

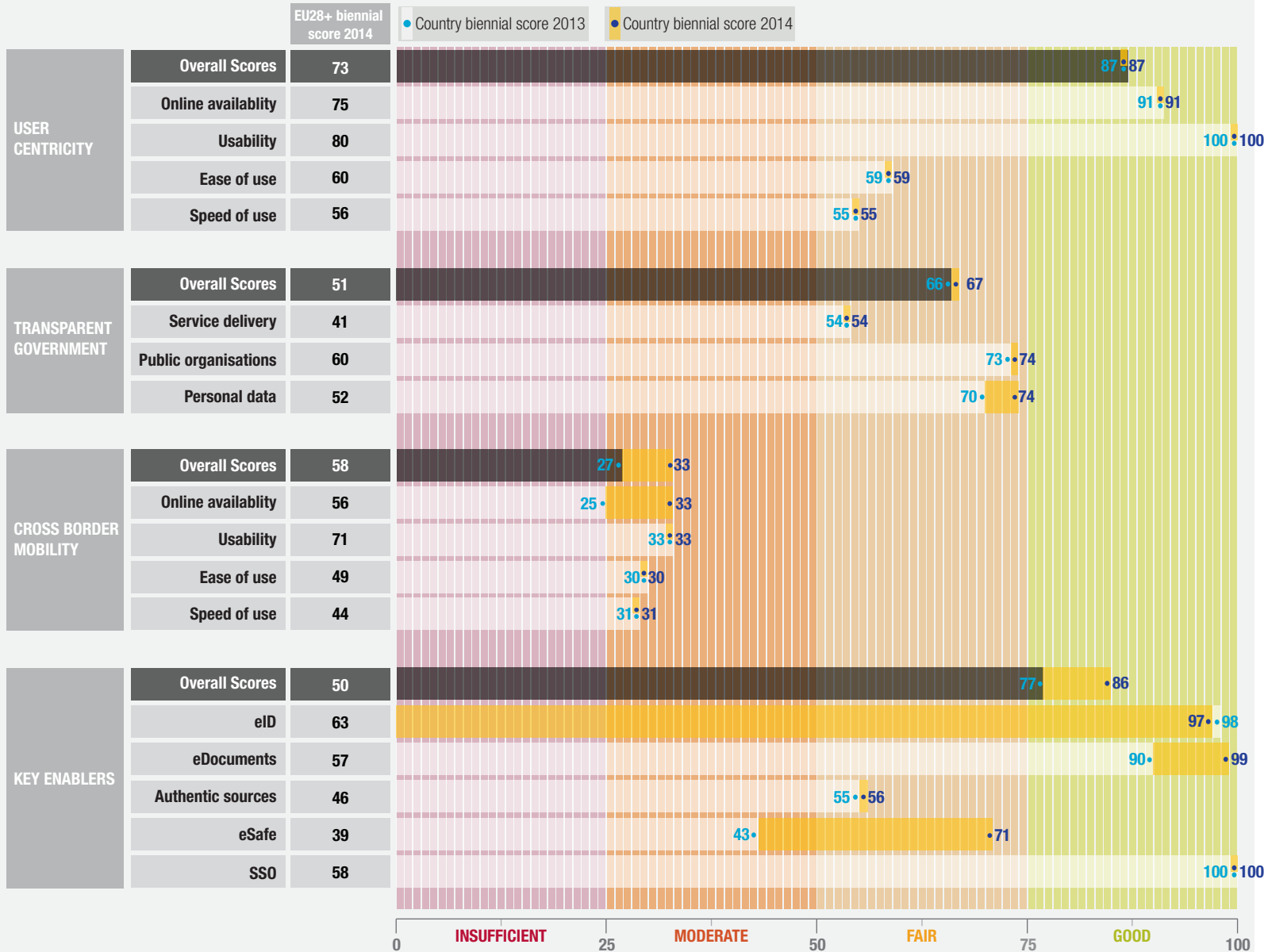


SPAIN

EGOVERNMENT STATE OF PLAY



eGovernment performance across policy priorities



How are services delivered?

The top-level benchmark **User centricity** indicates to what extent (information about) a service is provided online and how this is perceived.

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

Online usability: indicates if support, help and (interactive) feedback functionalities are online. Also includes quality assessment researchers on ease and speed of use.

The top-level benchmark **Transparency** indicates to what extent governments are transparent regarding: a) their own responsibilities and performance, b) the process of service delivery and c) personal data involved.

Transparency of Public Organisations: indicates to what extent governments are transparent as regards their own responsibilities and performance.

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

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

The top-level benchmark **Cross border mobility** 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%).

Online usability: indicates if support, help and (interactive) feedback functionalities are online. Also includes quality assessment researchers on ease and speed of use.

The top-level benchmark **Key enablers** indicates the extent to which 5 technical pre-conditions are available online. These are: Electronic Identification (eID), Electronic documents (eDocuments), Authentic Sources, Electronic Safe (eSafe), Single Sign On (SSO).

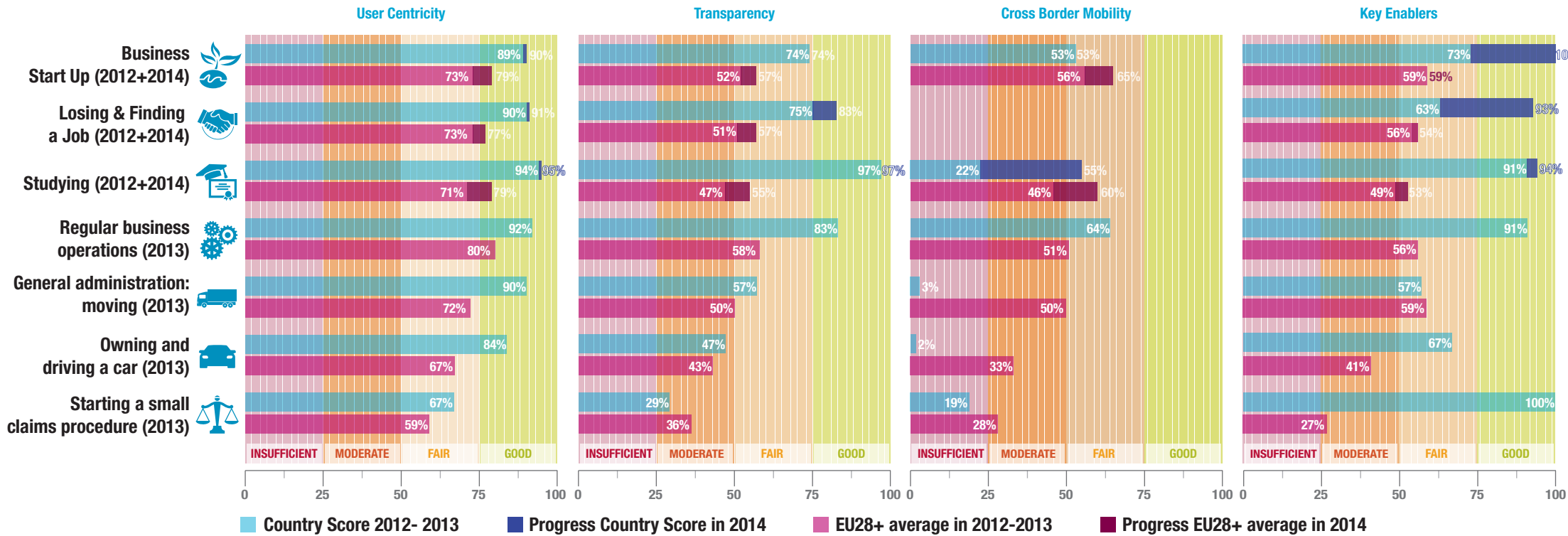
The top-level benchmark **Effective Government** indicates the extent to which government succeed in satisfying their online users and achieve re-use and fulfilled expectations.

Impact: Average of likelihood of re-use and agreement with perceived benefits

eGovernment efficiency: Average of eGov user satisfaction and fulfillment of expectations

eGovernment use: People who have used eChannel in contact with government

eGovernment performance of Life Events (Domains)



The cross-border mobility indicator is not measured for Losing and Finding a Job

Each life event is measured once every two years

Life Event descriptions

Business start-up and early trading operations (2012)

This life event covers 33 services, both mandatory services as well as information needs, that allow an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Early trading operations refers to activities regarding hiring employees and requesting an environmental permit.

Losing and Finding a Job (2012)

From immediate actions for unemployed to applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participating in training programs, supporting people to find a job. A complete set of 22 services is assessed.

Studying (2012)

In this life event, comprising of 14 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad.

Regular business operations (2013)

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 (2013)

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

Owning and driving a car (2013)

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

Starting a small claims procedure (2013)

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.