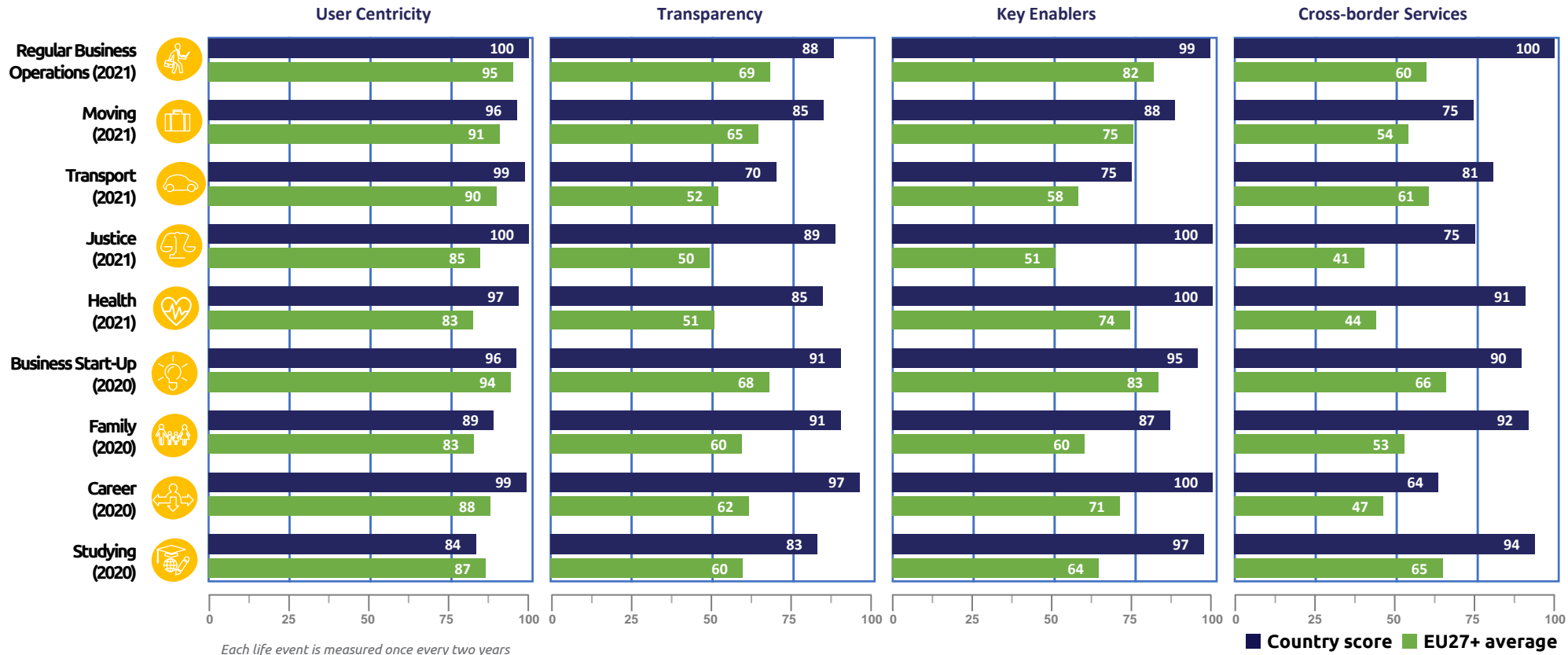
EU27+: 67%



83% of the services are online for cross-border users

EU27+: 46%

## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2021)

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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### Studying (2020)

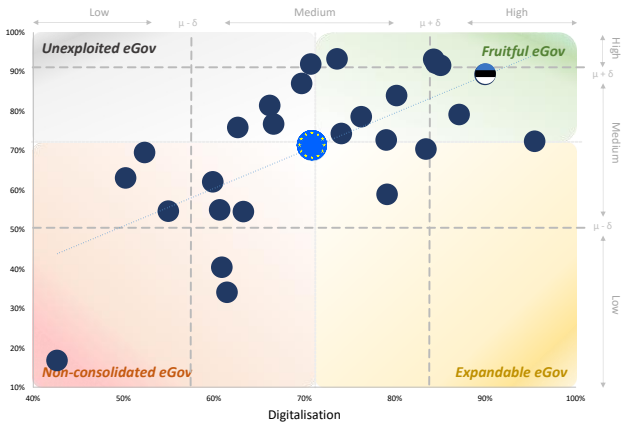
In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad

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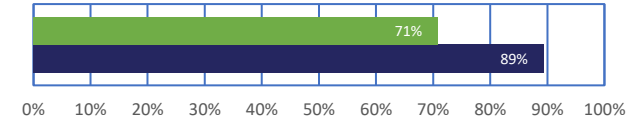
## eGovernment performance of life events (domains)

### Performance

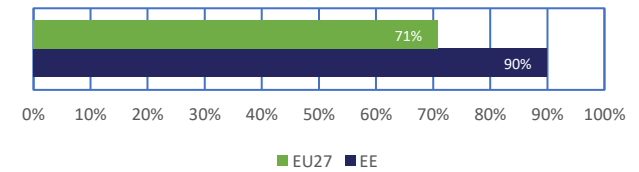


A high level of both Digitalisation and Penetration characterises Estonia. Estonia is part of the Fruitful eGov scenario, a scenario that includes the best-in-class countries, which perform at a Digitalisation and Penetration level above average. Estonia is the country with the best overall performance in terms of eGovernment maturity. The Penetration level is 89% and Digitalisation level is 90%, respectively 18 and 19 percentage points higher than the European average.

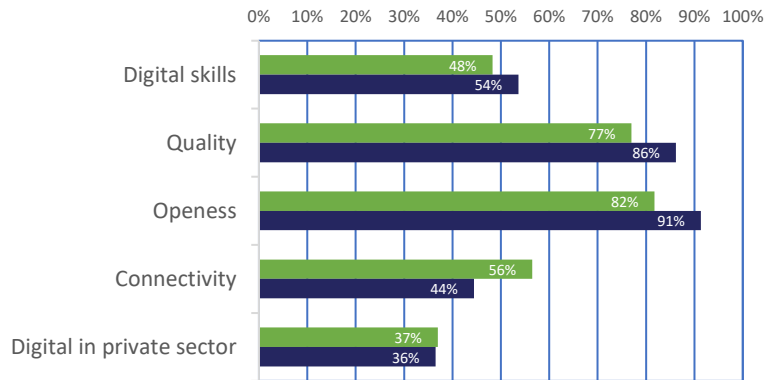
### Penetration



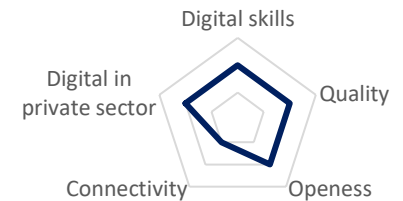
### Digitalisation



## Relative Indicators and Environment



Estonia's relative indicators show a country with almost all the characteristics (User characteristics, Government characteristics and Digital context characteristics) above the European average. Connectivity and Digital in private sector indicators are the only one below the 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 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020 2021]			
USER CENTRICITY	<b>Overall scores</b>	<b>88.3</b>			<b>86 •</b>
	Online Availability	86.7			82 •
	Mobile Friendliness	92.0			82 •
	User Support	91.2			98 •
TRANSPARENCY	<b>Overall scores</b>	<b>59.5</b>		<b>49 •</b>	
	Service Delivery	50.6	28 •		
	Personal Data	69.4			71 •
	Service Design	58.6		47 •	
KEY ENABLERS	<b>Overall scores</b>	<b>68.7</b>		<b>46 •</b>	
	eID	62.8		41 •	
	eDocuments	74.7		44 •	
	Authentic Sources	64.2		45 •	
	Digital Post	76.3		56 •	
CROSS-BORDER SERVICES	<b>Overall scores</b>	<b>54.5</b>		<b>29 •</b>	
	Online Availability	59.1	21 •		
	User Support	66.3		52 •	
	eID	23.8		30 •	
	eDocuments	45.6	20 •		

### 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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**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.

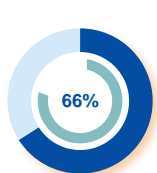
The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.

**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.

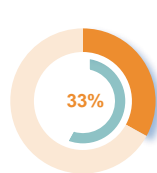
**eID:** indicates if a national eID from country A can be used in country B.

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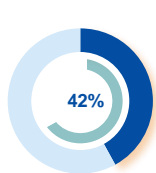
66% of the services are online

EU27+: 81%



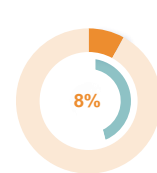
33% of the government portals show whether personal data was consulted

EU27+: 58%



42% of the services accept eID login

EU27+: 67%



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

EU27+: 46%





## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2021)

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 (2021)

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.

### Health (2021)

The Health life event consists of seven services related to getting information about how and where to get healthcare. Moreover, it looks at whether citizens can reschedule an appointment online, whether they can apply for e-consults, e-prescriptions and whether they can access their electronic health records online.

### Transport (2021)

A life event for services for citizens wanting to buy or sell a car, declare road taxes, obtain parking permits and find public transport services.

### Starting a Small Claims Procedure (2021)

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.

### 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.

### 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. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad

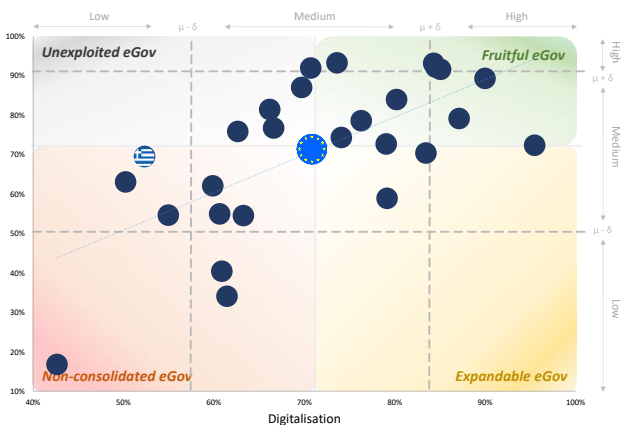
### Business Start-up (2020)

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.



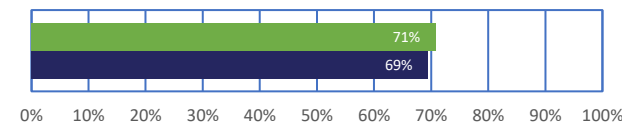
## eGovernment performance of life events (domains)

### Performance

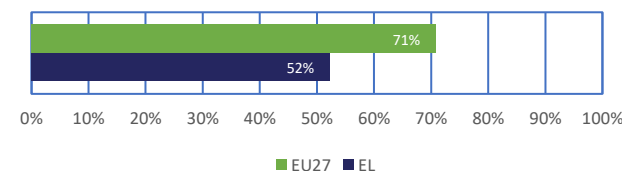


Greece is characterised by a medium level of Penetration and a medium-low level of Digitalisation. Therefore, Greece is part of the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities. The level of Penetration is slightly below European average, but the most significant gap is associated to the level of Digitalisation, that is 19 percentage points below European average.

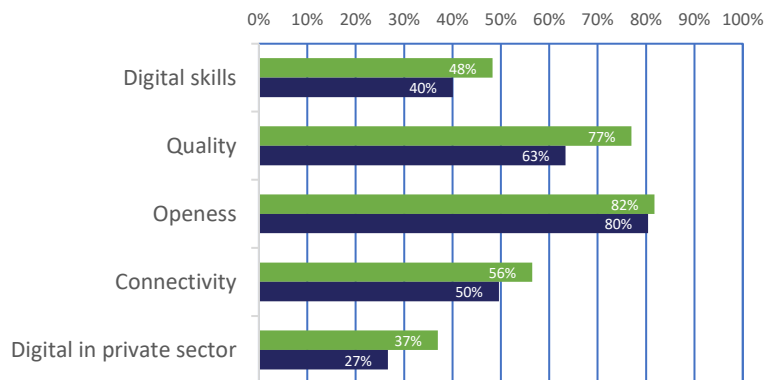
### Penetration



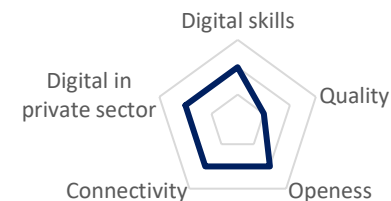
### Digitalisation



### 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. 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

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. Greece eGovernment maturity process seems to be benefiting from a digitalisation of the back- and the front- office.



# SPAIN

## E-GOVERNMENT STATE OF PLAY 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020-2021]			
USER CENTRICITY	<b>Overall scores</b>	<b>88.3</b>	<b>96 •</b>		
	Online Availability	86.7	95 •		
	Mobile Friendliness	92.0	90 •		
	User Support	91.2	98 •		
TRANSPARENCY	<b>Overall scores</b>	<b>59.5</b>	<b>72 •</b>		
	Service Delivery	50.6	64 •		
	Personal Data	69.4	84 •		
	Service Design	58.6	69 •		
KEY ENABLERS	<b>Overall scores</b>	<b>68.7</b>	<b>79 •</b>		
	eID	62.8	60 •		
	eDocuments	74.7	85 •		
	Authentic Sources	64.2	78 •		
	Digital Post	76.3	94 •		
CROSS-BORDER SERVICES	<b>Overall scores</b>	<b>54.5</b>	<b>68 •</b>		
	Online Availability	59.1	82 •		
	User Support	66.3	74 •		
	eID	23.8	14 •		
	eDocuments	45.6	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.

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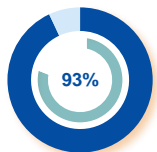
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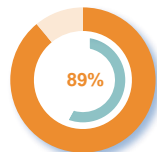
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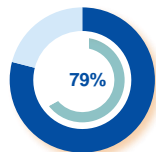
93% of the services are online

EU27+: 81%



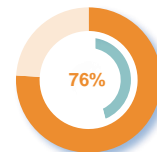
89% of the government portals show whether personal data was consulted

EU27+: 58%



79% of the services accept eID login

EU27+: 67%

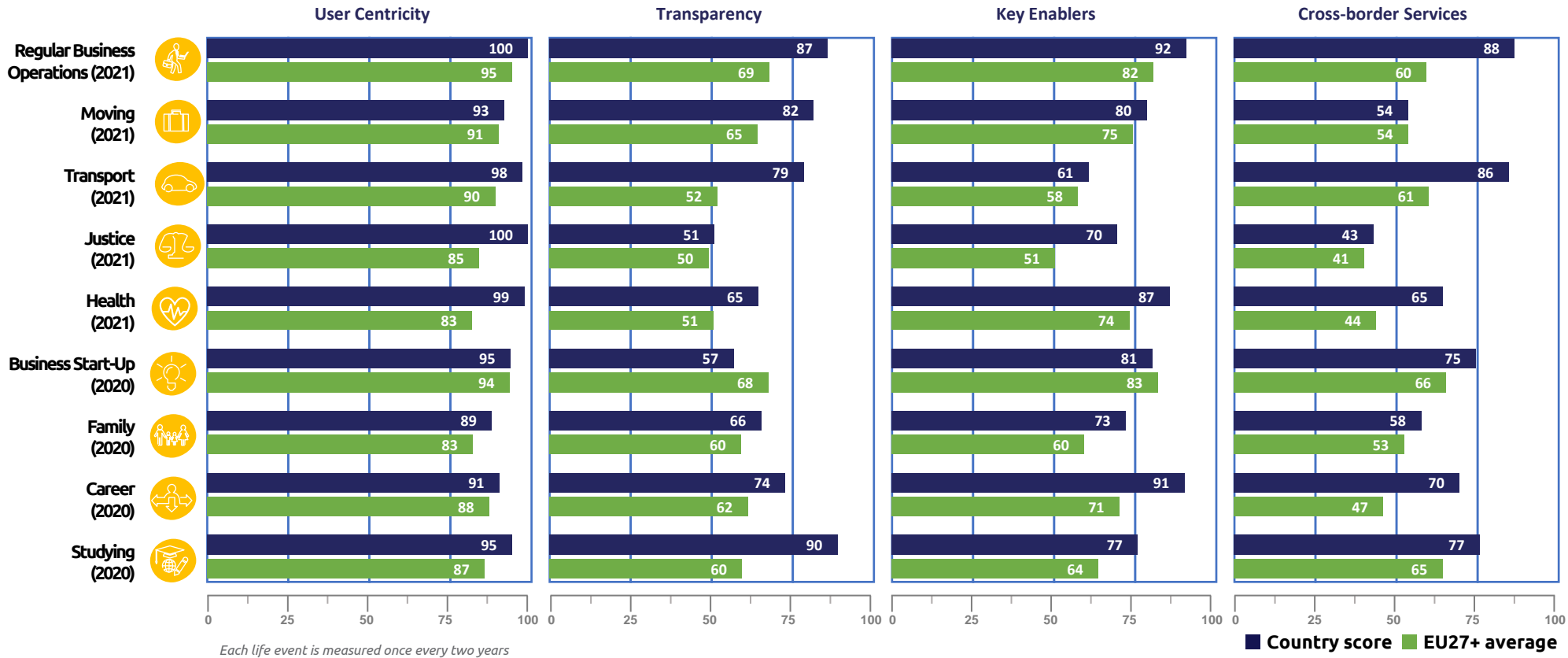


76% of the services are online for cross-border users

EU27+: 46%



# 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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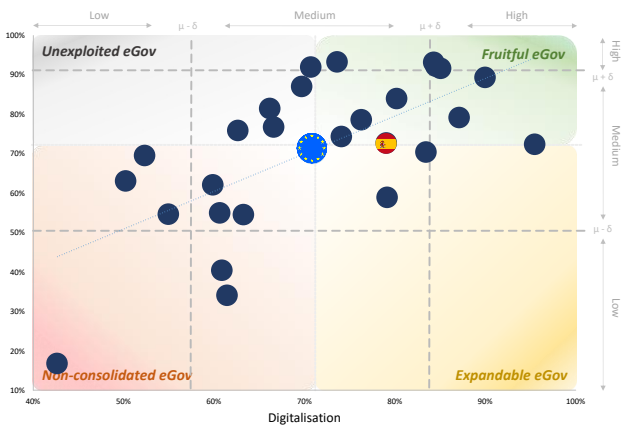
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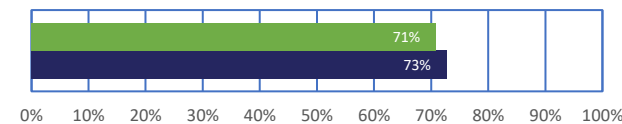
## eGovernment performance of life events (domains)

### Performance

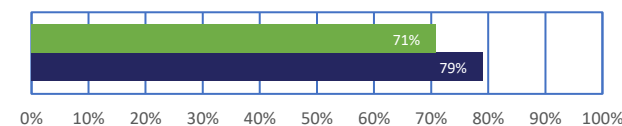


Spain has a medium level of Penetration (73%), and a medium-high level of Digitalisation. Therefore, Spain is part of the Fruitful eGov scenario, which includes best-in-class countries that perform above the European average in both Digitalisation and Penetration.

### Penetration

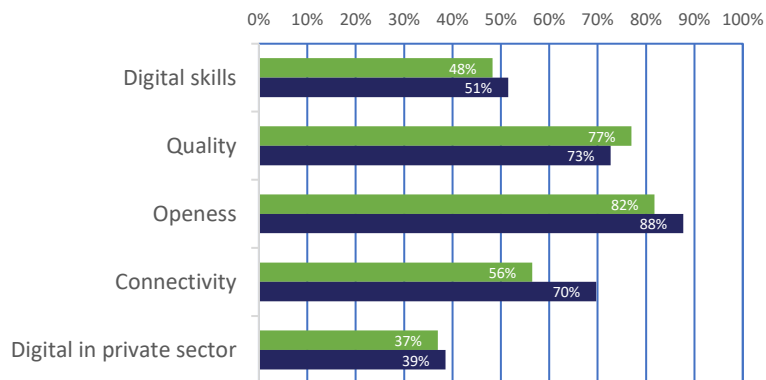


### Digitalisation

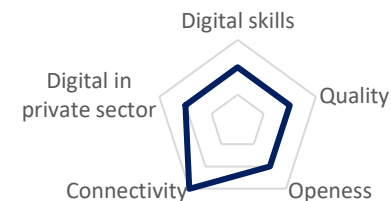


■ EU27 ■ ES

### 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 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. Spain, compared with countries having similar environmental characteristics, seems to have reached a satisfying level of digitalisation of the front- and the back-offices. However, Spain'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.



# FINLAND

## E-GOVERNMENT STATE OF PLAY 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020 2021]			
USER CENTRICITY	<b>Overall scores</b>	<b>88.3</b>	<b>99</b> •		
	Online Availability	86.7			98
	Mobile Friendliness	92.0			100
	User Support	91.2			100
TRANSPARENCY	<b>Overall scores</b>	<b>59.5</b>	<b>71</b> •		
	Service Delivery	50.6		56	
	Personal Data	69.4		64	
	Service Design	58.6			92
KEY ENABLERS	<b>Overall scores</b>	<b>68.7</b>	<b>93</b> •		
	eID	62.8			92
	eDocuments	74.7			89
	Authentic Sources	64.2			90
	Digital Post	76.3			100
CROSS-BORDER SERVICES	<b>Overall scores</b>	<b>54.5</b>	<b>76</b> •		
	Online Availability	59.1			83
	User Support	66.3			93
	eID	23.8		49	
	eDocuments	45.6		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%).

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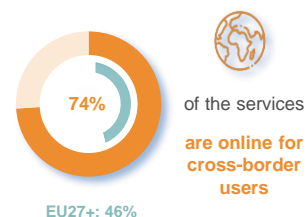
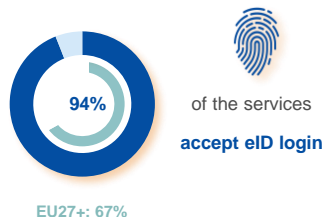
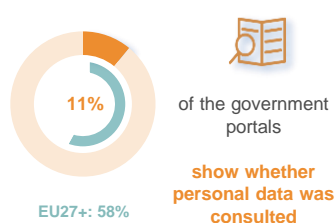
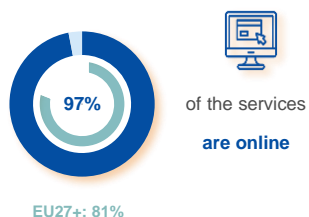
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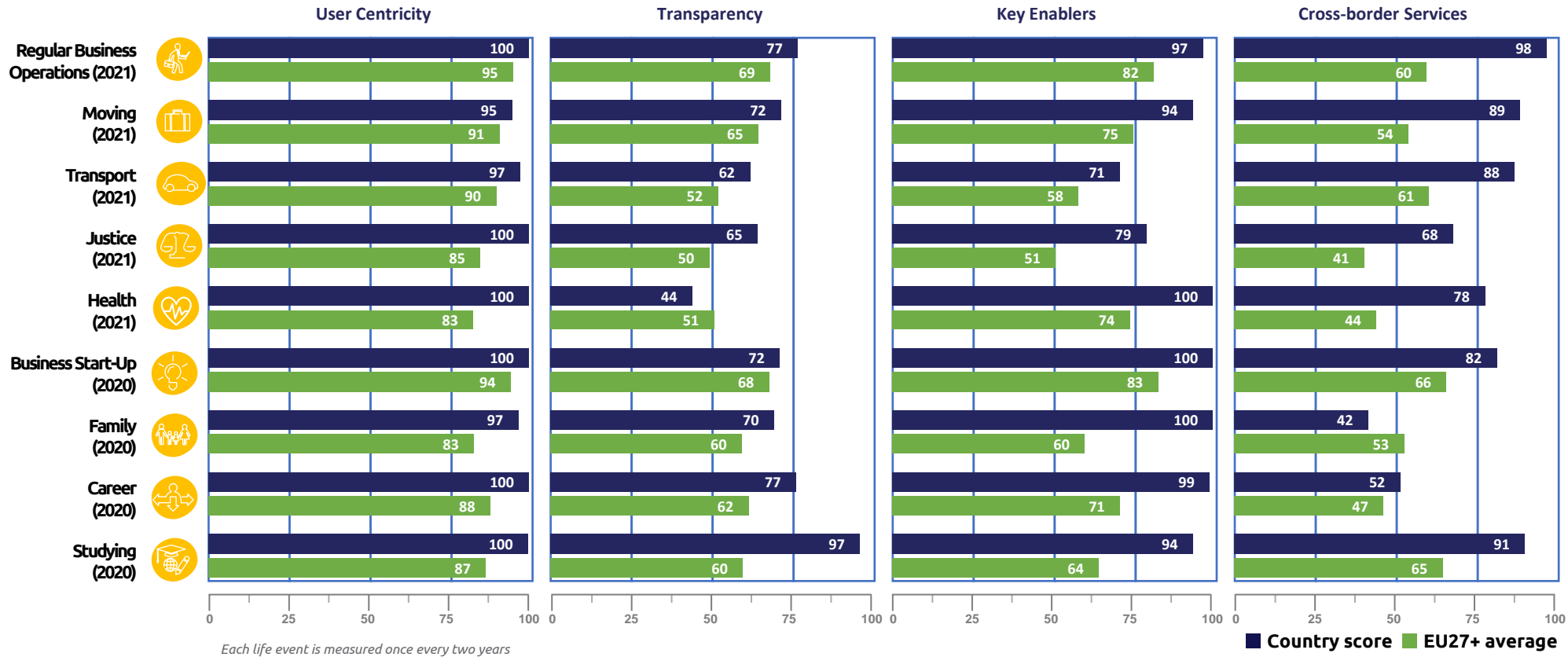
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## eGovernment performance of life events (domains)



## Life event descriptions

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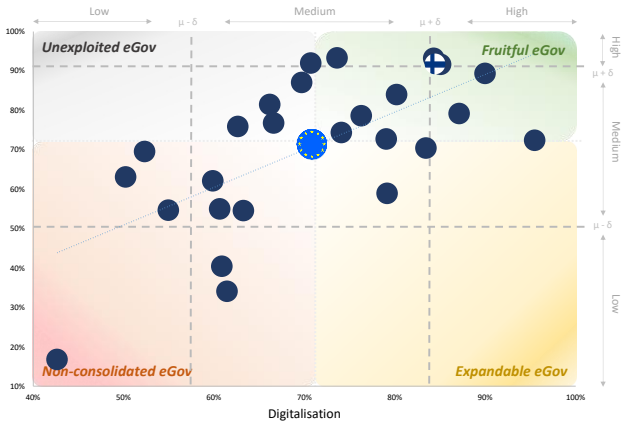
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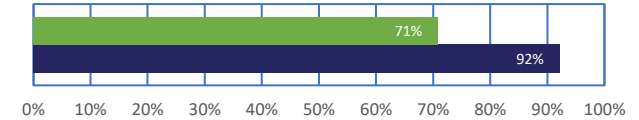
## eGovernment performance of life events (domains)

### Performance

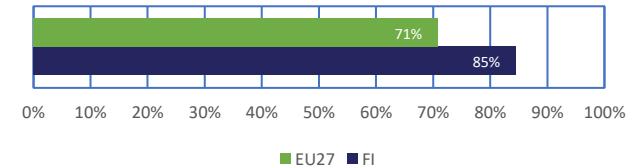


A high level of both Digitalisation and Penetration characterises Finland. Therefore, Finland is part of the Fruitful eGov countries, a scenario that includes the best-in-class countries, which perform at a Digitalisation and Penetration level above average. Finland is one of the countries with the highest Penetration level: over 92% of individuals use online services to submit forms to Public Administration. Also its Digitalisation level is above the European average, and one of the highest in Europe.

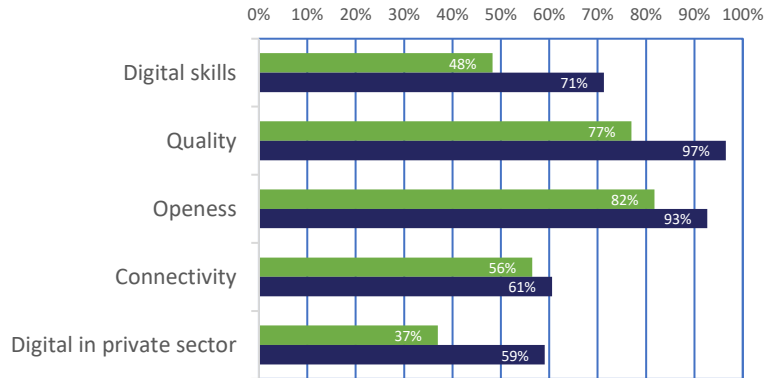
### Penetration



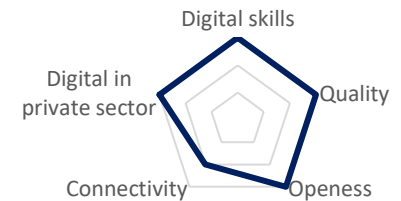
### Digitalisation



### 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 Openess 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 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020 2021]			
USER CENTRICITY	<b>Overall scores</b>	<b>88.3</b>	<b>94</b>		
	Online Availability	86.7			93
	Mobile Friendliness	92.0			97
	User Support	91.2			95
TRANSPARENCY	<b>Overall scores</b>	<b>59.5</b>	<b>65</b>		
	Service Delivery	50.6		55	
	Personal Data	69.4			79
	Service Design	58.6		61	
KEY ENABLERS	<b>Overall scores</b>	<b>68.7</b>	<b>75</b>		
	eID	62.8			72
	eDocuments	74.7			91
	Authentic Sources	64.2		47	
	Digital Post	76.3			89
CROSS-BORDER SERVICES	<b>Overall scores</b>	<b>54.5</b>	<b>46</b>		
	Online Availability	59.1			51
	User Support	66.3			44
	eID	23.8		14	
	eDocuments	45.6			53

### 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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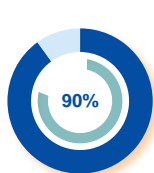
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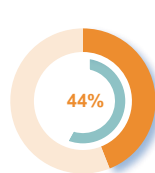
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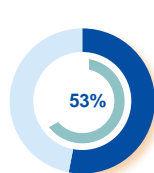
90% of the services are online

EU27+: 81%



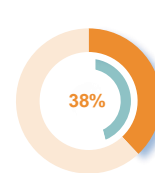
44% of the government portals show whether personal data was consulted

EU27+: 58%



53% of the services accept eID login

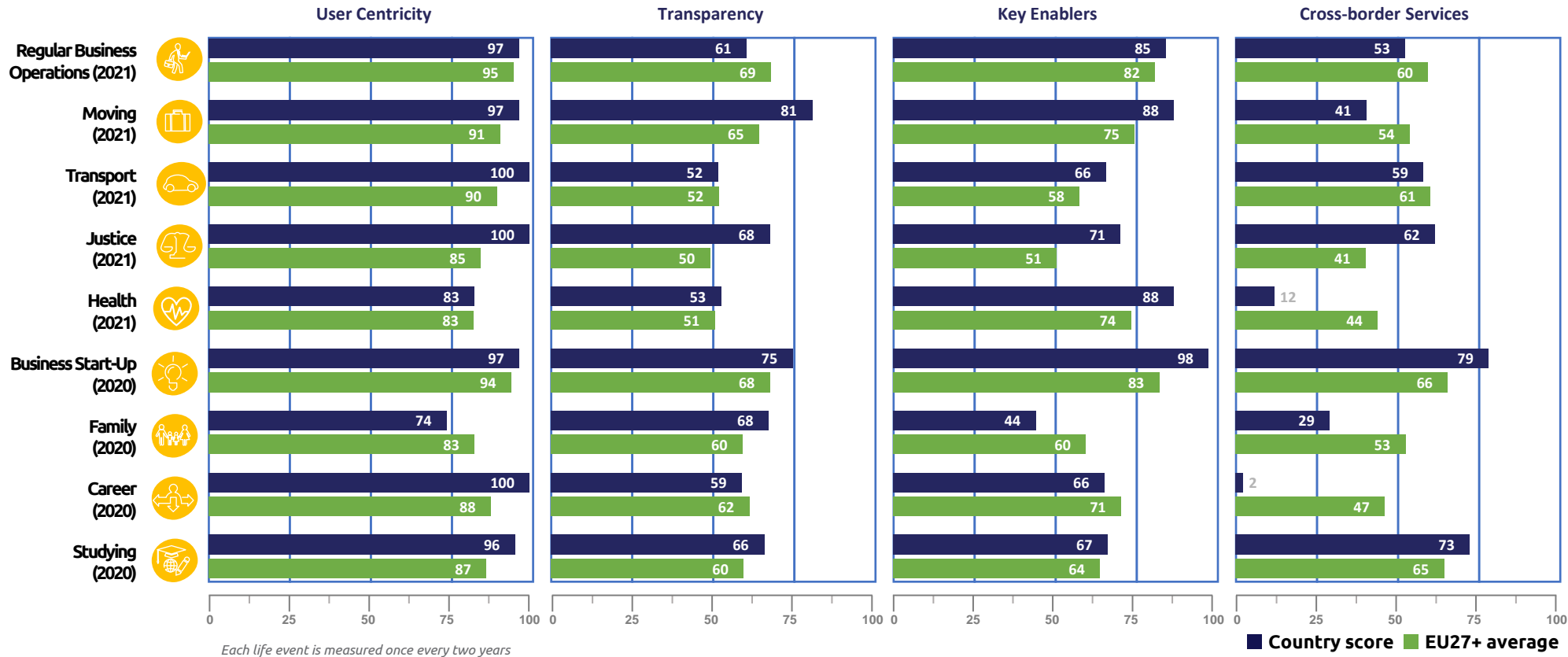
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38% of the services are online for cross-border users

EU27+: 46%

# eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2021)

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 (2021)

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.

### Health (2021)

The Health life event consists of seven services related to getting information about how and where to get healthcare. Moreover, it looks at whether citizens can reschedule an appointment online, whether they can apply for e-consults, e-prescriptions and whether they can access their electronic health records online.

### Transport (2021)

A life event for services for citizens wanting to buy or sell a car, declare road taxes, obtain parking permits and find public transport services.

### Starting a Small Claims Procedure (2021)

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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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.

### 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)

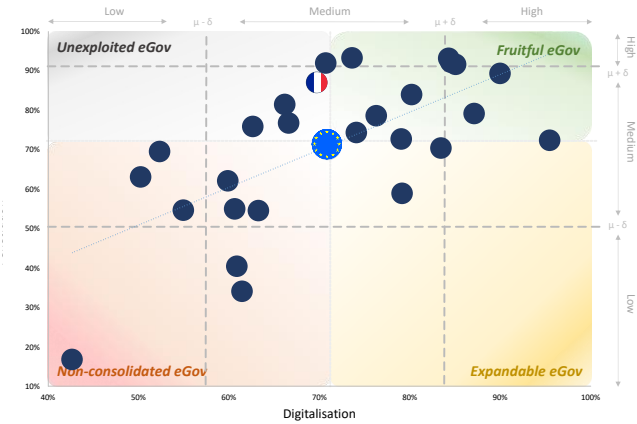
In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad

### Business Start-up (2020)

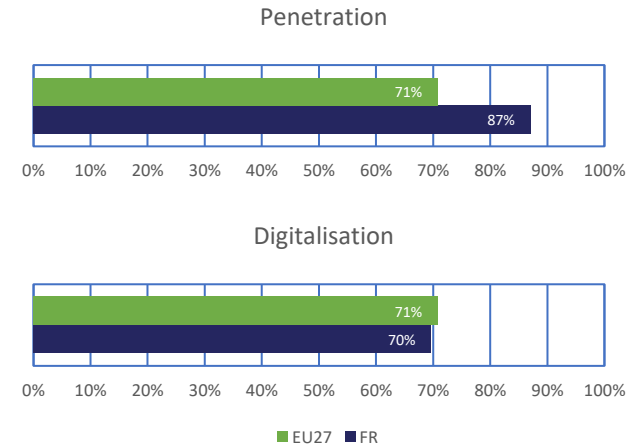
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# eGovernment performance of life events (domains)

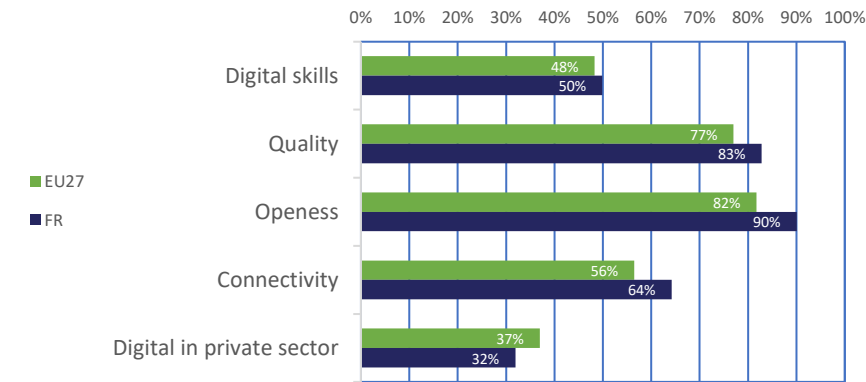
## Performance



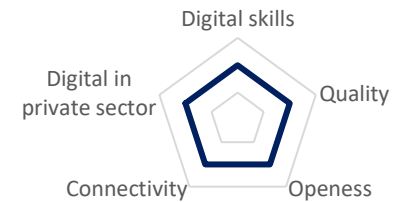
France shows a medium-high level of Penetration and a medium level of Digitalisation. Therefore, Germany is included in the Unexploited eGov scenario, a scenario that includes countries that might still be in an ongoing digitalisation process, but with a high number of citizens using eGovernment services.



## Relative Indicators and Environment



France's relative indicators show a country with almost all environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) in line or above the European average. Digital in private sector is the only indicator below 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 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020 2021]			
USER CENTRICITY	<b>Overall scores</b>	<b>88.3</b>			<b>88 •</b>
	Online Availability	86.7			89 •
	Mobile Friendliness	92.0			89 •
	User Support	91.2			83 •
TRANSPARENCY	<b>Overall scores</b>	<b>59.5</b>			<b>51 •</b>
	Service Delivery	50.6		46 •	
	Personal Data	69.4			58 •
	Service Design	58.6		50 •	
KEY ENABLERS	<b>Overall scores</b>	<b>68.7</b>			<b>57 •</b>
	eID	62.8			59 •
	eDocuments	74.7			61 •
	Authentic Sources	64.2		38 •	
	Digital Post	76.3			72 •
CROSS-BORDER SERVICES	<b>Overall scores</b>	<b>54.5</b>			<b>46 •</b>
	Online Availability	59.1		48 •	
	User Support	66.3			67 •
	eID	23.8		25 •	
	eDocuments	45.6		20 •	

### 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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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.

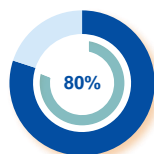
The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.

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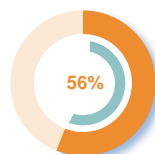
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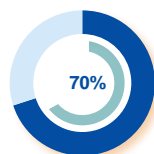
80% of the services are online

EU27+: 81%



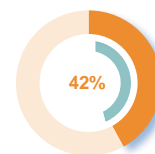
56% of the government portals show whether personal data was consulted

EU27+: 58%



70% of the services accept eID login

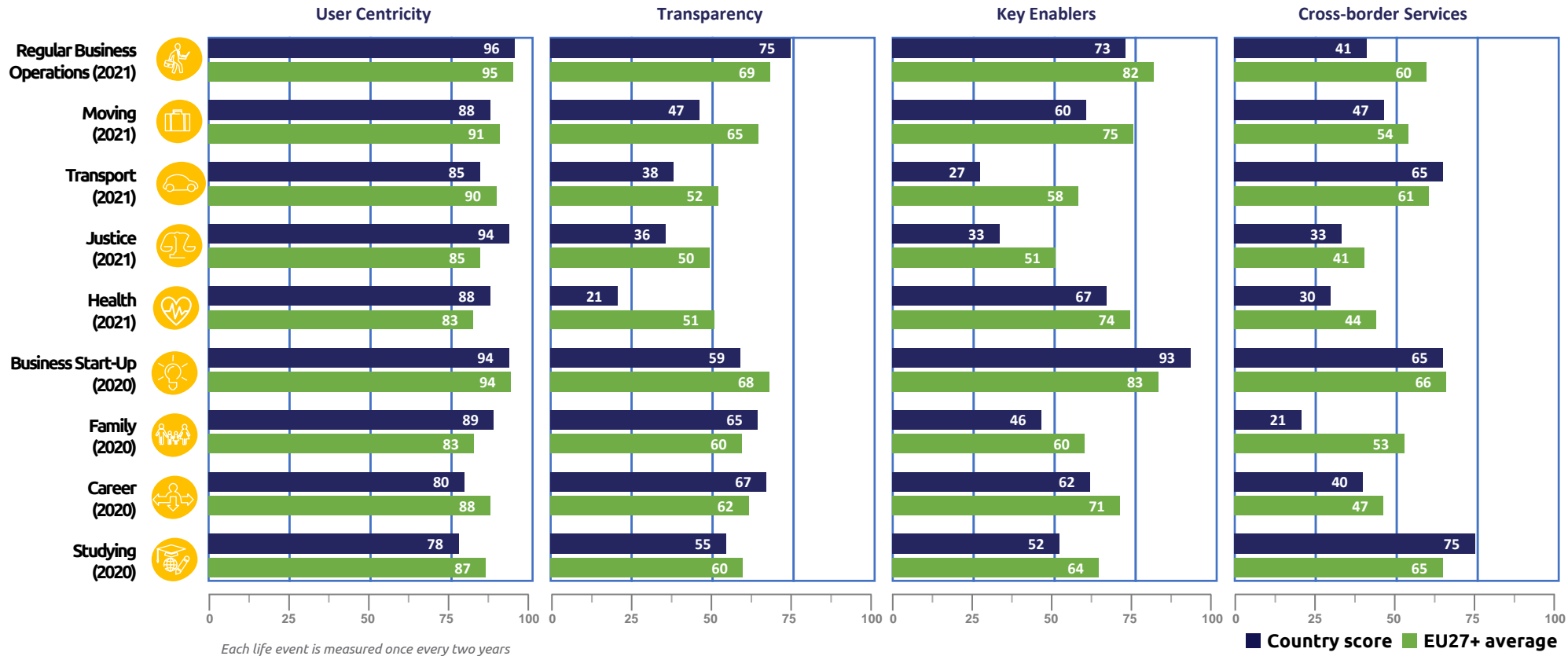
EU27+: 67%



42% of the services are online for cross-border users

EU27+: 46%

## eGovernment performance of life events (domains)



### Life event descriptions

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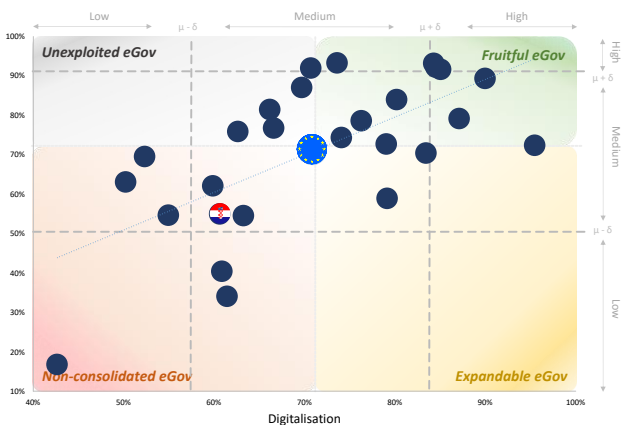
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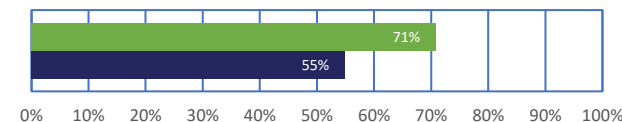
## eGovernment performance of life events (domains)

### Performance

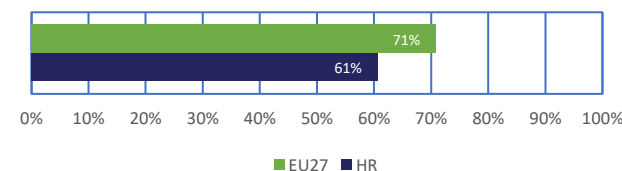


Croatia is characterised by a low level of both Penetration and Digitalisation, respectively 16 and 10 percentage points below the European average. Croatia is included in the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities..

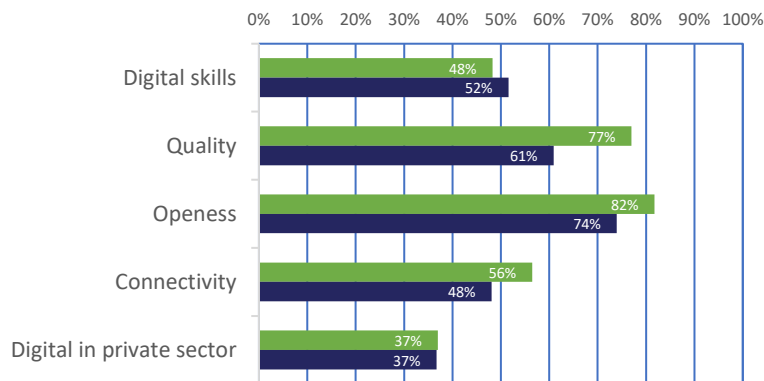
### Penetration



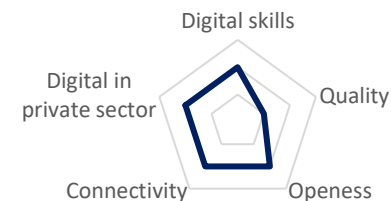
### Digitalisation



### 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 is Quality that measure the quality of governments' action perceived by citizens.



### Considerations

#### Penetration

On-Track

#### Digitalisation

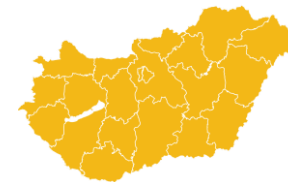
On-Track

Croatia 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.



# HUNGARY

## E-GOVERNMENT STATE OF PLAY 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020 2021]			
USER CENTRICITY	Overall scores	88.3			92 •
	Online Availability	86.7			95 •
	Mobile Friendliness	92.0			84 •
	User Support	91.2			86 •
TRANSPARENCY	Overall scores	59.5		50 •	
	Service Delivery	50.6		60 •	
	Personal Data	69.4		64 •	
	Service Design	58.6	25 •		
KEY ENABLERS	Overall scores	68.7			84 •
	eID	62.8			83 •
	eDocuments	74.7			93 •
	Authentic Sources	64.2		60 •	
	Digital Post	76.3			100 •
CROSS-BORDER SERVICES	Overall scores	54.5		39 •	
	Online Availability	59.1		38 •	
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	eID	23.8	29 •		
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### How are services delivered?

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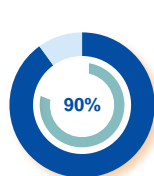
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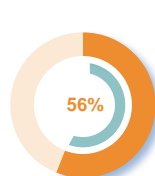
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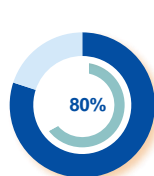
90% of the services are online

EU27+: 81%



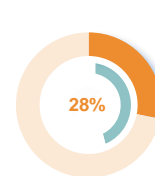
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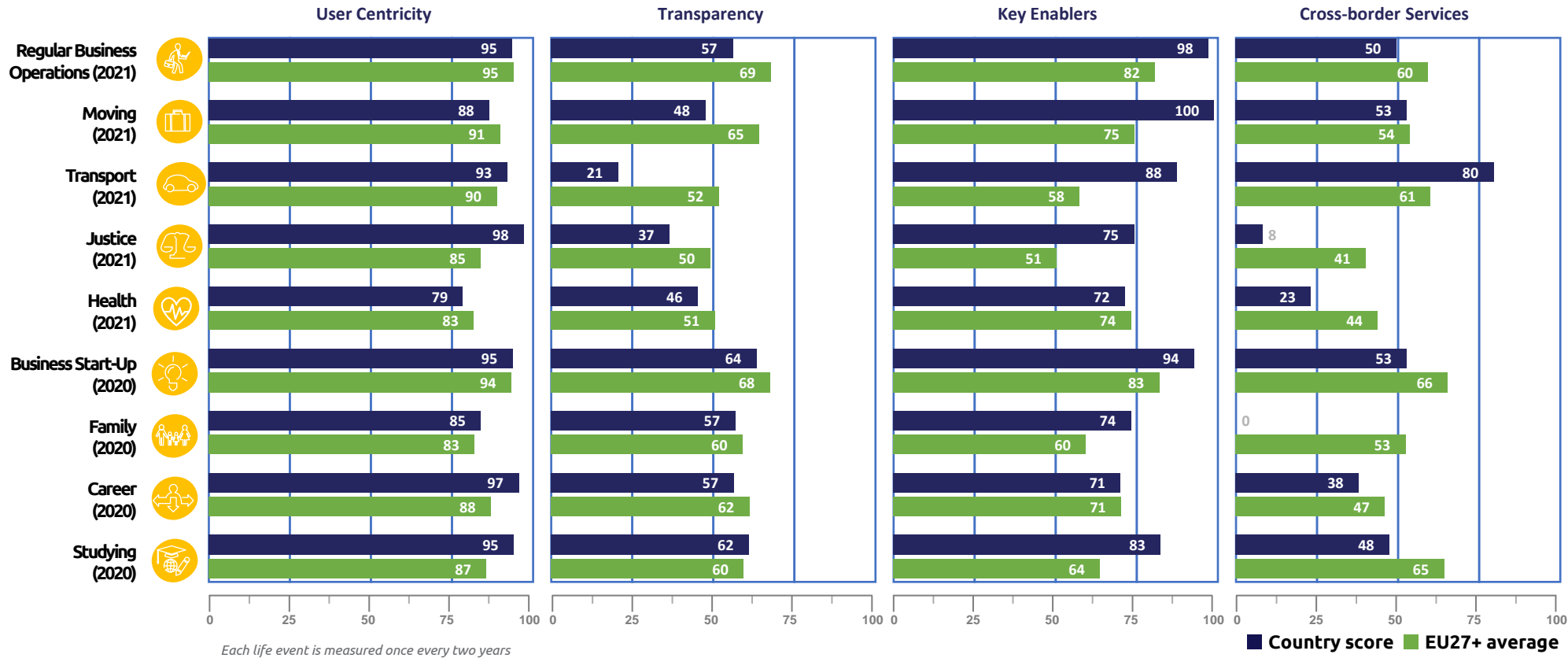
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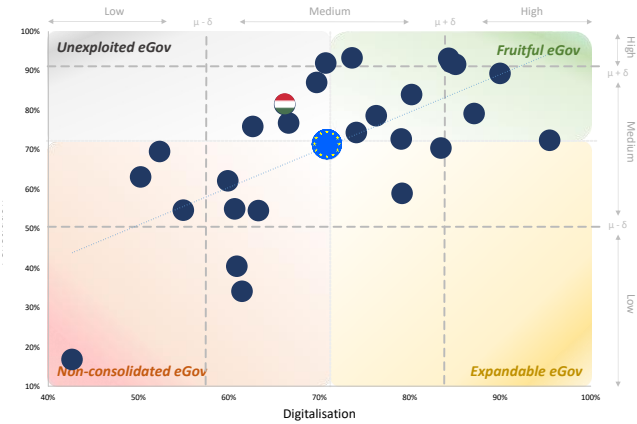
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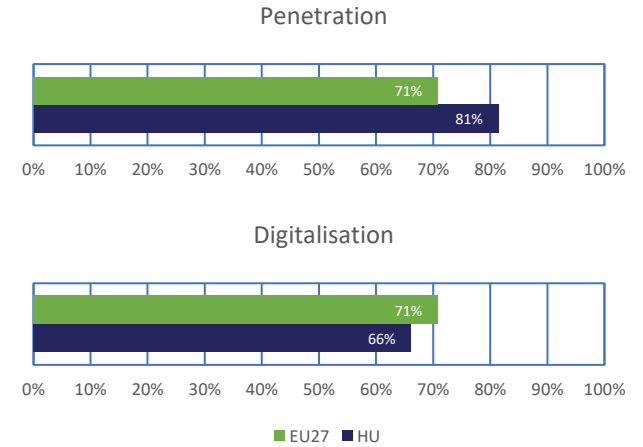


# eGovernment performance of life events (domains)

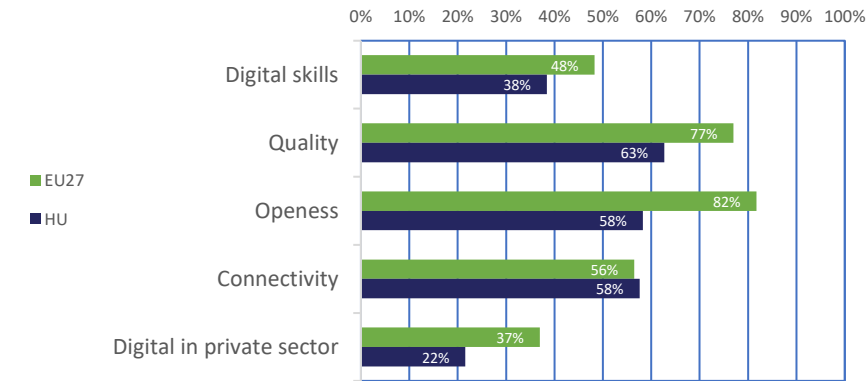
## Performance



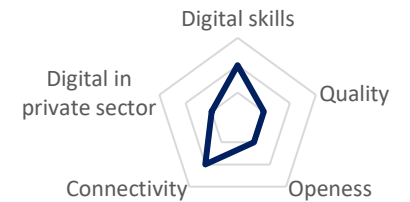
Hungary is characterised by a medium-high level of Penetration and a medium-low level of Digitalisation. Therefore, Hungary is part of the Unexploited eGov scenario, a scenario that includes countries that might still be in an ongoing digitalisation process, but with a high number of citizens using eGovernment 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 Digital Skills of the population is in line with the European average and Connectivity is slightly above 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

## E-GOVERNMENT STATE OF PLAY 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020 2021]			
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	Online Availability	86.7			90 •
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CROSS-BORDER SERVICES	Overall scores	54.5			71 •
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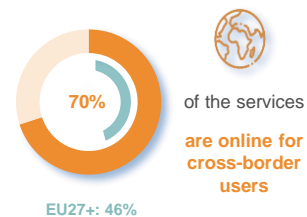
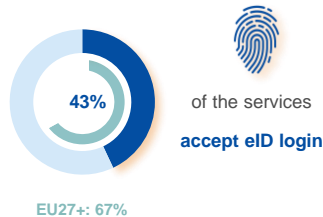
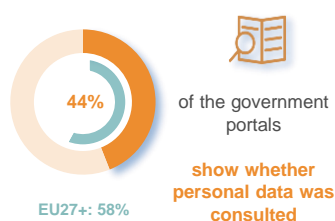
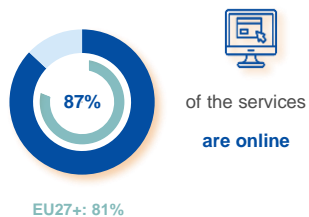
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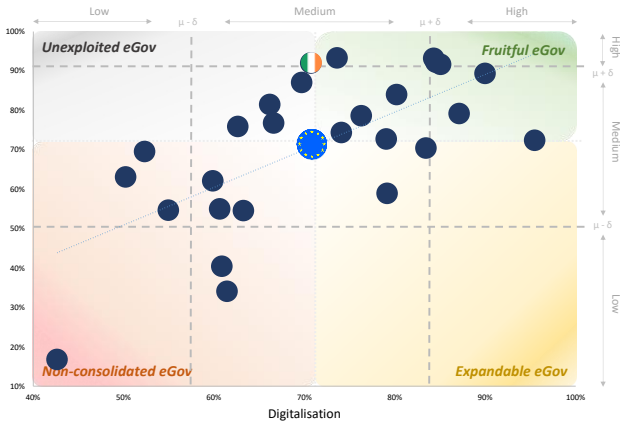
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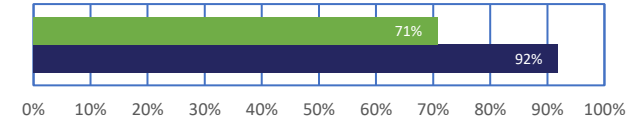
## eGovernment performance of life events (domains)

### Performance

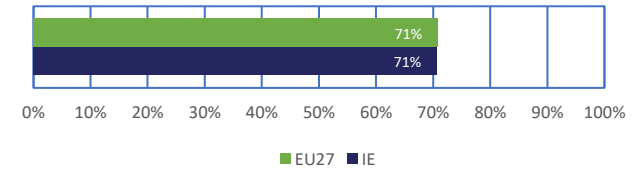


Ireland is characterised by a medium-high level of Penetration and a medium level of Digitalisation. Therefore, Ireland is part of the Unexploited eGov scenario, a scenario that includes countries that might still be in an ongoing digitalisation process, but with a high number of citizens using eGovernment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

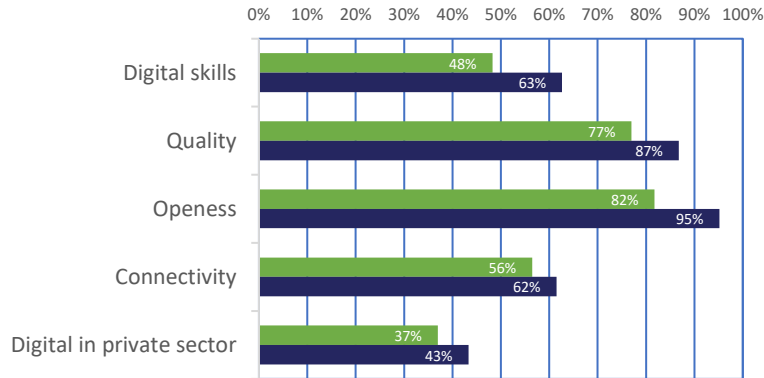
### Penetration



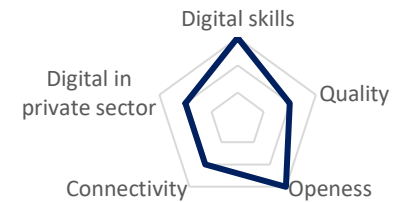
### Digitalisation



### Relative Indicators and Environment



Ireland relative indicators show a country with almost 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 Skills of the population and Openness, that measures the openness of data and information.



### Considerations

Penetration

Overperforming

Digitalisation

On-Track

By comparing performances of countries with similar relative indicator scores, Ireland is Overperforming in Penetration and On-Track in Digitalisation. The value of Digitalisation is similar to the one of other countries with comparable environmental characteristics, and, on the other hand, the Penetration level is high, if compared with similar countries.



# ICELAND

## E-GOVERNMENT STATE OF PLAY 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020 2021]			
USER CENTRICITY	<b>Overall scores</b>	<b>88.3</b>	<b>95 •</b>		
	Online Availability	86.7	95 •		
	Mobile Friendliness	92.0	98 •		
	User Support	91.2	97 •		
TRANSPARENCY	<b>Overall scores</b>	<b>59.5</b>	<b>92 •</b>		
	Service Delivery	50.6	80 •		
	Personal Data	69.4	96 •		
	Service Design	58.6	100 •		
KEY ENABLERS	<b>Overall scores</b>	<b>68.7</b>	<b>93 •</b>		
	eID	62.8	85 •		
	eDocuments	74.7	100 •		
	Authentic Sources	64.2	87 •		
	Digital Post	76.3	100 •		
CROSS-BORDER SERVICES	<b>Overall scores</b>	<b>54.5</b>	<b>65 •</b>		
	Online Availability	59.1	80 •		
	User Support	66.3	63 •		
	eID	23.8	19 •		
	eDocuments	45.6	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%).

**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.

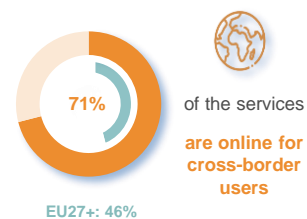
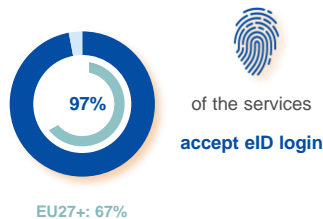
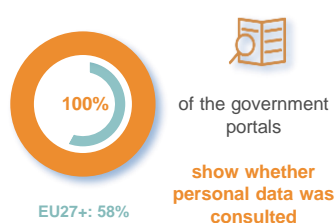
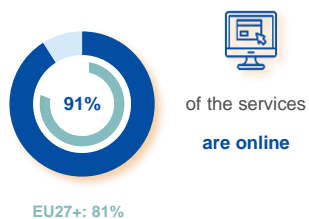
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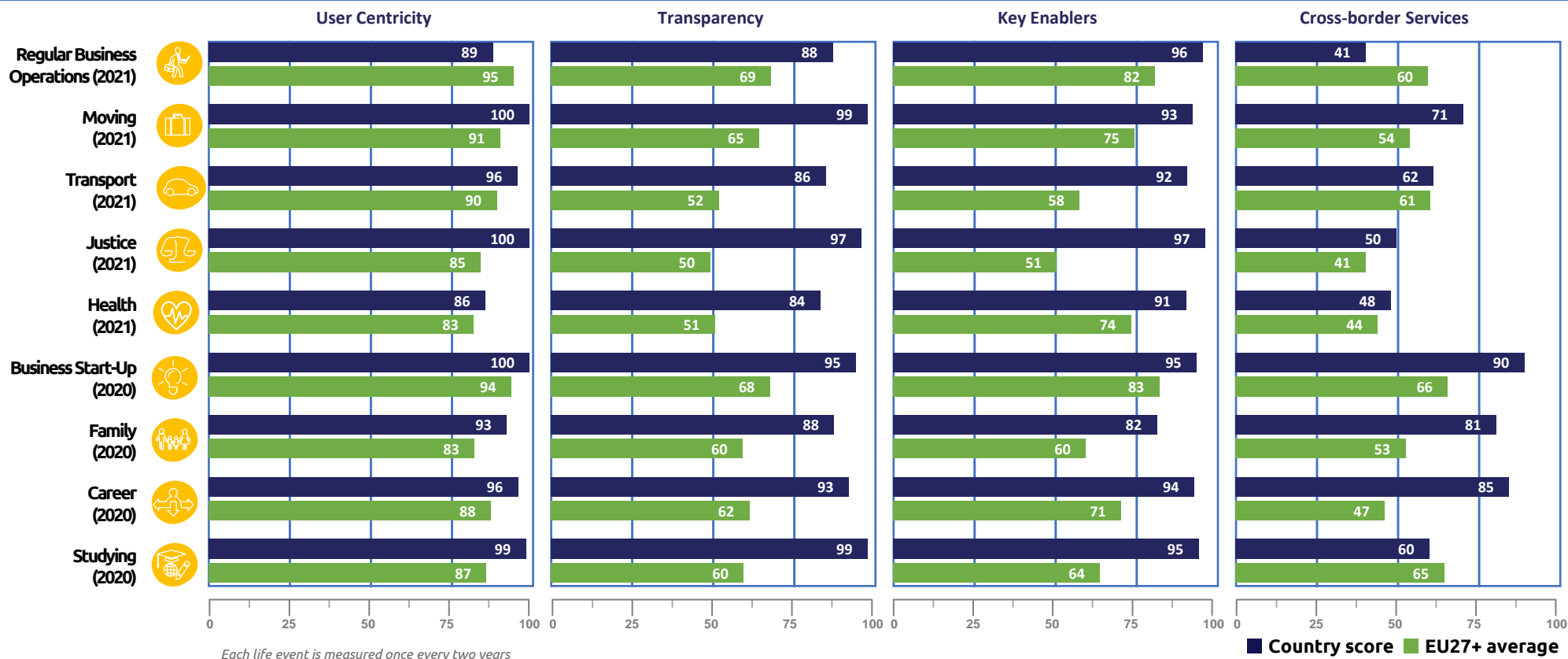
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## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2021)

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 (2021)

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.

### Health (2021)

The Health life event consists of seven services related to getting information about how and where to get healthcare. Moreover, it looks at whether citizens can reschedule an appointment online, whether they can apply for e-consults, e-prescriptions and whether they can access their electronic health records online.

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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. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad

### 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.



# ITALY

## E-GOVERNMENT STATE OF PLAY 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020 2021]			
USER CENTRICITY	Overall scores	88.3			91 •
	Online Availability	86.7			87 •
	Mobile Friendliness	92.0			91 •
	User Support	91.2			100 •
TRANSPARENCY	Overall scores	59.5			49 •
	Service Delivery	50.6		36 •	
	Personal Data	69.4			76 •
	Service Design	58.6		36 •	
KEY ENABLERS	Overall scores	68.7			62 •
	eID	62.8			58 •
	eDocuments	74.7			63 •
	Authentic Sources	64.2		48 •	
	Digital Post	76.3			78 •
CROSS-BORDER SERVICES	Overall scores	54.5			42 •
	Online Availability	59.1			52 •
	User Support	66.3			52 •
	eID	23.8	6		
	eDocuments	45.6		18 •	

### 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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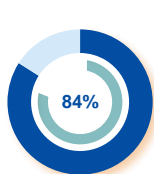
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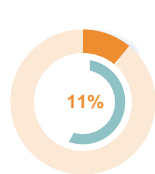
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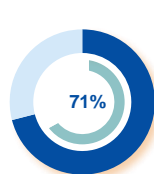
84% of the services are online

EU27+: 81%



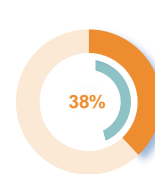
11% of the government portals show whether personal data was consulted

EU27+: 58%



71% of the services accept eID login

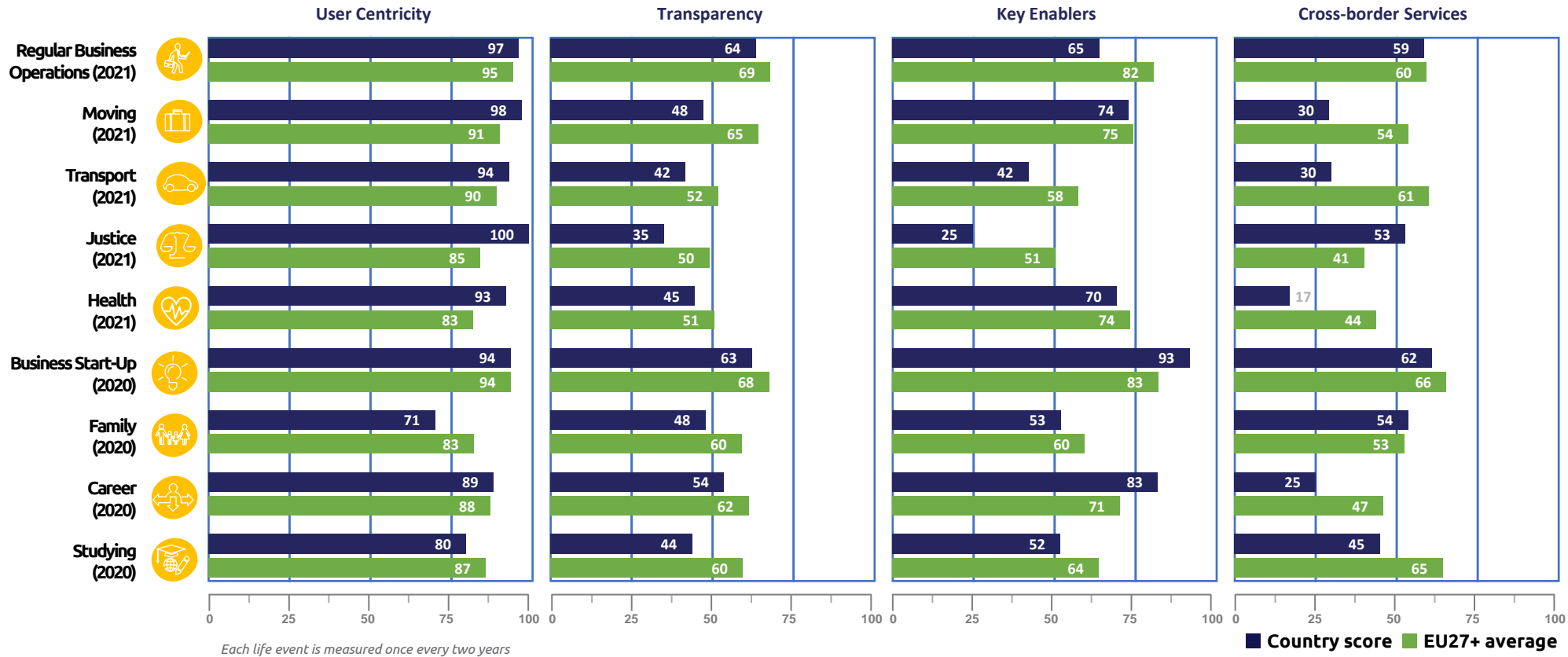
EU27+: 67%



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

EU27+: 46%

# eGovernment performance of life events (domains)



## Life event descriptions

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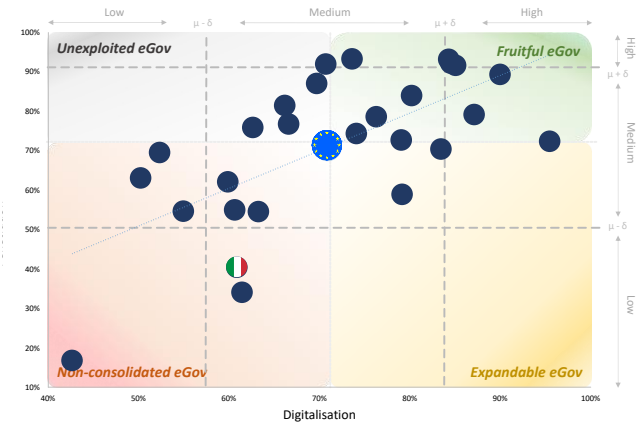
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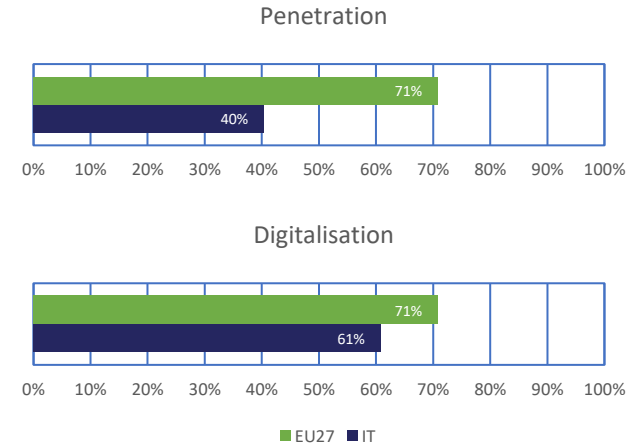


# eGovernment performance of life events (domains)

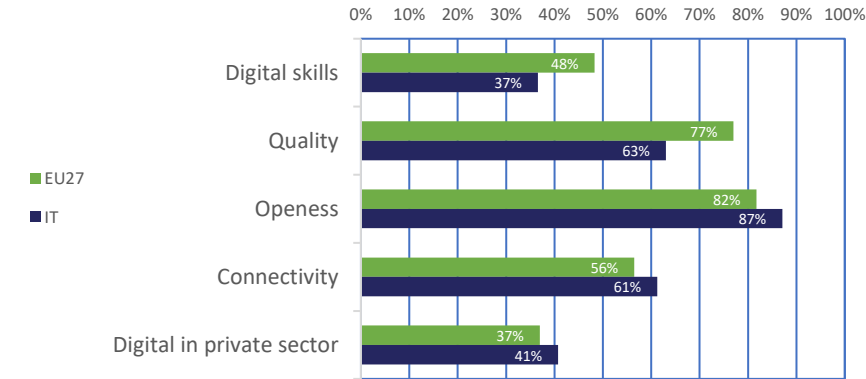
## Performance



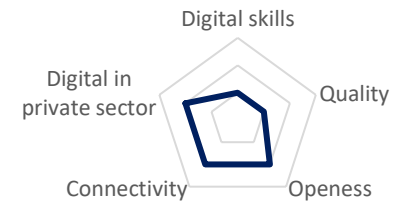
Italy is characterised by a low level of Penetration and a medium-low level of Digitalisation. Therefore, Italy is part of the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities. Italy is characterised by one of the lowest Penetration levels in Europe (40%). On the other hand, the Digitalisation level is 10 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 deployment of the broadband and its quality (Connectivity) are in line with European average. All the other characteristics (Digital skills and Quality) 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 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020 2021]			
USER CENTRICITY	<b>Overall scores</b>	<b>88.3</b>			<b>93 •</b>
	Online Availability	86.7			92 •
	Mobile Friendliness	92.0			91 •
	User Support	91.2			98 •
TRANSPARENCY	<b>Overall scores</b>	<b>59.5</b>			<b>75 •</b>
	Service Delivery	50.6		74 •	
	Personal Data	69.4			94 •
	Service Design	58.6		58 •	
KEY ENABLERS	<b>Overall scores</b>	<b>68.7</b>			<b>94 •</b>
	eID	62.8			89 •
	eDocuments	74.7			94 •
	Authentic Sources	64.2			92 •
	Digital Post	76.3			100 •
CROSS-BORDER SERVICES	<b>Overall scores</b>	<b>54.5</b>			<b>71 •</b>
	Online Availability	59.1			77 •
	User Support	66.3		63 •	
	eID	23.8			68 •
	eDocuments	45.6			69 •

### How are services delivered?

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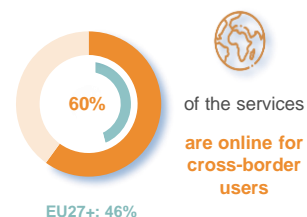
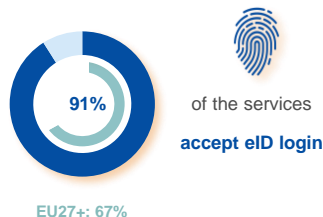
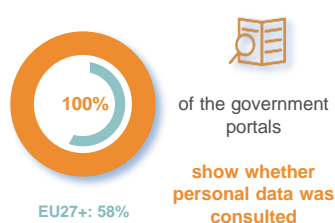
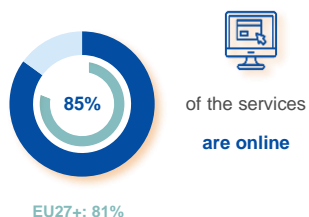
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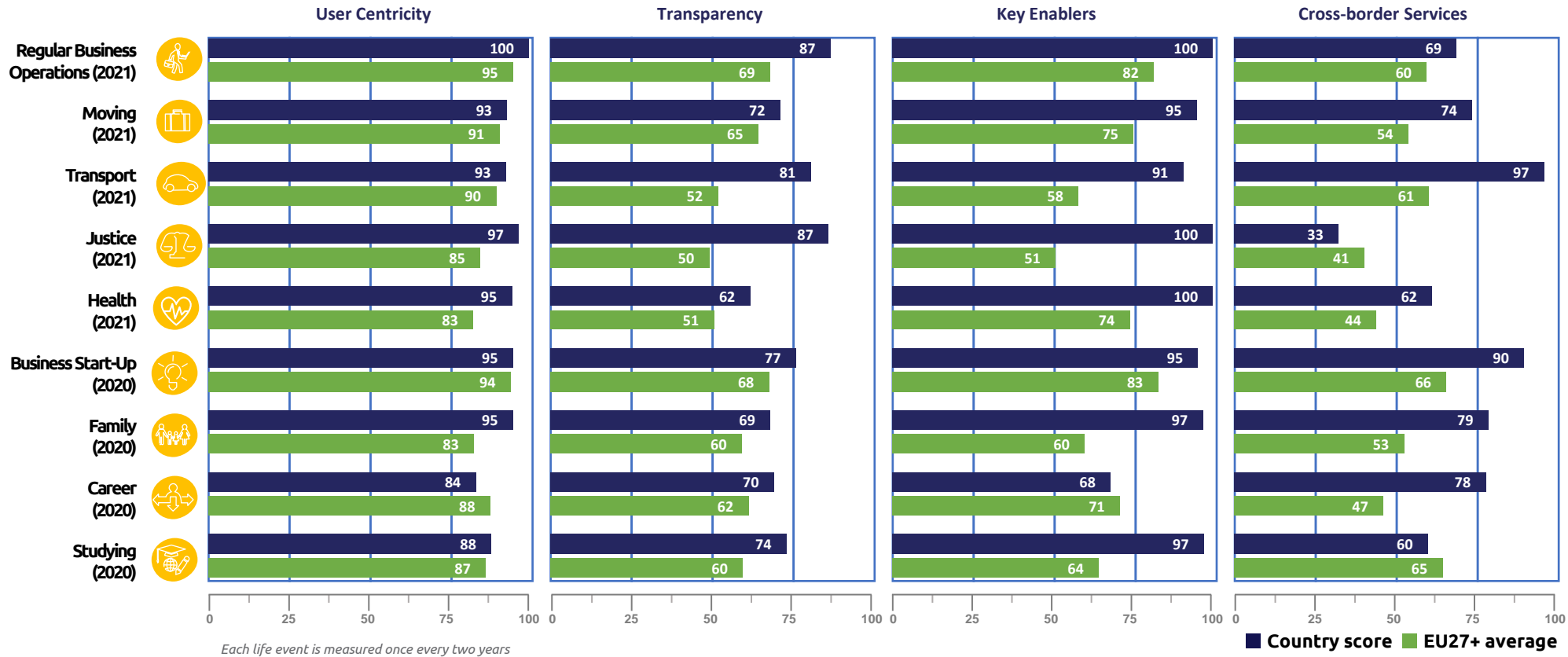
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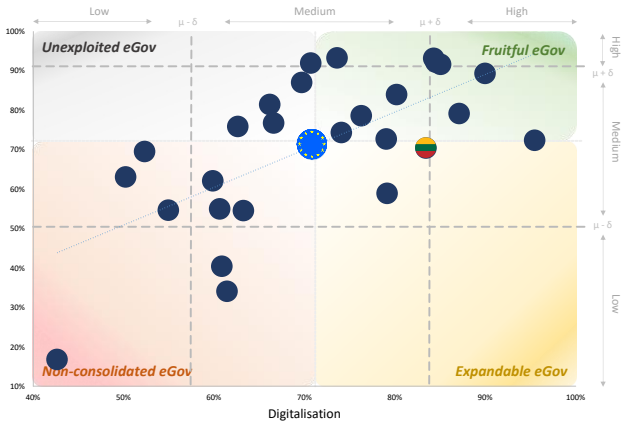
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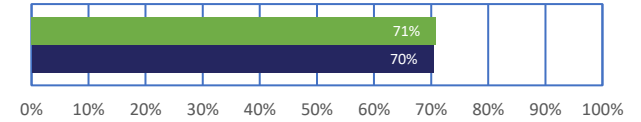
# eGovernment performance of life events (domains)

## Performance

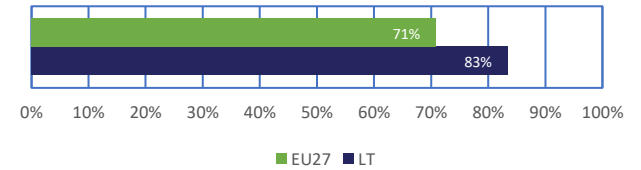


Lithuania is characterised by a medium-high level of Digitalisation and a medium level of Penetration. Therefore, Lithuania is part of the Expandable eGov scenario, a scenario where the innovation process has been carried out efficiently, but there is the desirability to expand the number of online users,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

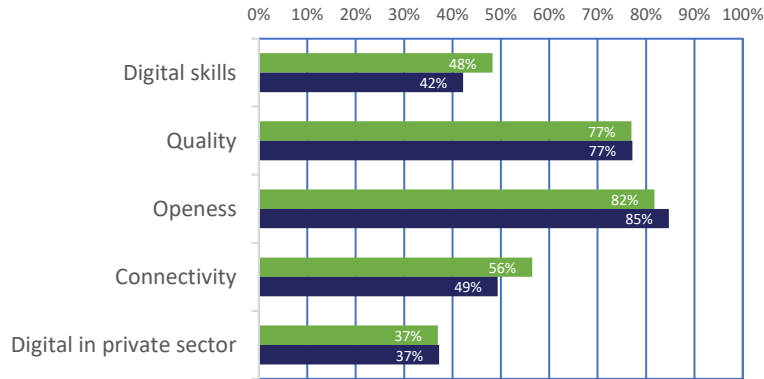
### Penetration



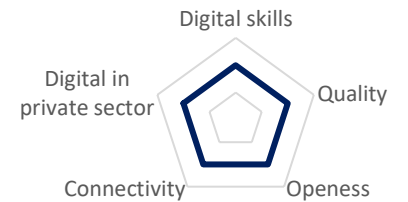
### Digitalisation



## 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) as well as the Digital Skills of the population.



## Considerations

Penetration

On-Track

Digitalisation

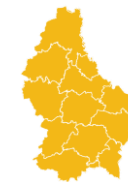
Overperforming

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 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020 2021]				
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	Online Availability	86.7				94 •
	Mobile Friendliness	92.0				95 •
	User Support	91.2				95 •
TRANSPARENCY	<b>Overall scores</b>	<b>59.5</b>				<b>88 •</b>
	Service Delivery	50.6			69 •	
	Personal Data	69.4				96 •
	Service Design	58.6				100 •
KEY ENABLERS	<b>Overall scores</b>	<b>68.7</b>				<b>76 •</b>
	eID	62.8			67 •	
	eDocuments	74.7			66 •	
	Authentic Sources	64.2			69 •	
	Digital Post	76.3				100 •
CROSS-BORDER SERVICES	<b>Overall scores</b>	<b>54.5</b>				<b>90 •</b>
	Online Availability	59.1				94 •
	User Support	66.3				100 •
	eID	23.8			72 •	
	eDocuments	45.6			72 •	

### How are services delivered?

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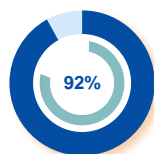
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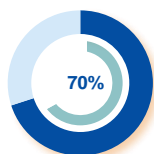
of the services  
are online

EU27+: 81%



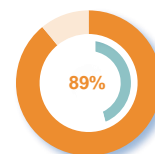
of the government portals  
show whether personal data was consulted

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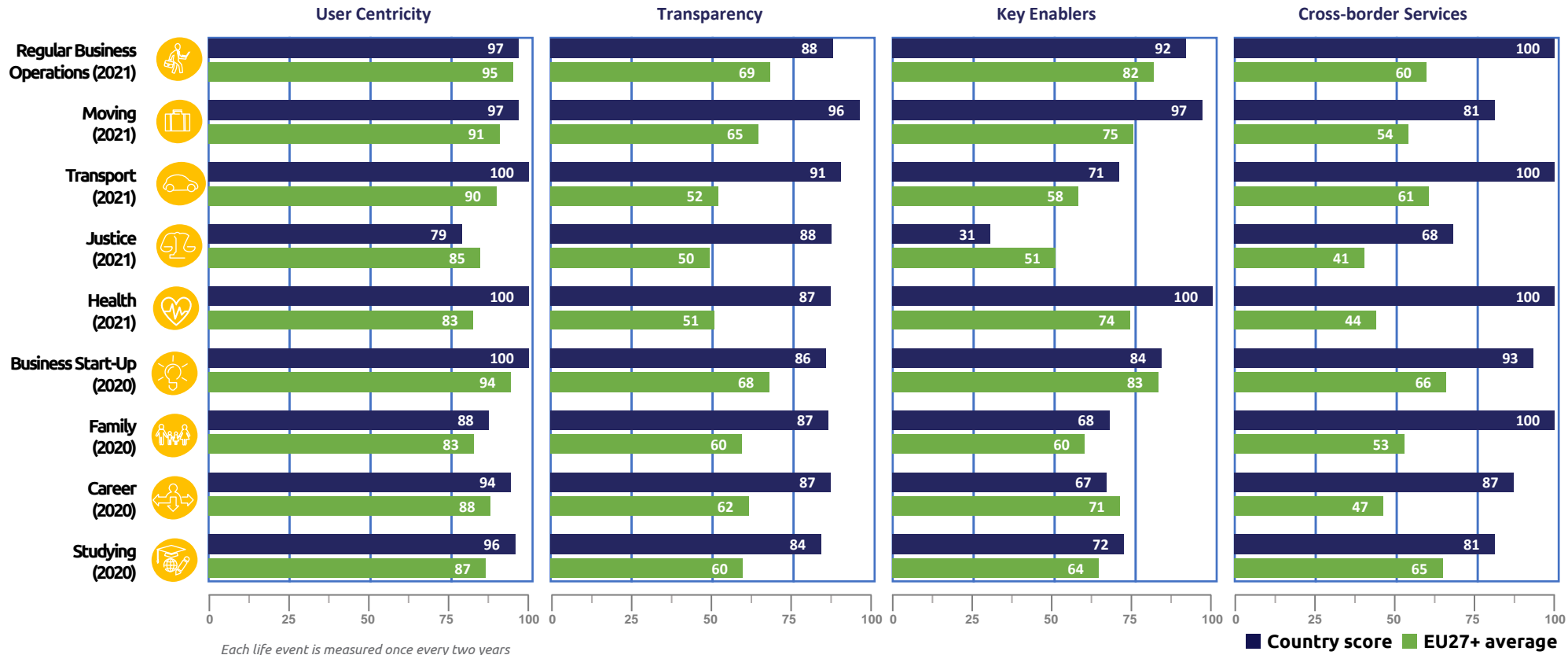
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### Studying (2020)

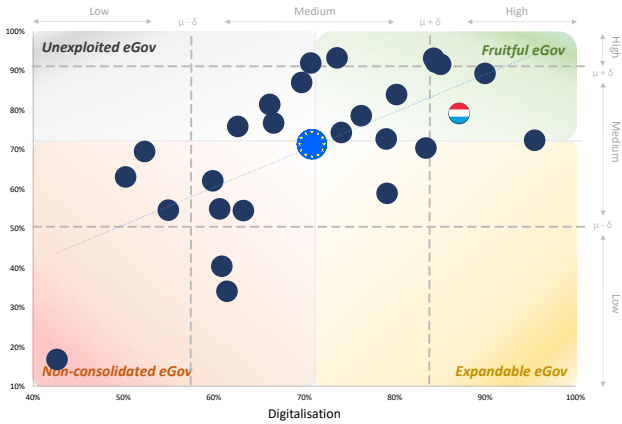
In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad

### Business Start-up (2020)

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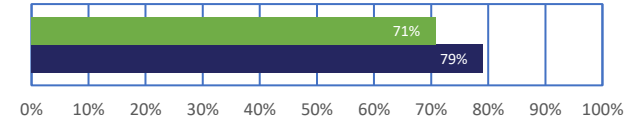
# eGovernment performance of life events (domains)

## Performance

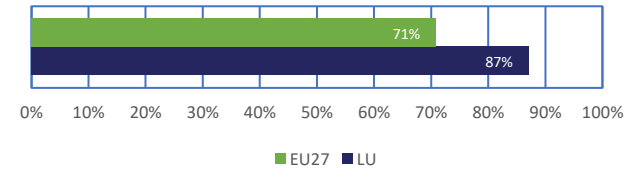


Luxembourg is characterised by a medium-high level of Penetration and a very high level of Digitalisation. Therefore, Luxembourg is part of the is part of the Fruitful eGov scenario, a scenario that includes the best-in-class countries, which perform at a Digitalisation and Penetration level above average. One of the highest European level of Digitalisation of the back- and front-offices (87%) and a Penetration level higher than the European average characterise Luxembourg.

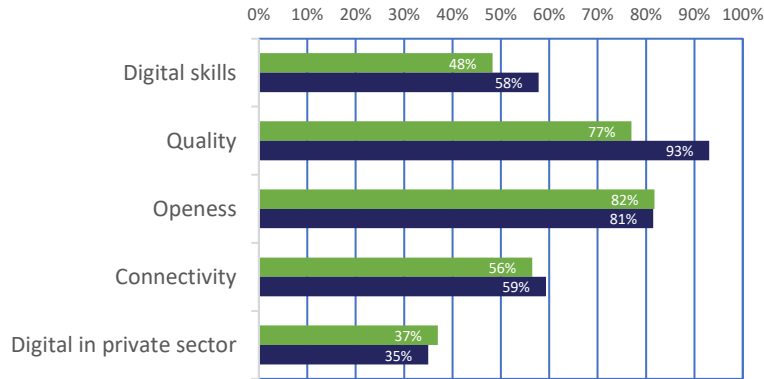
### Penetration



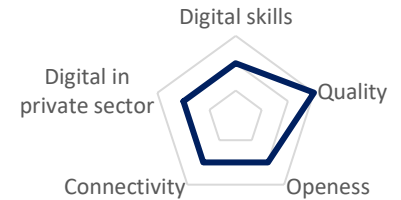
### Digitalisation



## 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 Digital in private sector, which is slightly below the European average.



## Considerations

Penetration

On-Track

Digitalisation

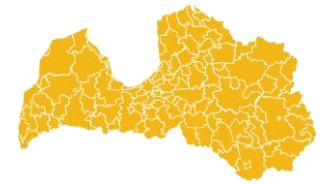
Overperforming

Matching relative and absolute indicators, Luxembourg is On-Track in Penetration and Overperforming in Digitalisation. Luxembourg, compared with countries having similar environmental characteristics, seems to have reached a satisfying level of digitalisation of the front- and the back-offices. However, Luxembourg’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.



# LATVIA

## E-GOVERNMENT STATE OF PLAY 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020 2021]			
USER CENTRICITY	Overall scores	88.3			93 •
	Online Availability	86.7			93 •
	Mobile Friendliness	92.0			95 •
	User Support	91.2			92 •
TRANSPARENCY	Overall scores	59.5			72 •
	Service Delivery	50.6			84 •
	Personal Data	69.4			86 •
	Service Design	58.6		47 •	
KEY ENABLERS	Overall scores	68.7			87 •
	eID	62.8			86 •
	eDocuments	74.7			86 •
	Authentic Sources	64.2			77 •
	Digital Post	76.3			100 •
CROSS-BORDER SERVICES	Overall scores	54.5			68 •
	Online Availability	59.1			81 •
	User Support	66.3			63 •
	eID	23.8		40 •	
	eDocuments	45.6			55 •

### 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**.

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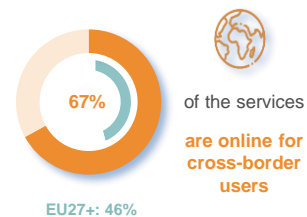
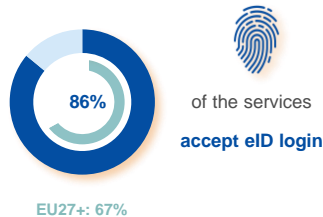
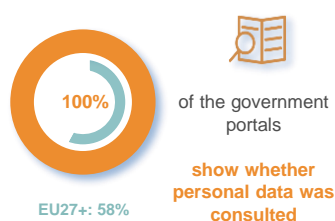
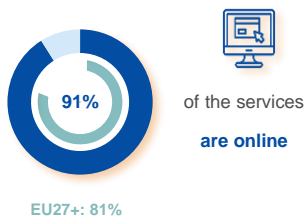
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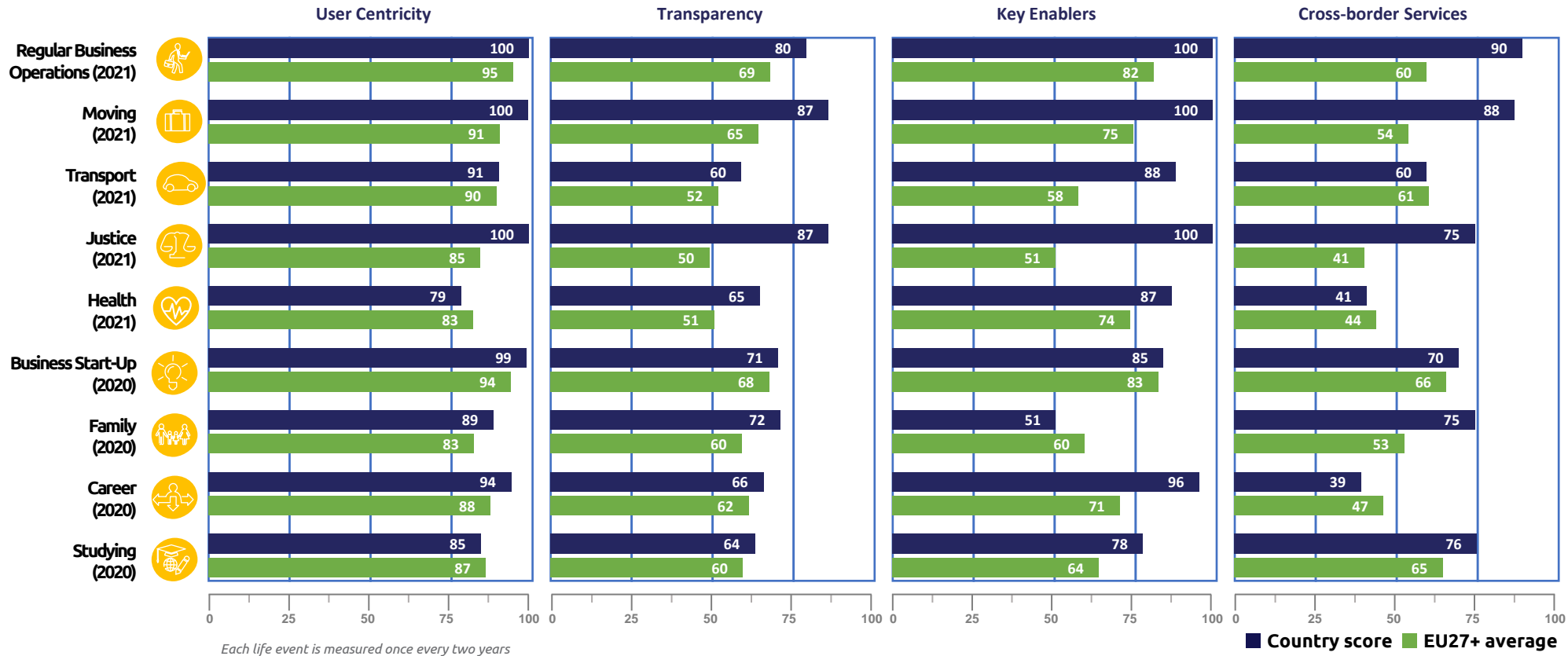
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## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2021)

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 (2021)

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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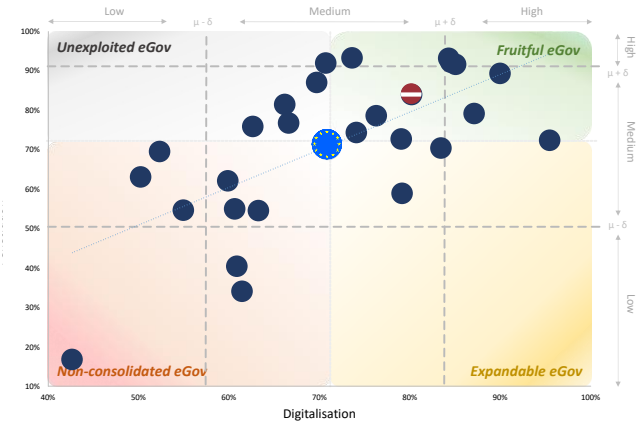
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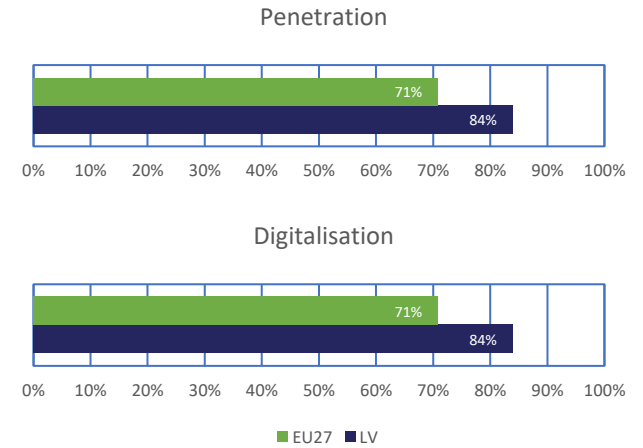
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# eGovernment performance of life events (domains)

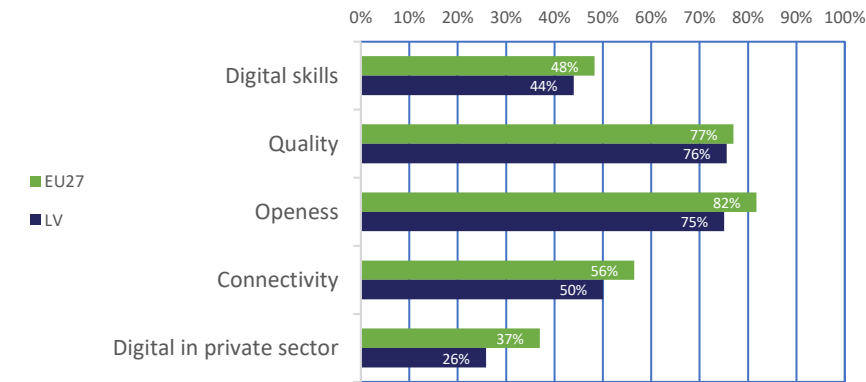
## Performance



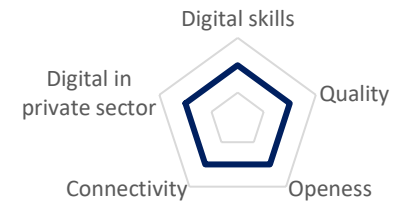
Latvia is characterised by a high level of Penetration (84%) and medium-high level Digitalisation (84%). Latvia is in the cluster of Fruitful eGov scenario, a scenario that includes the best-in-class countries, which perform at a Digitalisation and Penetration level above average.



## 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 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 high Digitalisation of the front- and the back-offices.



# MONTENEGRO

## E-GOVERNMENT STATE OF PLAY 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020-2021]			
USER CENTRICITY	<b>Overall scores</b>	<b>88.3</b>			<b>69</b>
	Online Availability	86.7			63
	Mobile Friendliness	92.0			79
	User Support	91.2			83
TRANSPARENCY	<b>Overall scores</b>	<b>59.5</b>			<b>31</b>
	Service Delivery	50.6		11	
	Personal Data	69.4			46
	Service Design	58.6			36
KEY ENABLERS	<b>Overall scores</b>	<b>68.7</b>			<b>26</b>
	eID	62.8		24	
	eDocuments	74.7			43
	Authentic Sources	64.2		22	
	Digital Post	76.3			28
CROSS-BORDER SERVICES	<b>Overall scores</b>	<b>54.5</b>			<b>26</b>
	Online Availability	59.1			32
	User Support	66.3			37
	eID	23.8	0		
	eDocuments	45.6		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%).

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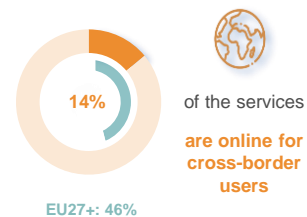
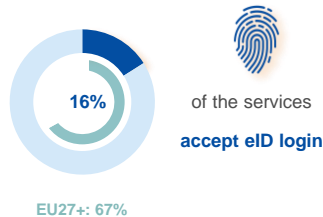
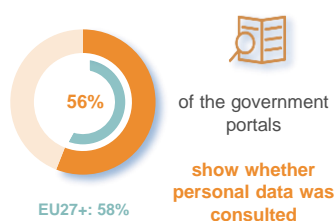
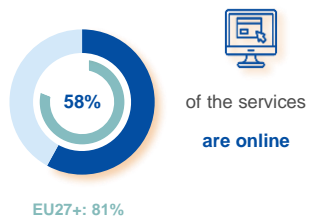
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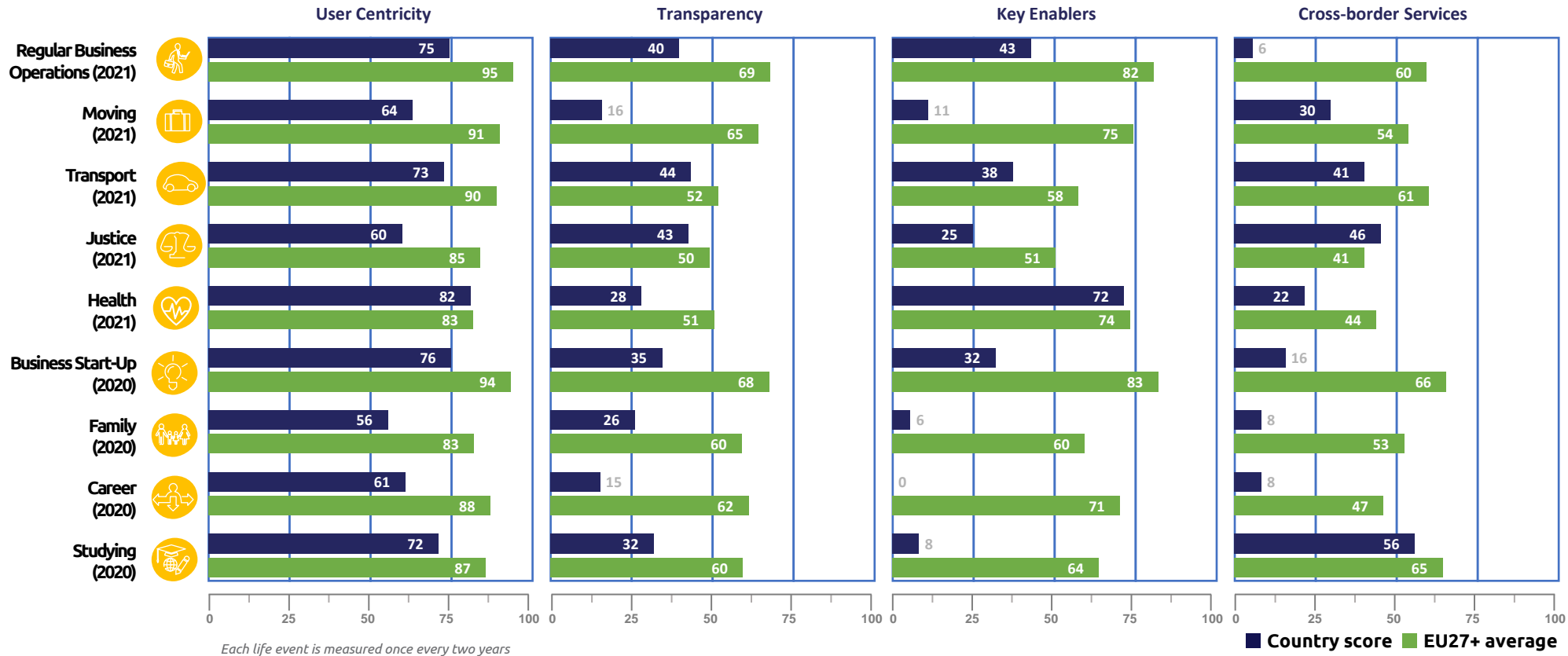
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## eGovernment performance of life events (domains)



## Life event descriptions

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### Business Start-up (2020)

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# NORTH MACEDONIA

## E-GOVERNMENT STATE OF PLAY 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020 2021]			
USER CENTRICITY	<b>Overall scores</b>	<b>88.3</b>			<b>66 •</b>
	Online Availability	86.7			64 •
	Mobile Friendliness	92.0			85 •
	User Support	91.2			65 •
TRANSPARENCY	<b>Overall scores</b>	<b>59.5</b>			<b>26 •</b>
	Service Delivery	50.6		22 •	
	Personal Data	69.4			30 •
	Service Design	58.6		25 •	
KEY ENABLERS	<b>Overall scores</b>	<b>68.7</b>			<b>29 •</b>
	eID	62.8		17 •	
	eDocuments	74.7			60 •
	Authentic Sources	64.2			73 •
	Digital Post	76.3	0		
CROSS-BORDER SERVICES	<b>Overall scores</b>	<b>54.5</b>			<b>19 •</b>
	Online Availability	59.1		19 •	
	User Support	66.3			30 •
	eID	23.8	2		
	eDocuments	45.6		17 •	

### How are services delivered?

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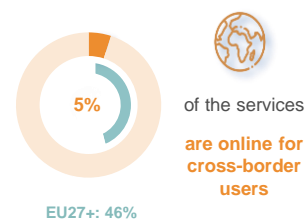
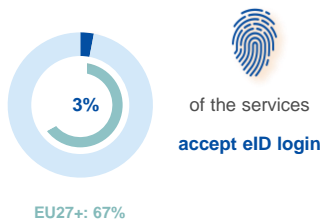
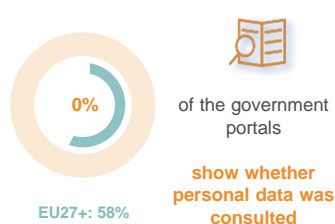
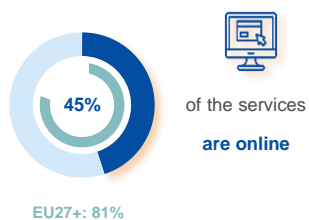
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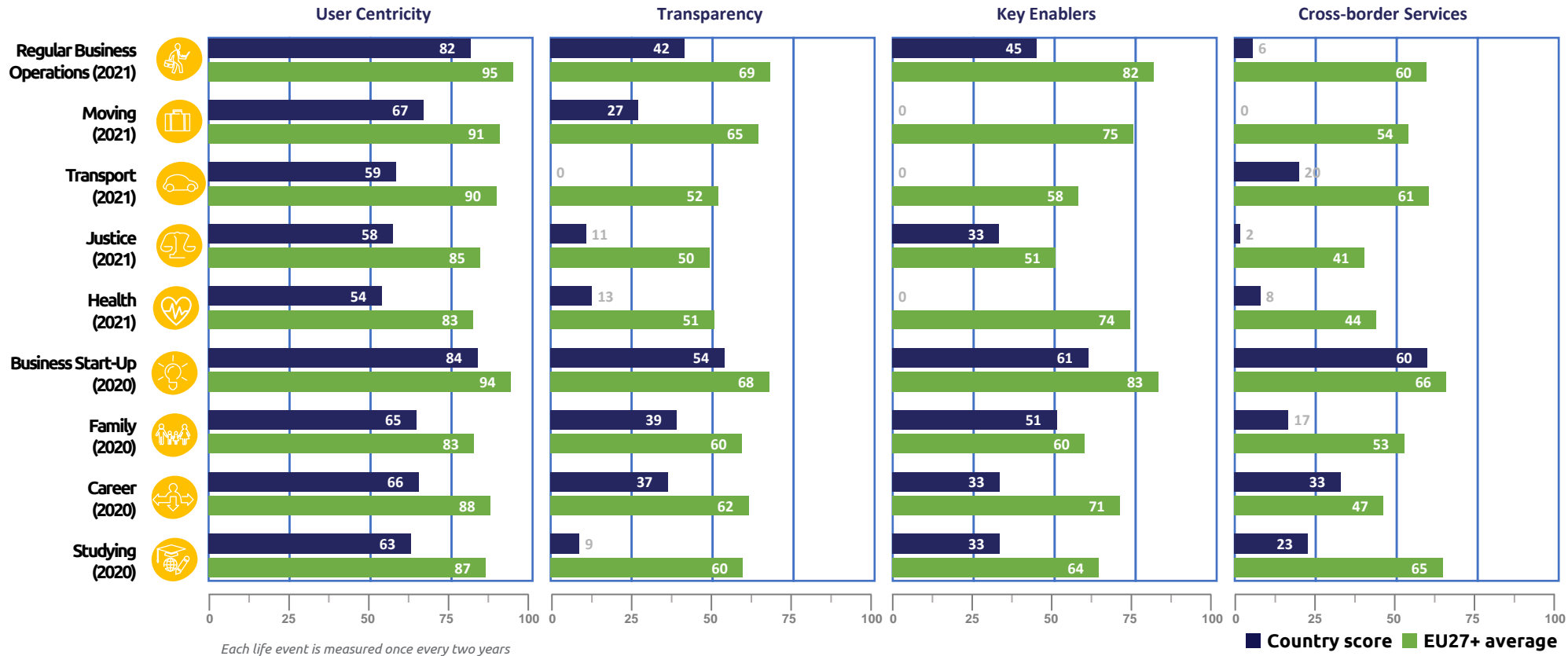
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## eGovernment performance of life events (domains)



## Life event descriptions

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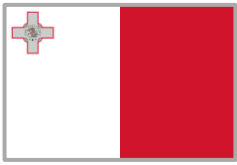
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# MALTA

## E-GOVERNMENT STATE OF PLAY 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020 2021]				
USER CENTRICITY	<b>Overall scores</b>	<b>88.3</b>				<b>99 •</b>
	Online Availability	86.7				99 •
	Mobile Friendliness	92.0				98 •
	User Support	91.2				100 •
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CROSS-BORDER SERVICES	<b>Overall scores</b>	<b>54.5</b>				<b>91 •</b>
	Online Availability	59.1				99 •
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	eDocuments	45.6				89 •

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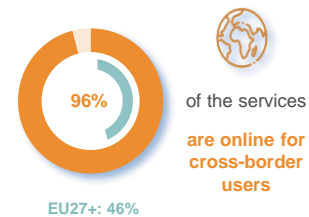
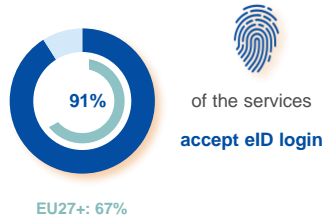
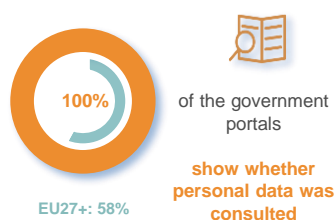
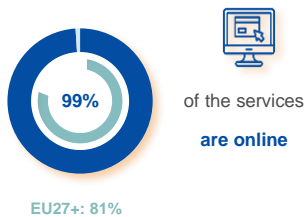
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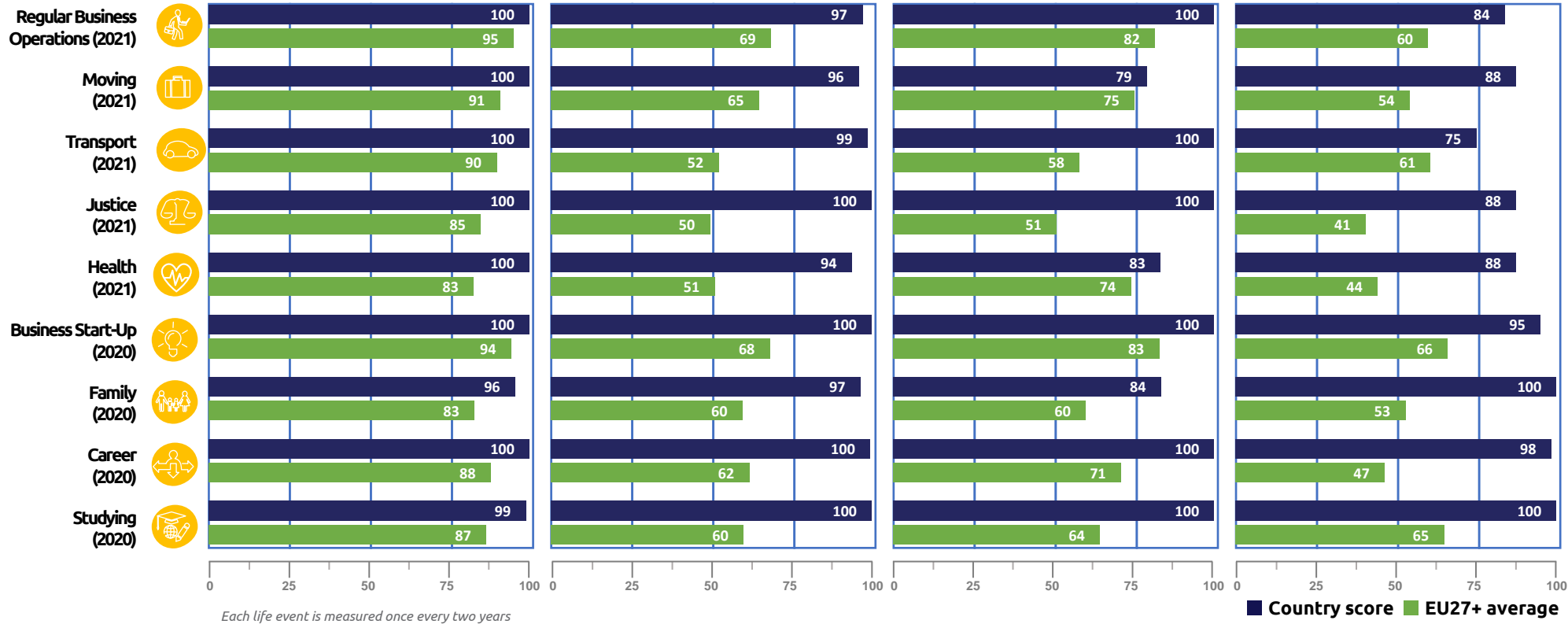
## eGovernment performance of life events (domains)

### User Centricity

### Transparency

### Key Enablers

### Cross-border Services



## Life event descriptions

### Regular Business Operations (2021)

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 (2021)

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.

### Health (2021)

The Health life event consists of seven services related to getting information about how and where to get healthcare. Moreover, it looks at whether citizens can reschedule an appointment online, whether they can apply for e-consults, e-prescriptions and whether they can access their electronic health records online.

### Transport (2021)

A life event for services for citizens wanting to buy or sell a car, declare road taxes, obtain parking permits and find public transport services.

### Starting a Small Claims Procedure (2021)

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.

### 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.

### 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. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad

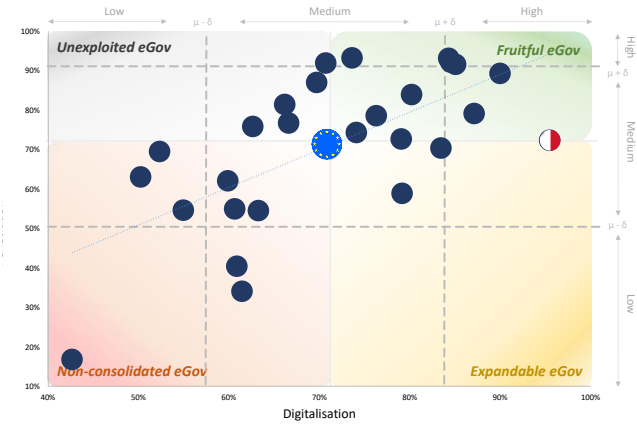
### Business Start-up (2020)

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.

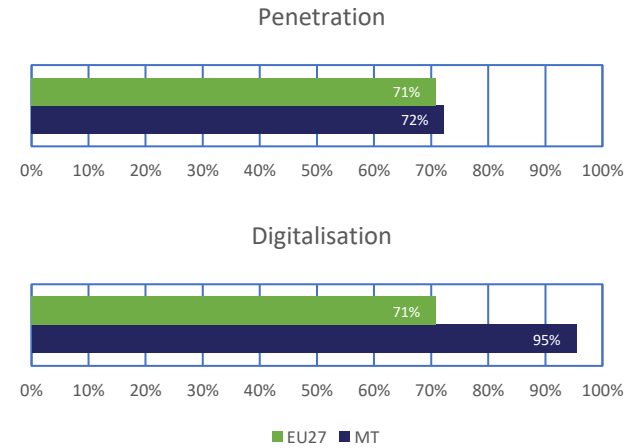


# eGovernment performance of life events (domains)

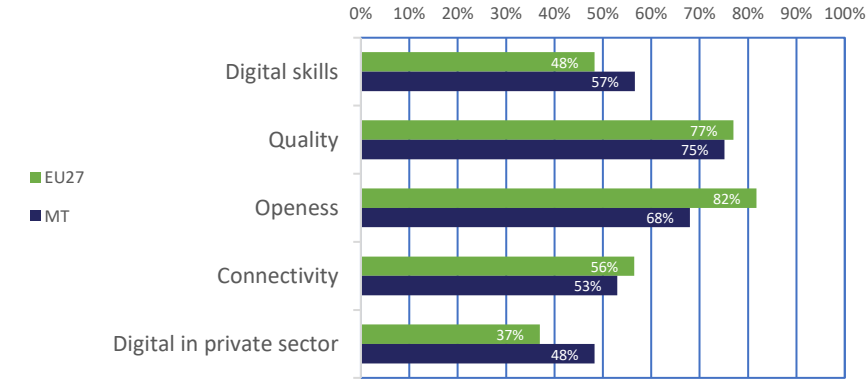
## Performance



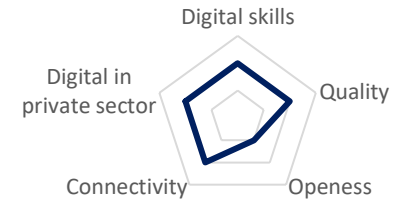
Malta is characterised by a medium-high level of Penetration and a very high level of Digitalisation. Therefore, Malta is part of the is part of the Fruitful eGov scenario, a scenario that includes the best-in-class countries, which perform at a Digitalisation and Penetration level above average. The highest European level of Digitalisation of the back- and front-offices (95%) and a Penetration level in line with 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, and in digital skills of the population.



## 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 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020 2021]				
USER CENTRICITY	<b>Overall scores</b>	<b>88.3</b>				<b>95</b> •
	Online Availability	86.7				94
	Mobile Friendliness	92.0				95
	User Support	91.2				98
TRANSPARENCY	<b>Overall scores</b>	<b>59.5</b>				<b>81</b> •
	Service Delivery	50.6			66	
	Personal Data	69.4			78	
	Service Design	58.6				100
KEY ENABLERS	<b>Overall scores</b>	<b>68.7</b>				<b>85</b> •
	eID	62.8			68	
	eDocuments	74.7			85	
	Authentic Sources	64.2			94	
	Digital Post	76.3				100
CROSS-BORDER SERVICES	<b>Overall scores</b>	<b>54.5</b>				<b>79</b> •
	Online Availability	59.1			77	
	User Support	66.3				100
	eID	23.8			51	
	eDocuments	45.6			72	

### 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.

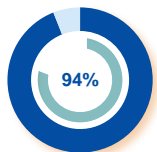
The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.

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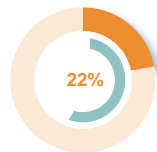
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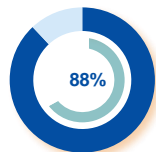
94% of the services are online

EU27+: 81%



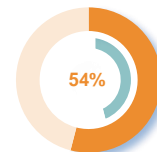
22% of the government portals show whether personal data was consulted

EU27+: 58%



88% of the services accept eID login

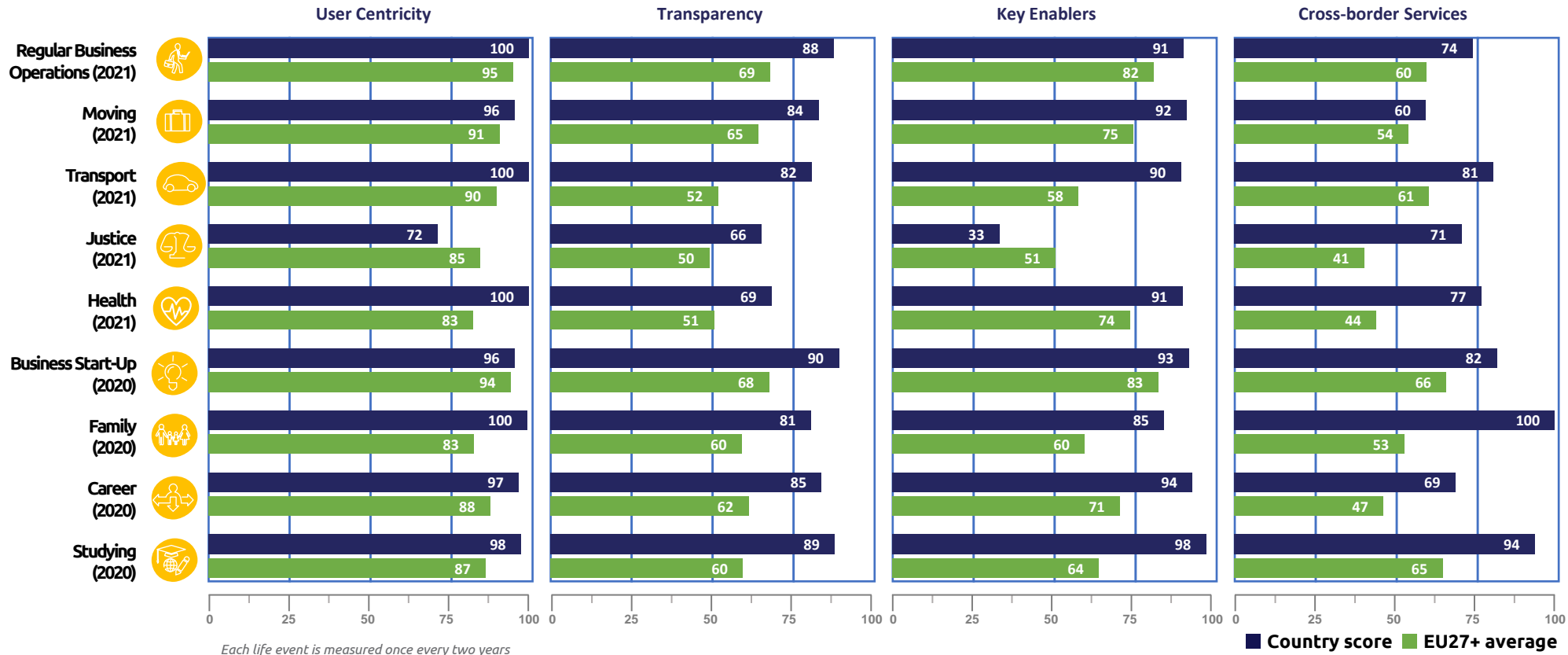
EU27+: 67%



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

EU27+: 46%

## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2021)

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 (2021)

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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The Health life event consists of seven services related to getting information about how and where to get healthcare. Moreover, it looks at whether citizens can reschedule an appointment online, whether they can apply for e-consults, e-prescriptions and whether they can access their electronic health records online.

### Transport (2021)

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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)

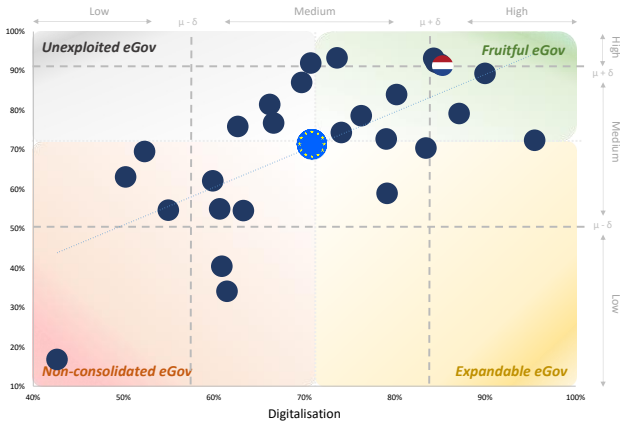
In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad

### 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.

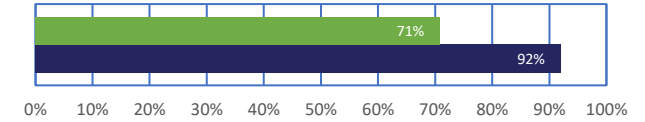
## eGovernment performance of life events (domains)

### Performance

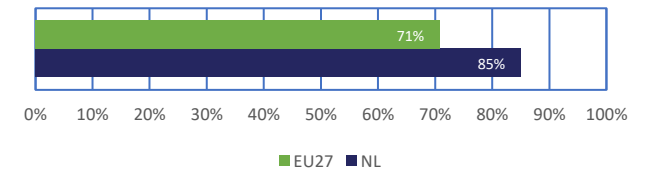


A high level of Penetration (92%) and high level of Digitalisation (85%) characterise the Netherlands. Therefore, the Netherlands is part of the Fruitful eGov scenario, a scenario that includes the best-in-class countries, which perform at a Digitalisation and Penetration level above average. The Netherlands is one of the countries with better overall performances in terms of the widespread of online services (Penetration).

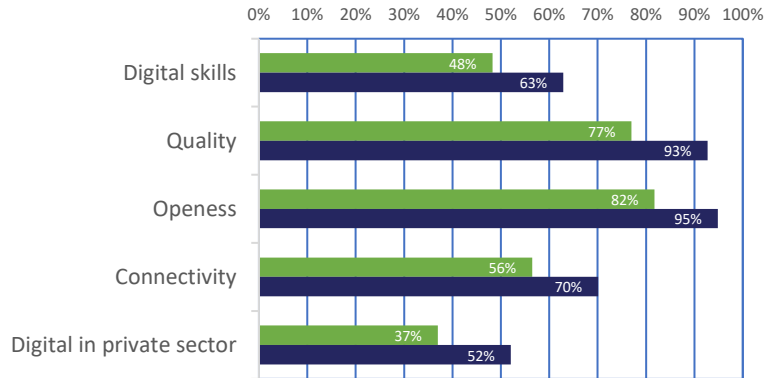
### Penetration



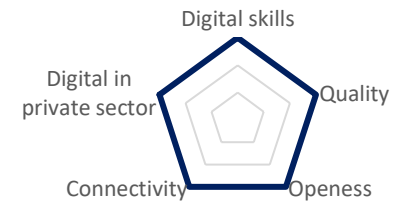
### Digitalisation



### Relative Indicators and Environment



The Netherlands's relative indicators show a country with all environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) 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

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 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020 2021]			
USER CENTRICITY	<b>Overall scores</b>	<b>88.3</b>			<b>95 •</b>
	Online Availability	86.7			95 •
	Mobile Friendliness	92.0			99 •
	User Support	91.2			95 •
TRANSPARENCY	<b>Overall scores</b>	<b>59.5</b>		<b>63 •</b>	
	Service Delivery	50.6		53 •	
	Personal Data	69.4			78 •
	Service Design	58.6		58 •	
KEY ENABLERS	<b>Overall scores</b>	<b>68.7</b>			<b>91 •</b>
	eID	62.8			92 •
	eDocuments	74.7			98 •
	Authentic Sources	64.2		75 •	
	Digital Post	76.3			100 •
CROSS-BORDER SERVICES	<b>Overall scores</b>	<b>54.5</b>		<b>67 •</b>	
	Online Availability	59.1			77 •
	User Support	66.3			82 •
	eID	23.8		33 •	
	eDocuments	45.6		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:

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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.

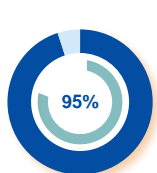
The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.

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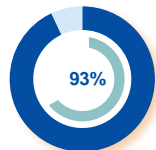
95% of the services are online

EU27+: 81%



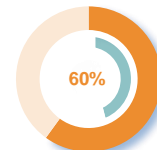
100% of the government portals show whether personal data was consulted

EU27+: 58%



93% of the services accept eID login

EU27+: 67%

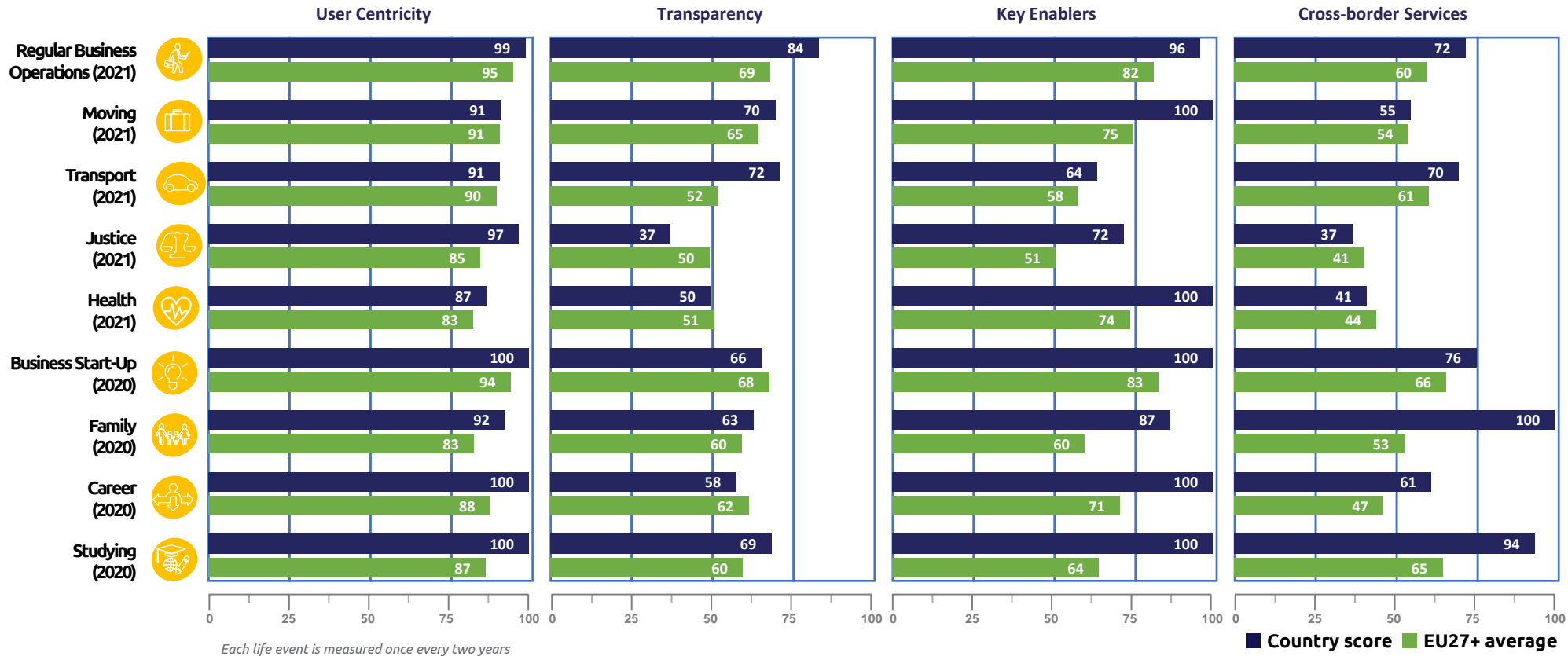


60% of the services are online for cross-border users

EU27+: 46%



## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2021)

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 (2021)

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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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. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad

### 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.



# POLAND

## E-GOVERNMENT STATE OF PLAY 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020-2021]			
USER CENTRICITY	<b>Overall scores</b>	<b>88.3</b>	<b>85</b> •		
	Online Availability	86.7			82 •
	Mobile Friendliness	92.0			94 •
	User Support	91.2			87 •
TRANSPARENCY	<b>Overall scores</b>	<b>59.5</b>	<b>42</b> •		
	Service Delivery	50.6			41 •
	Personal Data	69.4			50 •
	Service Design	58.6			36 •
KEY ENABLERS	<b>Overall scores</b>	<b>68.7</b>	<b>61</b> •		
	eID	62.8			73 •
	eDocuments	74.7			76 •
	Authentic Sources	64.2			74 •
	Digital Post	76.3			39 •
CROSS-BORDER SERVICES	<b>Overall scores</b>	<b>54.5</b>	<b>32</b> •		
	Online Availability	59.1			38 •
	User Support	66.3			33 •
	eID	23.8			22 •
	eDocuments	45.6			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%).

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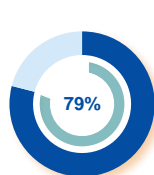
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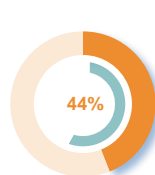
**eID:** indicates if a national eID from country A can be used in country B.

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



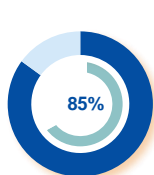
79% of the services are online

EU27+: 81%



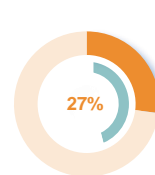
44% of the government portals show whether personal data was consulted

EU27+: 58%



85% of the services accept eID login

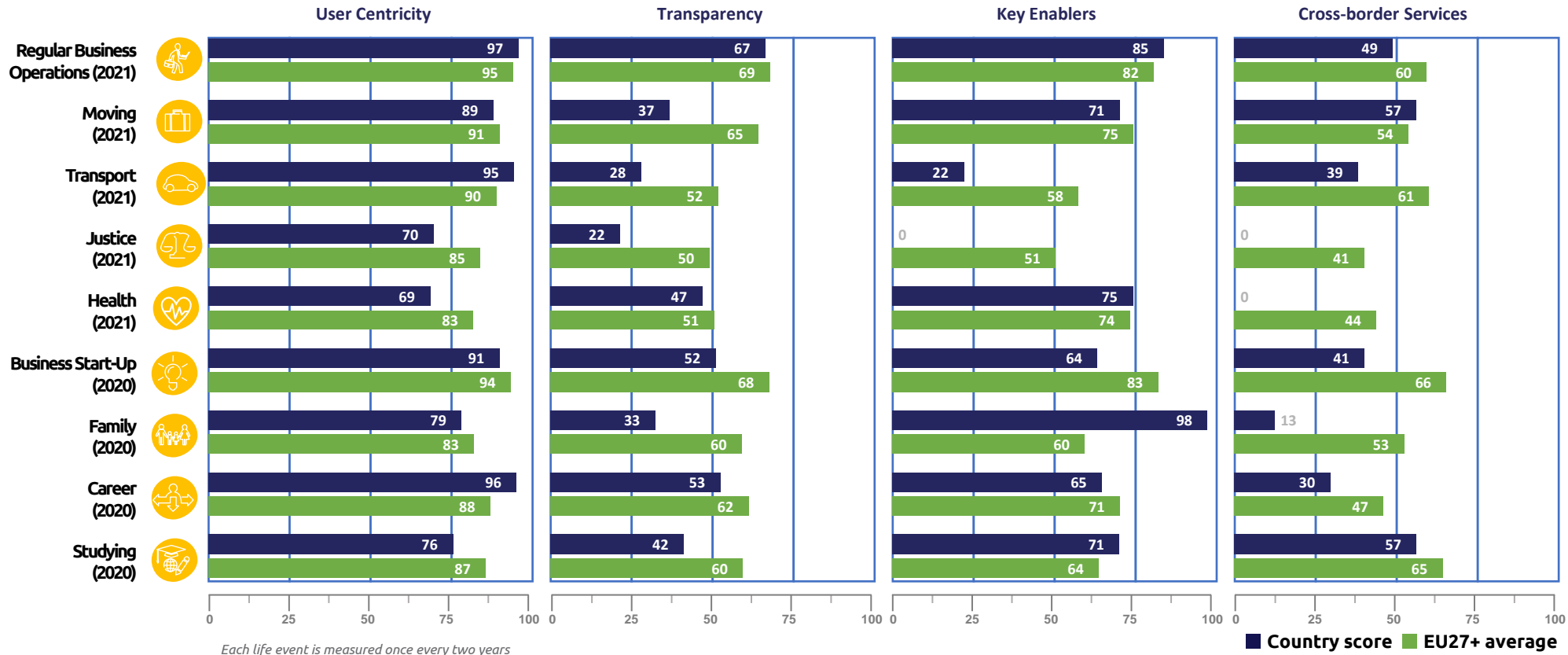
EU27+: 67%



27% of the services are online for cross-border users

EU27+: 46%

## eGovernment performance of life events (domains)



## Life event descriptions

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### Studying (2020)

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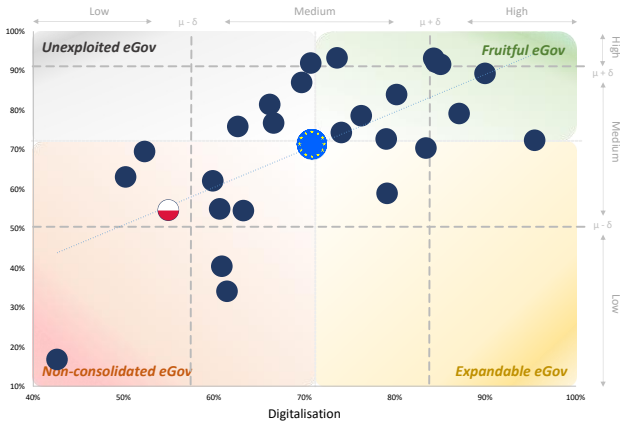
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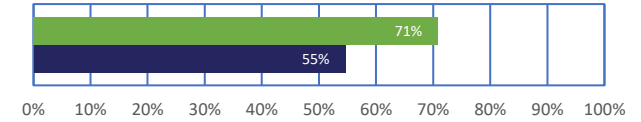
## eGovernment performance of life events (domains)

### Performance

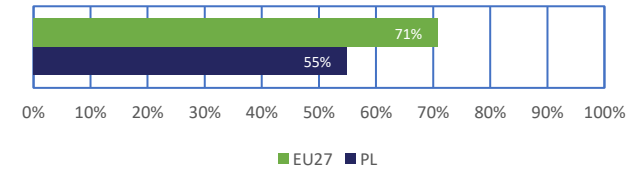


Poland is characterised by low level of Penetration and a low level of Digitalisation. Therefore, Poland is part of the Non consolidated eGov scenario, where countries are not fully exploiting ICT opportunities. In both Penetration and Digitalisation Poland's performances are lower than the European average, by 16 percentage points in both dimensions.

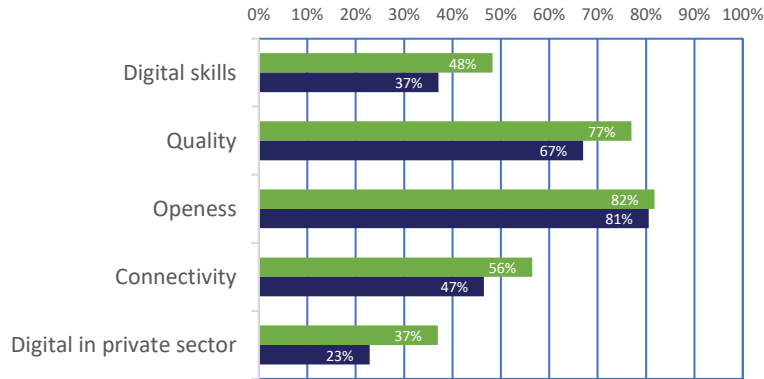
### Penetration



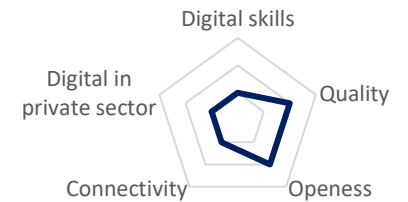
### Digitalisation



### Relative Indicators and Environment



Poland's relative indicators show a country with most characteristics below the European average. Digital Skills are 11 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, as well as the deployment of broadband infrastructure.



### 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 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020-2021]			
USER CENTRICITY	<b>Overall scores</b>	<b>88.3</b>			<b>95</b>
	Online Availability	86.7			97
	Mobile Friendliness	92.0			88
	User Support	91.2			95
TRANSPARENCY	<b>Overall scores</b>	<b>59.5</b>		<b>70</b>	
	Service Delivery	50.6		54	
	Personal Data	69.4			82
	Service Design	58.6		75	
KEY ENABLERS	<b>Overall scores</b>	<b>68.7</b>			<b>87</b>
	eID	62.8			86
	eDocuments	74.7			97
	Authentic Sources	64.2		76	
	Digital Post	76.3			89
CROSS-BORDER SERVICES	<b>Overall scores</b>	<b>54.5</b>		<b>61</b>	
	Online Availability	59.1		63	
	User Support	66.3			82
	eID	23.8		21	
	eDocuments	45.6		53	

### 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.

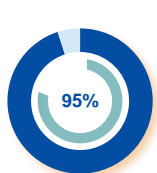
The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.

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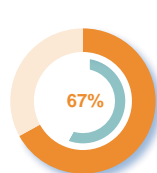
**eID:** indicates if a national eID from country A can be used in country B.

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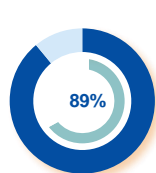
95% of the services are online

EU27+: 81%



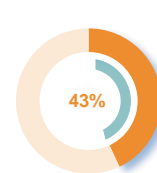
67% of the government portals show whether personal data was consulted

EU27+: 58%



89% of the services accept eID login

EU27+: 67%

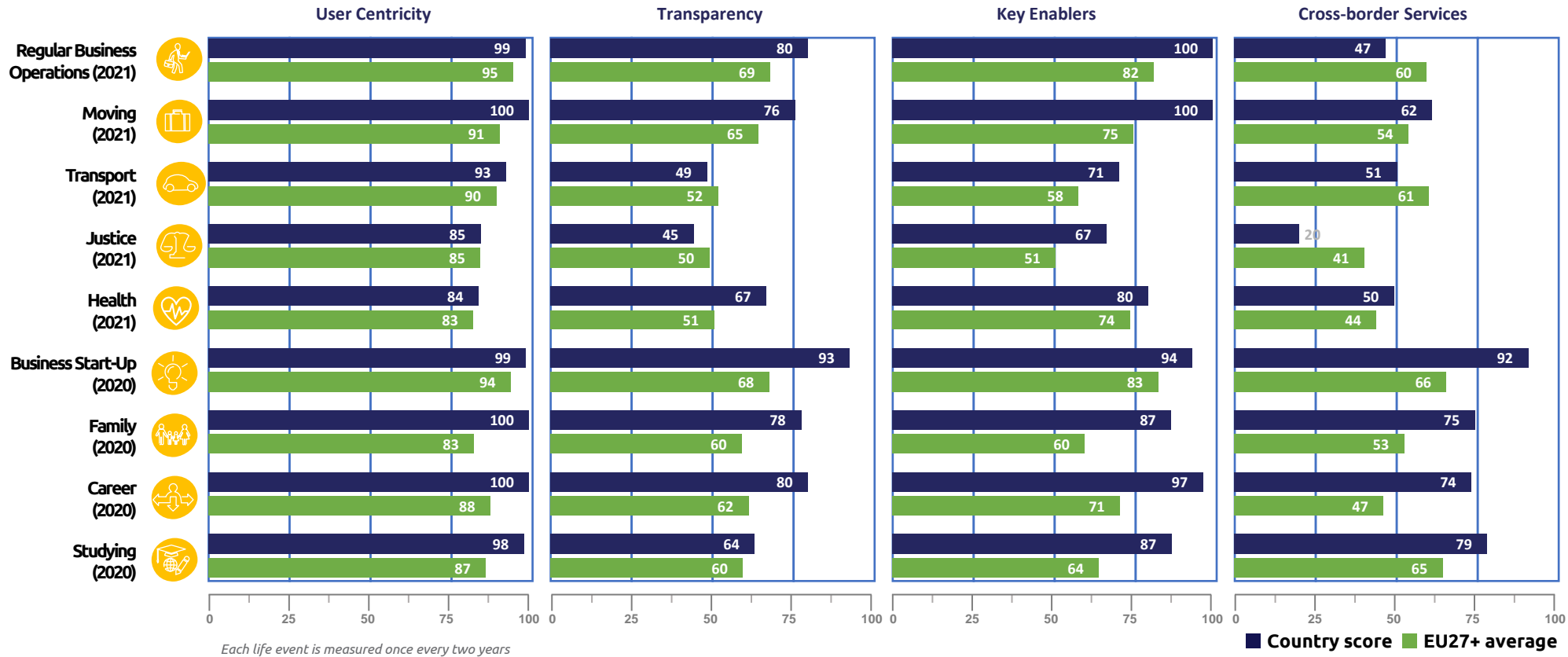


43% of the services are online for cross-border users

EU27+: 46%



## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2021)

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 (2021)

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.

### Health (2021)

The Health life event consists of seven services related to getting information about how and where to get healthcare. Moreover, it looks at whether citizens can reschedule an appointment online, whether they can apply for e-consults, e-prescriptions and whether they can access their electronic health records online.

### Transport (2021)

A life event for services for citizens wanting to buy or sell a car, declare road taxes, obtain parking permits and find public transport services.

### Starting a Small Claims Procedure (2021)

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.

### 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.

### 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. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad

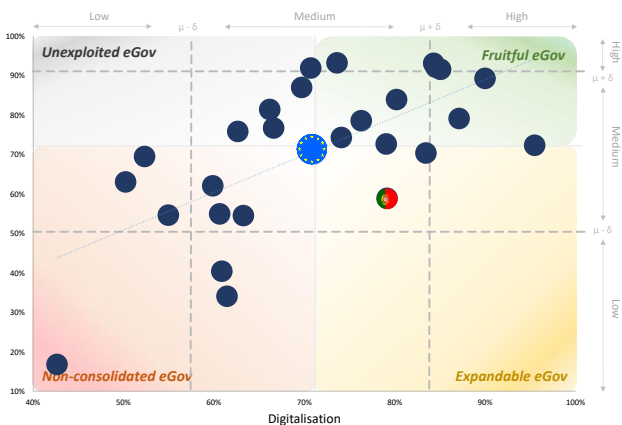
### Business Start-up (2020)

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.



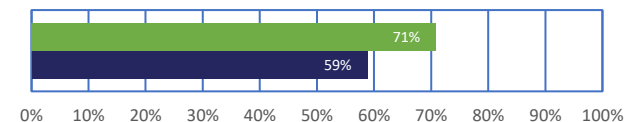
## eGovernment performance of life events (domains)

### Performance

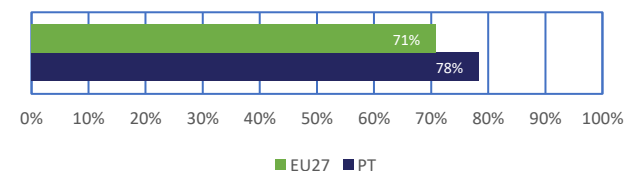


Portugal is characterised by a medium-high level of Digitalisation and a medium-low level of Penetration. Therefore, Portugal is part of the Expandable eGov scenario, a scenario where the innovation process has been carried out efficiently, but there is the desirability to expand the number of online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

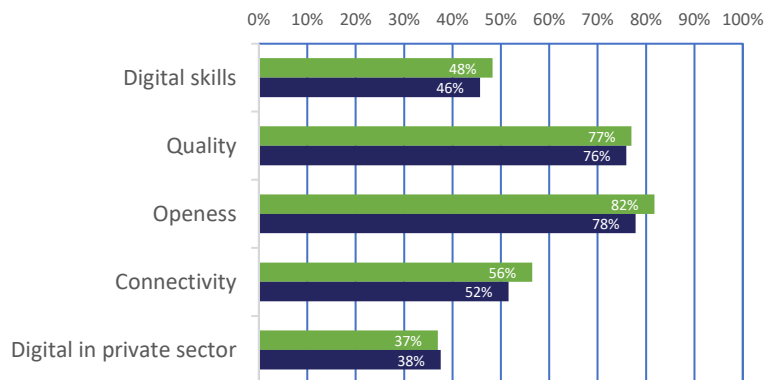
### Penetration



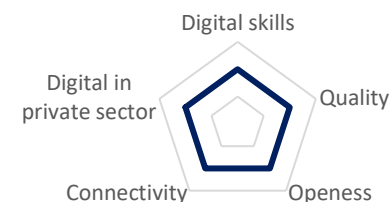
### Digitalisation



### Relative Indicators and Environment



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.



### Considerations

Penetration

Underperforming

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. Instead, regarding the Penetration level, Portugal 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



# ROMANIA

## E-GOVERNMENT STATE OF PLAY 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020-2021]		
USER CENTRICITY	<b>Overall scores</b>	<b>88.3</b>	<b>73 •</b>	
	Online Availability	86.7	66 •	
	Mobile Friendliness	92.0	75 •	
	User Support	91.2	92 •	
TRANSPARENCY	<b>Overall scores</b>	<b>59.5</b>	<b>41 •</b>	
	Service Delivery	50.6	21 •	
	Personal Data	69.4	55 •	
	Service Design	58.6	47 •	
KEY ENABLERS	<b>Overall scores</b>	<b>68.7</b>	<b>24 •</b>	
	eID	62.8	23 •	
	eDocuments	74.7	30 •	
	Authentic Sources	64.2	19 •	
	Digital Post	76.3	22 •	
CROSS-BORDER SERVICES	<b>Overall scores</b>	<b>54.5</b>	<b>30 •</b>	
	Online Availability	59.1	21 •	
	User Support	66.3	52 •	
	eID	23.8	0	
	eDocuments	45.6	46 •	

### 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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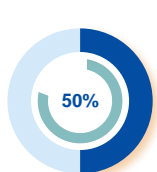
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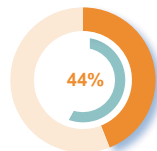
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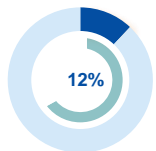
50% of the services are online

EU27+: 81%



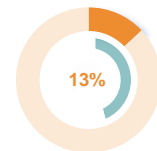
44% of the government portals show whether personal data was consulted

EU27+: 58%



12% of the services accept eID login

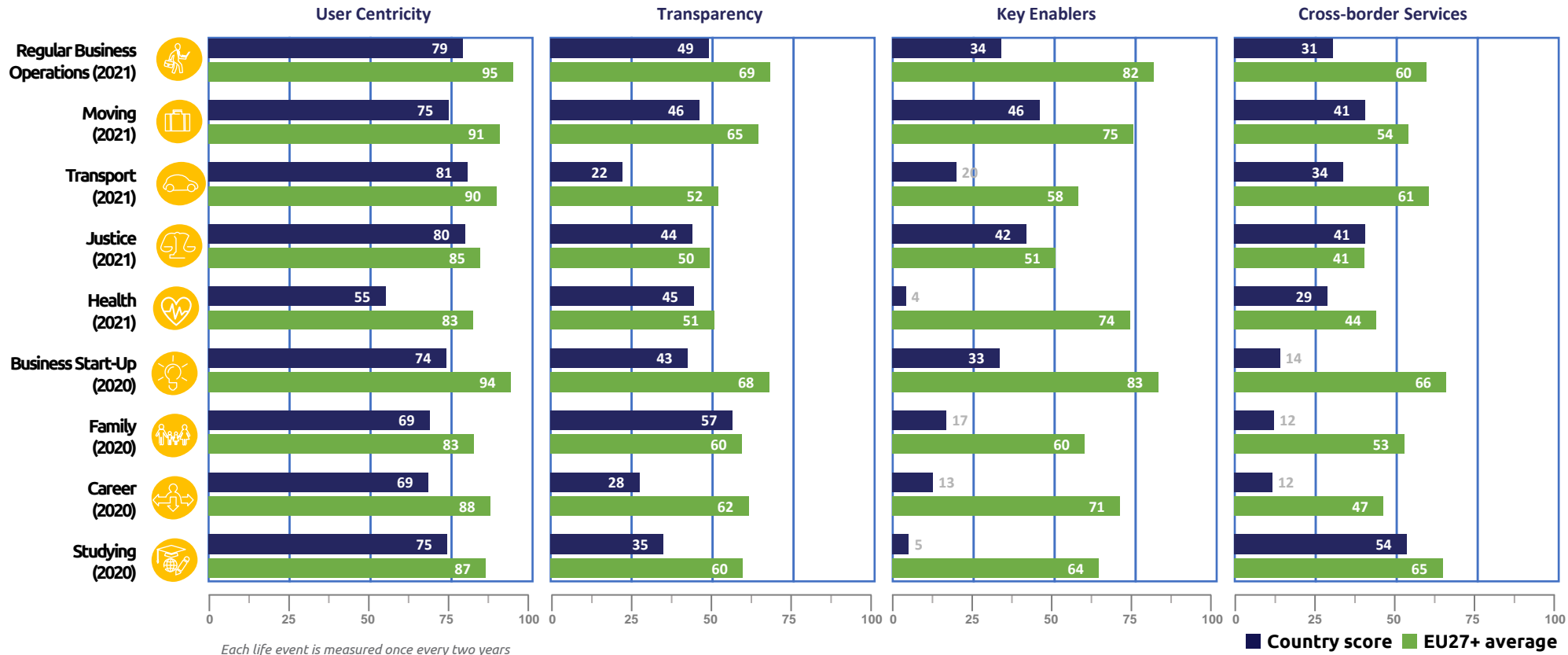
EU27+: 67%



13% of the services are online for cross-border users

EU27+: 46%

## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2021)

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 (2021)

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### Studying (2020)

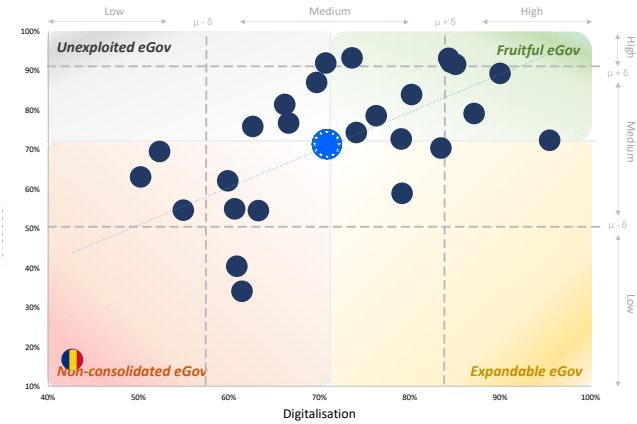
In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad

### Business Start-up (2020)

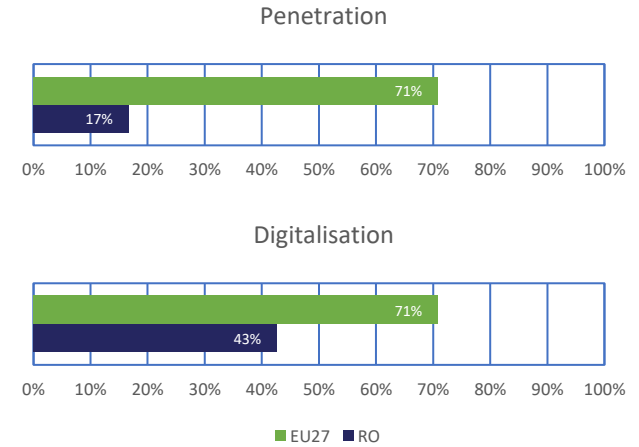
This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters.

# eGovernment performance of life events (domains)

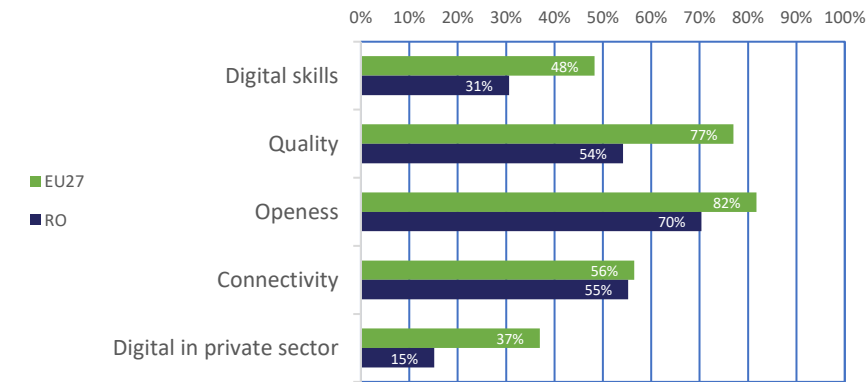
## Performance



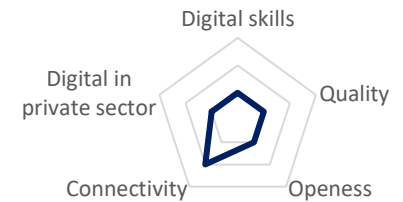
Romania has both the lowest Penetration (17%) level, that is 54 percentage points below the European average, and the lowest Digitalisation level (43%), which is 18 percentage points below European average. Therefore, Romania is part of the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities.



## 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

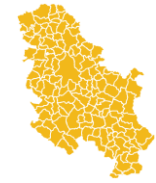
- Penetration**  
Underperforming
- Digitalisation**  
Underperforming

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.

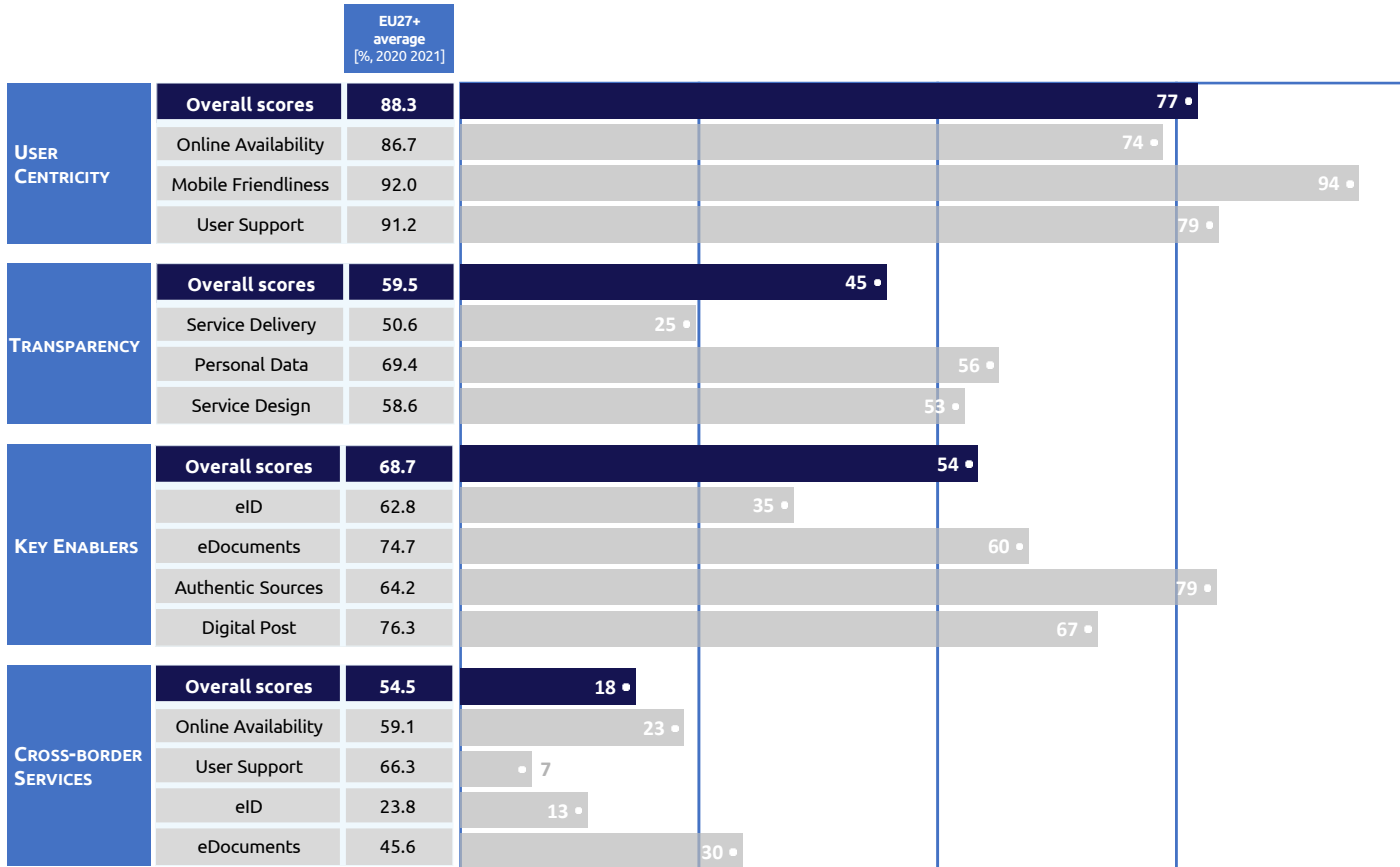


# REPUBLIC OF SERBIA

## E-GOVERNMENT STATE OF PLAY 2022



### 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.

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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.

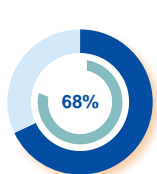
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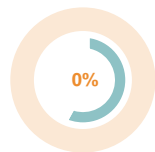
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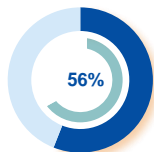
of the services  
are online

EU27+: 81%



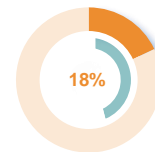
of the government  
portals  
show whether  
personal data was  
consulted

EU27+: 58%



of the services  
accept eID login

EU27+: 67%



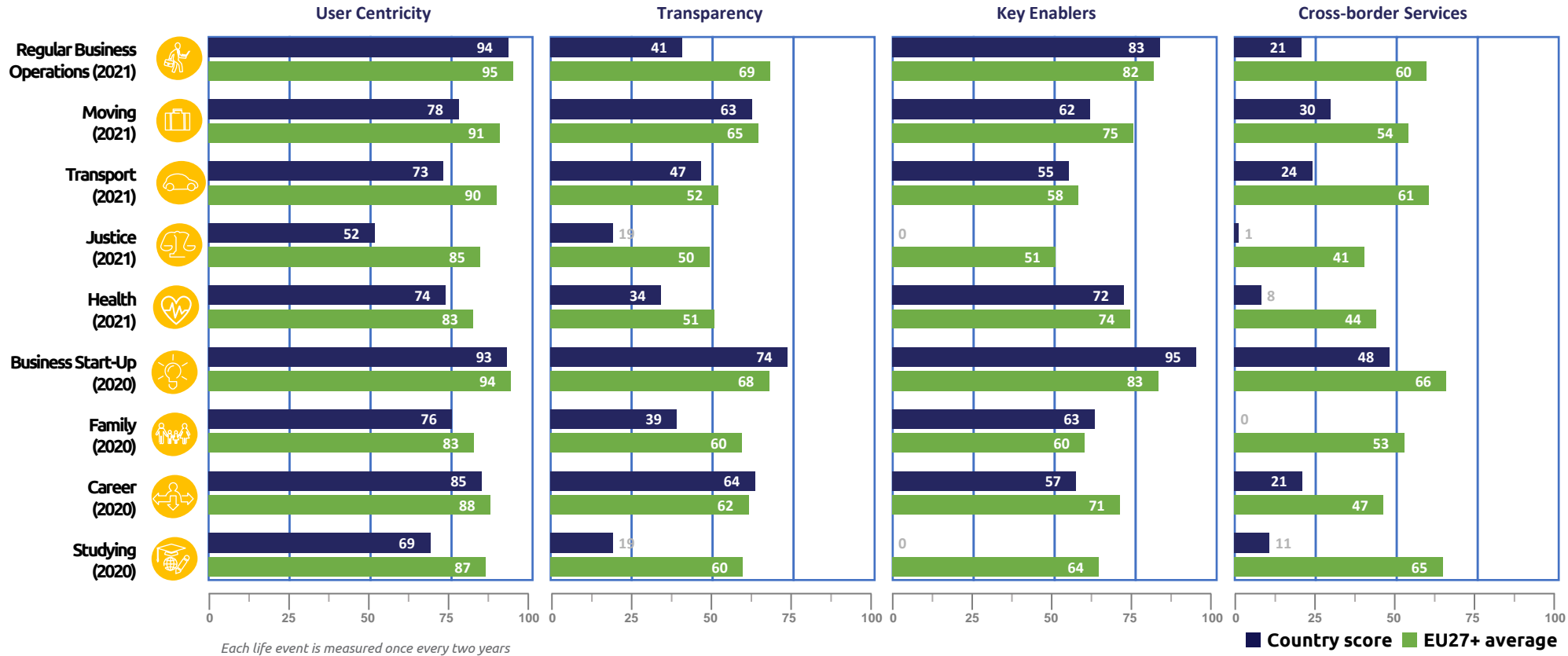
of the services  
are online for  
cross-border  
users

EU27+: 46%





## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2021)

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 (2021)

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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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. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad

### 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.



# SWEDEN

## E-GOVERNMENT STATE OF PLAY 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020-2021]			
USER CENTRICITY	Overall scores	88.3			94 •
	Online Availability	86.7			94 •
	Mobile Friendliness	92.0			100 •
	User Support	91.2			91 •
TRANSPARENCY	Overall scores	59.5			64 •
	Service Delivery	50.6		50 •	
	Personal Data	69.4			71 •
	Service Design	58.6			69 •
KEY ENABLERS	Overall scores	68.7			76 •
	eID	62.8			63 •
	eDocuments	74.7			71 •
	Authentic Sources	64.2			85 •
	Digital Post	76.3			83 •
CROSS-BORDER SERVICES	Overall scores	54.5			62 •
	Online Availability	59.1			78 •
	User Support	66.3			63 •
	eID	23.8		9 •	
	eDocuments	45.6			57 •

### How are services delivered?

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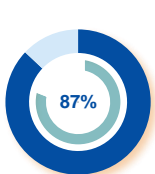
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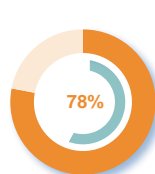
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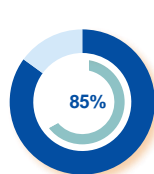
87% of the services are online

EU27+: 81%



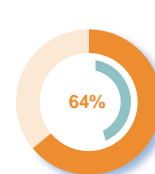
78% of the government portals show whether personal data was consulted

EU27+: 58%



85% of the services accept eID login

EU27+: 67%



64% of the services are online for cross-border users

EU27+: 46%



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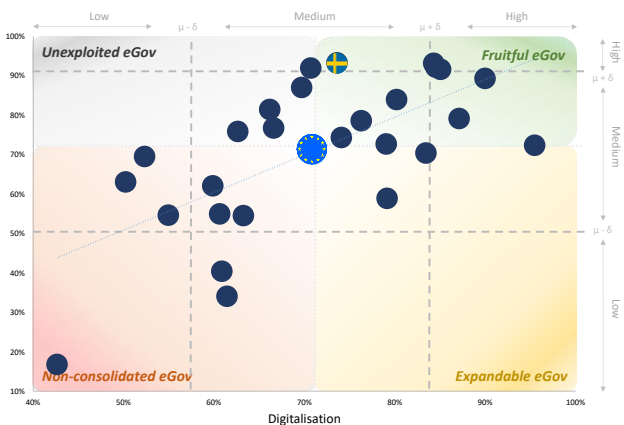
### Business Start-up (2020)

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.



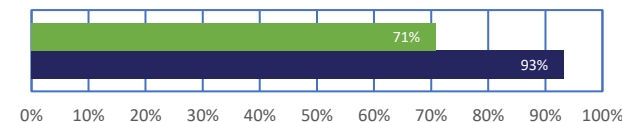
## eGovernment performance of life events (domains)

### Performance

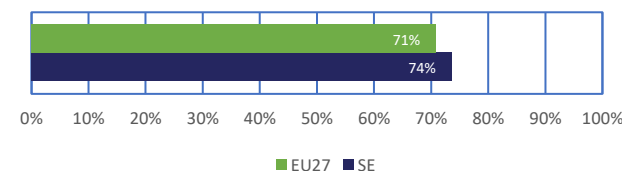


A medium-high level of Digitalisation and a high level of Penetration characterise Sweden. Sweden is part of the Fruitful eGov scenario, that includes the best-in-class countries, which perform at a Digitalisation and Penetration level above average. Sweden among the countries with better overall performances 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%).

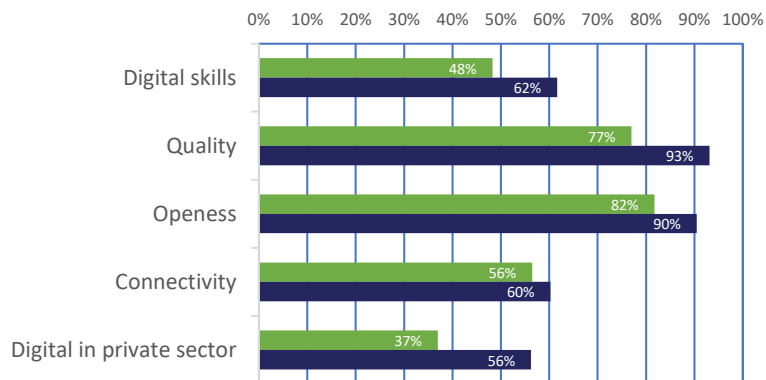
### Penetration



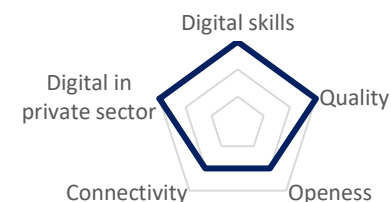
### Digitalisation



### 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 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 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020-2021]			
USER CENTRICITY	<b>Overall scores</b>	<b>88.3</b>			<b>90 •</b>
	Online Availability	86.7			88 •
	Mobile Friendliness	92.0			90 •
	User Support	91.2			94 •
TRANSPARENCY	<b>Overall scores</b>	<b>59.5</b>			<b>62 •</b>
	Service Delivery	50.6			62 •
	Personal Data	69.4			72 •
	Service Design	58.6			53 •
KEY ENABLERS	<b>Overall scores</b>	<b>68.7</b>			<b>65 •</b>
	eID	62.8			65 •
	eDocuments	74.7			82 •
	Authentic Sources	64.2			68 •
	Digital Post	76.3			44 •
CROSS-BORDER SERVICES	<b>Overall scores</b>	<b>54.5</b>			<b>50 •</b>
	Online Availability	59.1			56 •
	User Support	66.3			67 •
	eID	23.8			21 •
	eDocuments	45.6			19 •

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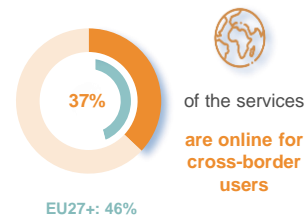
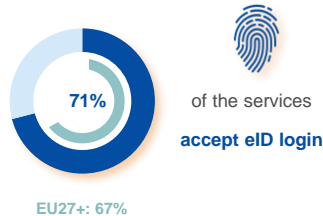
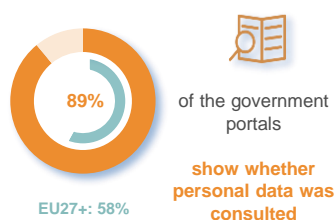
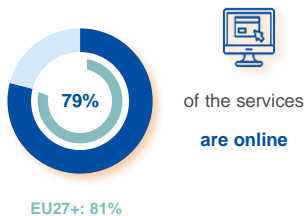
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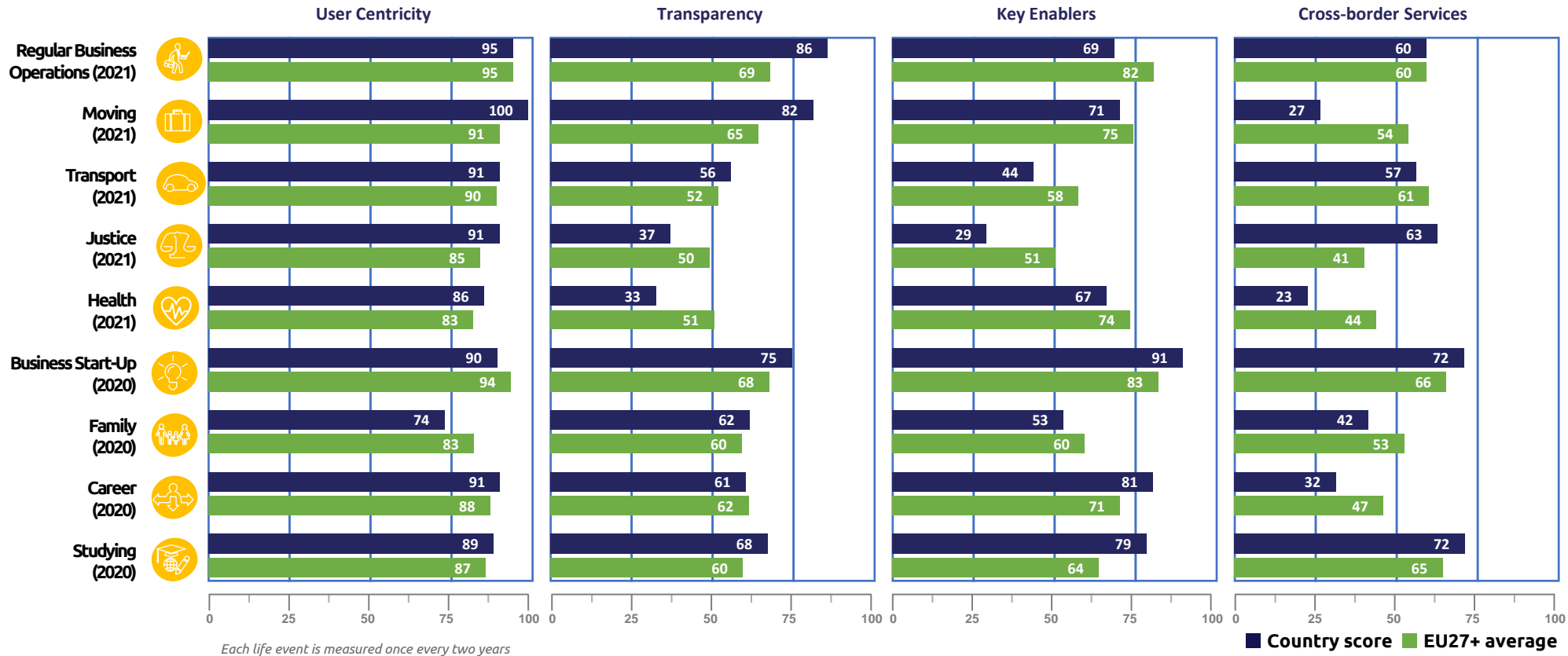
**eID:** indicates if a national eID from country A can be used in country B.

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## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2021)

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 (2021)

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.

### Health (2021)

The Health life event consists of seven services related to getting information about how and where to get healthcare. Moreover, it looks at whether citizens can reschedule an appointment online, whether they can apply for e-consults, e-prescriptions and whether they can access their electronic health records online.

### Transport (2021)

A life event for services for citizens wanting to buy or sell a car, declare road taxes, obtain parking permits and find public transport services.

### Starting a Small Claims Procedure (2021)

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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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.

### 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)

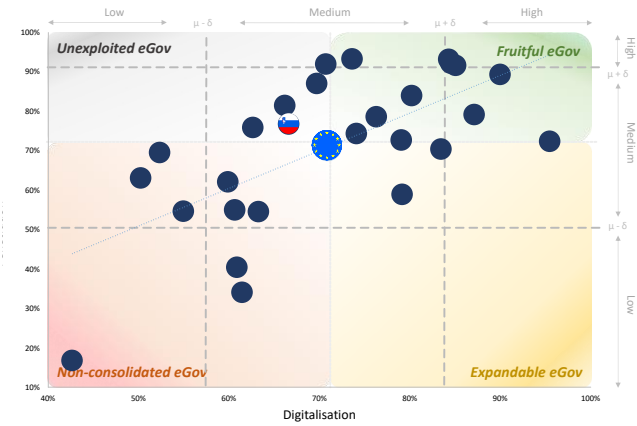
In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad

### Business Start-up (2020)

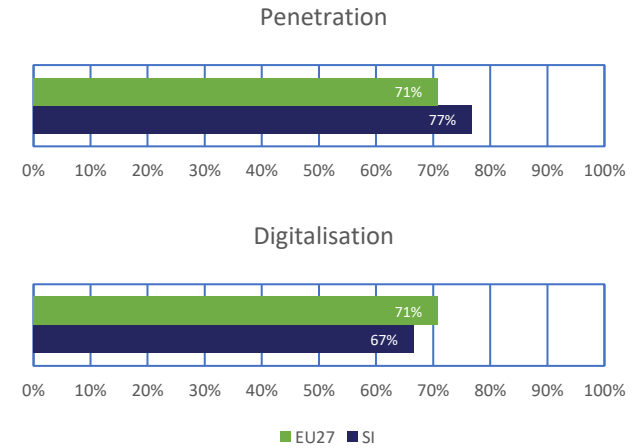
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# eGovernment performance of life events (domains)

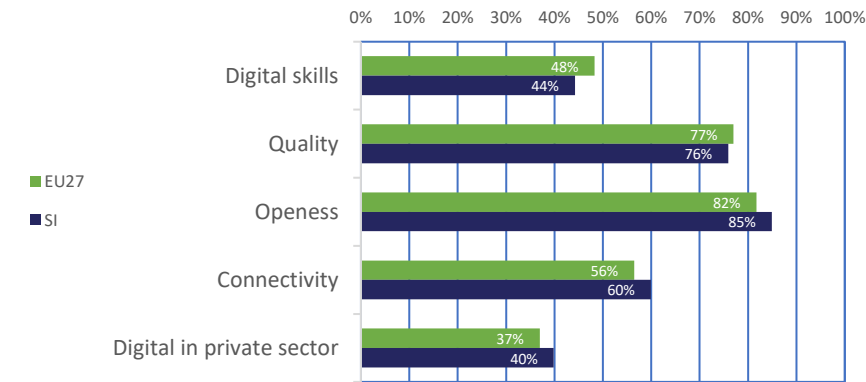
## Performance



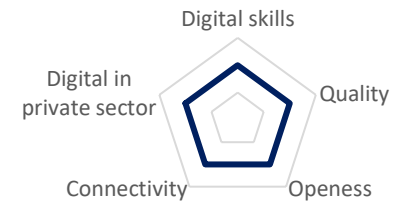
Slovenia is characterised by a medium-high level of Penetration and average level of Digitalisation. Therefore, Slovenia is part of the Unexploited eGov scenario, a scenario where countries are not fully exploiting ICT opportunities.



## 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

Slovenia 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.



# SLOVAKIA

## E-GOVERNMENT STATE OF PLAY 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020-2021]			
USER CENTRICITY	Overall scores	88.3			85 •
	Online Availability	86.7			85 •
	Mobile Friendliness	92.0			83 •
	User Support	91.2			89 •
TRANSPARENCY	Overall scores	59.5			44 •
	Service Delivery	50.6		41 •	
	Personal Data	69.4		33 •	
	Service Design	58.6			58 •
KEY ENABLERS	Overall scores	68.7			68 •
	eID	62.8			67 •
	eDocuments	74.7			72 •
	Authentic Sources	64.2		45 •	
	Digital Post	76.3			89 •
CROSS-BORDER SERVICES	Overall scores	54.5			42 •
	Online Availability	59.1			50 •
	User Support	66.3			59 •
	eID	23.8		7 •	
	eDocuments	45.6		16 •	

### 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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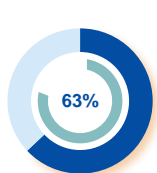
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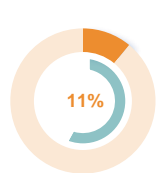
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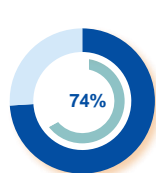
63% of the services are online

EU27+: 81%



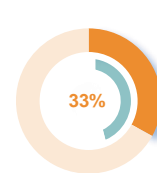
11% of the government portals show whether personal data was consulted

EU27+: 58%



74% of the services accept eID login

EU27+: 67%



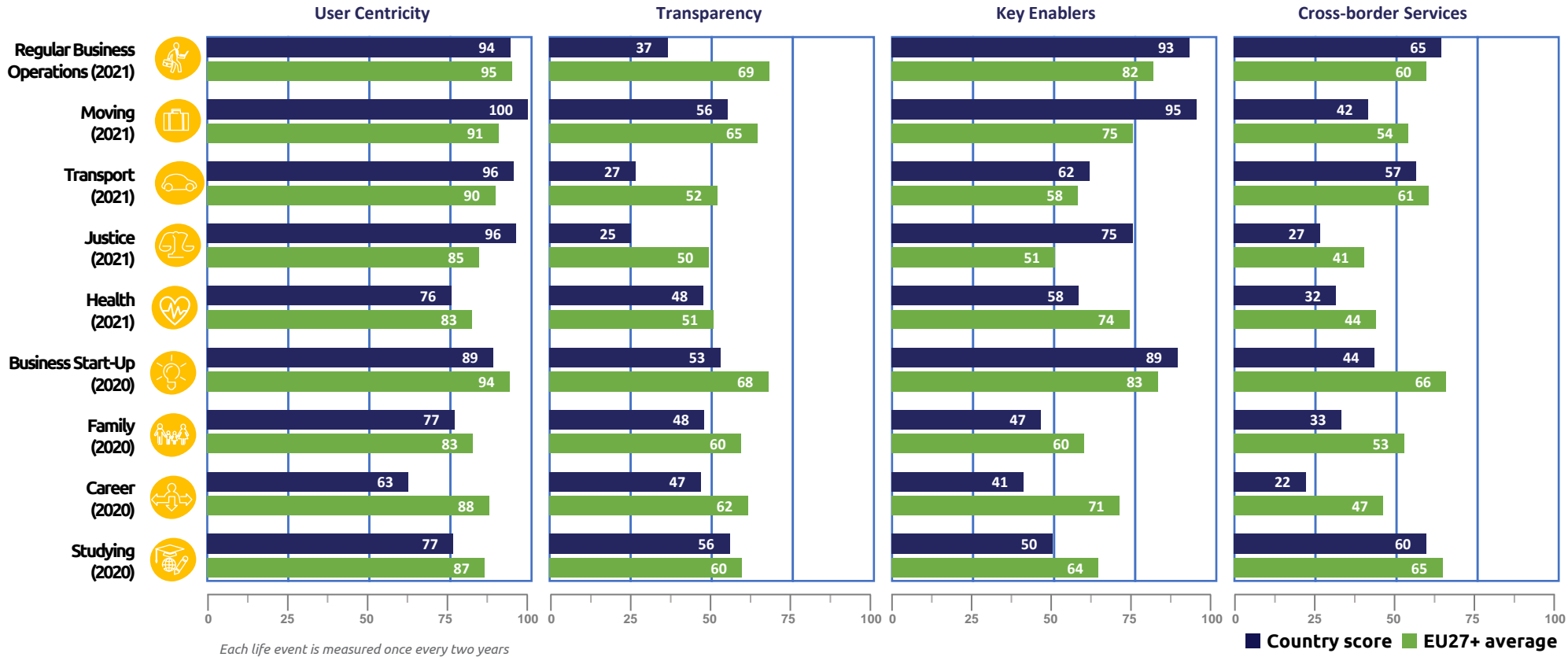
33% of the services are online for cross-border users

EU27+: 46%





## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2021)

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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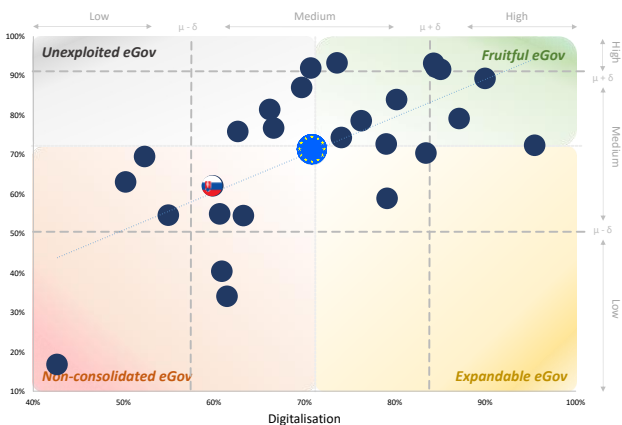
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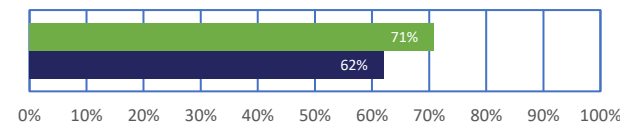
## eGovernment performance of life events (domains)

### Performance

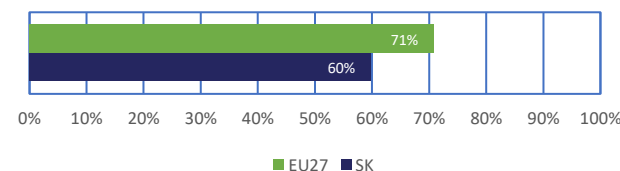


Slovakia is characterised by a medium-low level of Penetration and a medium-low level of Digitalisation. Therefore, Slovakia is part of the Non consolidated eGov scenario, where countries are not fully exploiting ICT opportunities.

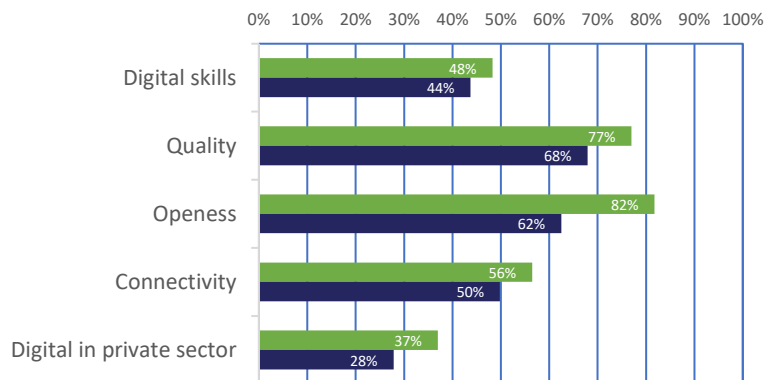
### Penetration



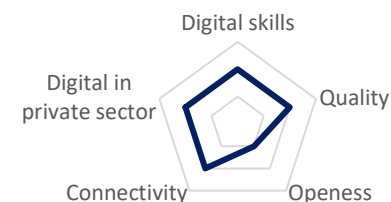
### Digitalisation



### Relative Indicators and Environment



Slovakia 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. By looking in detail at the numbers, Openness is the indicator which is more significantly below the European average (by 20 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.



# TÜRKIYE

## E-GOVERNMENT STATE OF PLAY 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020 2021]			
USER CENTRICITY	<b>Overall scores</b>	<b>88.3</b>	<b>93 •</b>		
	Online Availability	86.7			90 •
	Mobile Friendliness	92.0			95 •
	User Support	91.2			100 •
TRANSPARENCY	<b>Overall scores</b>	<b>59.5</b>	<b>62 •</b>		
	Service Delivery	50.6		56 •	
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KEY ENABLERS	<b>Overall scores</b>	<b>68.7</b>	<b>79 •</b>		
	eID	62.8			77 •
	eDocuments	74.7		73 •	
	Authentic Sources	64.2		73 •	
	Digital Post	76.3			100 •
CROSS-BORDER SERVICES	<b>Overall scores</b>	<b>54.5</b>	<b>54 •</b>		
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	User Support	66.3			85 •
	eID	23.8	1 •		
	eDocuments	45.6		25 •	

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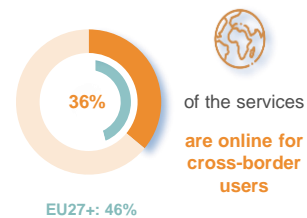
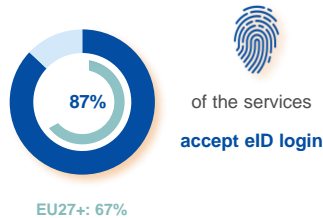
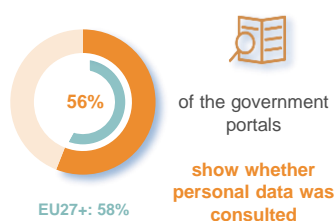
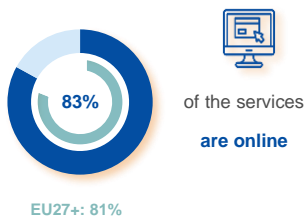
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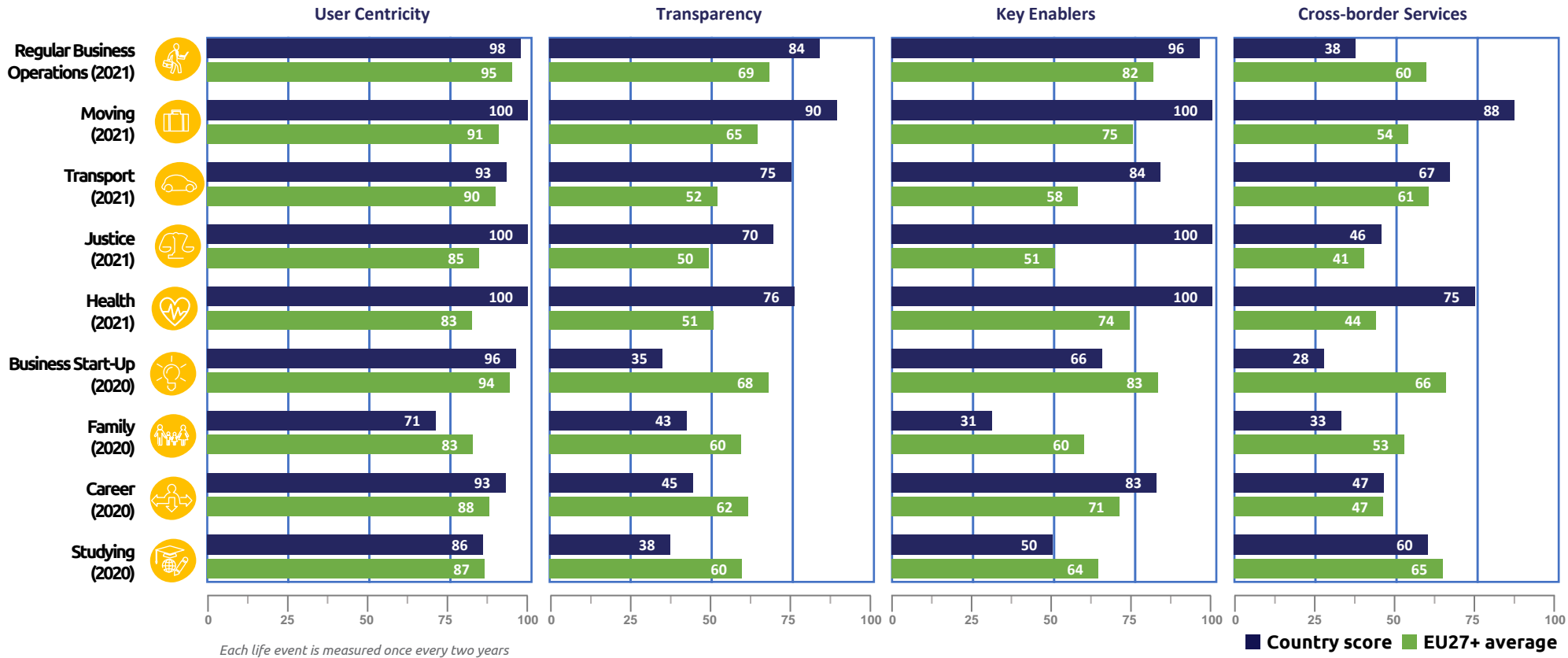
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**European Commission**

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