

[eGovernment in]

Spain

España



eGovernment
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Country Profile
History
Strategy
Legal Framework
Actors
Who's Who
Infrastructure
Services for Citizens
Services for Businesses

What's Inside

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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to provide an overview of the general eGovernment status in Spain. Even though every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be assumed. Neither the European Commission, nor any person acting on its behalf can be held responsible for the use that could be made of the information provided.

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 46 153.0 inhabitants (2011)

GDP at market prices: 1 062 591.0 million Euro (2010)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-27 = 100): 100.0 (2010)

GDP growth rate: -0.1 % (2010)

Inflation rate: 2.0 % (2010)

Unemployment rate: 20.1 % (2010)

Government debt/GDP: 61.0 % (2010)

Public balance (government deficit or surplus/GDP): -9.3 % (2010)

Source: [Eurostat](#)

Area: 504 782 km²

Capital city: Madrid

Official EU language: Spanish

Currency: Euro

Source: [Europa website](#)

Political Structure

Spain is a **hereditary constitutional monarchy**. Legislative power is held by a bicameral Parliament (*Cortes Generales*) comprising a Lower House ([Congress of Deputies](#)) and an Upper House ([Senate](#)). The Congress counts 350 members elected by proportional representation and the Senate 262 members, 56 of whom are appointed by the Self-governing Communities.

The Head of State is the hereditary [monarch](#), who mainly assumes a ceremonial function, but also a strong symbolic role for national unity. Following legislative elections, the leader of the majority party or the leader of the majority coalition is typically proposed as [President](#) of the Government (Prime Minister) by the monarch and elected by the Congress. Ministers are appointed by the monarch upon the proposal of the President of the Government.

According to the terms of the 1978 Constitution, Spain adopted a highly decentralised system with 17 autonomous regions (Autonomous Communities) enjoying self-government rights with regard to local affairs, in addition to two 'Autonomous Cities'. These communities elect their own parliaments, which, in turn, nominate Local Governments.

The [Constitution](#) of the Kingdom of Spain was adopted in December 1978 and amended in 1992.

Spain became a member of the European Union on 1 January 1986.

Head of State: King [Juan Carlos I](#) (since 22 November 1975).

Head of Government: President of the Government [Mariano Rajoy Brey](#) (since 21 December 2011).

Information Society Indicators

Percentage of households with Internet access: 59 % (2010)

Percentage of enterprises with Internet access: 97 % (2010)

Percentage of individuals using the Internet at least once a week: 58 % (2010)

Percentage of households with a broadband connection: 57 % (2010)

Percentage of enterprises with a broadband connection: 95 % (2010)

Percentage of individuals having purchased/ordered online in the last three months: 17 % (2010)

Percentage of enterprises having received orders online within the previous year: 10 % (2009)

Percentage of individuals using the Internet for interaction with public authorities: obtaining information 30.9 %, downloading forms 17.9 %, returning filled forms 11.8 % (2010)

Percentage of enterprises using the Internet for interaction with public authorities: obtaining information 60 %, downloading forms 59 %, returning filled forms 46 % (2009)

Source: [Eurostat](#)

Editorial notice: Statistical indicators referenced in this section reflect those of Eurostat at the time the Edition is being prepared.

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [ePractice news for eGovernment](#)

Recent News

January 2012

'[Datos.gob.es](#)' [receives](#) the award as the portal dedicated to the most user friendly public data in the European Union by [Lapsi](#) (Legal Aspects of Public Sector Information), a project funded by the European Commission that brings together experts from different EU countries on legal issues related to access and reuse of public sector information.

December 2011

- ▶ The Ministry of Finance and Public Administrations assumes the powers of the former Ministry of Territorial Policy and Public Administration whereas the Ministry of Industry, Energy and Tourism assumes the powers of the former Ministry of Industry, Tourism and Trade.
- ▶ Spain [provides](#) services related to the electronic identification of several European Countries through the [STORK project](#). In addition to this, the electronic signature validation platform @Firma already includes in the list of qualified certificates for identity and electronic signature those of Austria, Belgium, Estonia and Portugal.
- ▶ In an effort to achieve a more accessible and open Public Administration, the Ministry of Territorial Policy and Public Administration has developed a new [eGovernment application](#) available on the most common mobile platforms. '[eAdmon @ dministration](#)', all services in your hand' is a mobile app that combines the two prevailing trends in access to electronic services: mobility and interaction with social networking websites. It provides in a user-friendly environment access to all the PA's services that are available on social networking sites, thus enabling a permanent dialogue with the public wherever citizens and businesses so wish. In addition, it offers life-event based mobile services for citizens and businesses that were developed by ministries and public bodies.

November 2011

- ▶ The European Commission places Spain as a leader in the field of accessibility of web sites of the European Public Administration as published in the study "Monitoring e-accessibility".
- ▶ The Official Gazette has published in its issue of 8 November 2011, the Royal Decree 1495/2011 of 24 October, which implements Law 37/2007 of 16 November, on re-use of public sector information for the public sector of the State, adopted at the end of October 2011.

October 2011

- ▶ The Council of Ministers, at the initiative of the Ministries of Industry, Tourism and Trade and of Territorial Policy and Public Administration, [adopts](#) at the end of October 2011 the Royal Decree implementing [Law 37/2007](#) of 16 November, on re-use of public sector information (PSI). Its objective is to establish within the National Government detailed rules developing the provisions of the Law and to promote and facilitate the availability of PSI for its re-use.
- ▶ Following the publication of a first set of technical interoperability [standards](#) for eGovernment on 30 July 2011, their respective implementation guides and manuals are made [available](#) on 18 October 2011.

These implementation materials target public authorities and provide explanations and points of reference. The seven standards are: digitisation of documents; electronic documents; electronic files; the public administration's electronic signature and certificate policy; procedures relating to authentic copies and the conversion of electronic documents; requirements for connecting to the Public Administration network (Red SARA) interconnecting all levels of government in Spain; and data models for the exchange of information between public registers.

September 2011

- ▶ On 17 September 2011, the National Statistics Institute [releases](#) figures showing that 90 % of public authorities and 75 % of businesses in Spain already use free software.
- ▶ A report on the status of eGovernment in Spain is [submitted](#) to the Council of Ministers on 16 September 2011. It outlines the development of eGovernment and its future challenges, which will constitute a part of an upcoming strategy document with an implementation period until 2015. The report examines the development of online service delivery to citizens since the adoption of the Law on Citizens' Electronic Access to Public Services (eGovernment Law) in 2007. In this regard, it stresses Spain's strong momentum in recent years to position itself among the ten most advanced countries in this area and the fifth at the European level, according to the latest UN and the EU benchmark measurements.

August 2011

On 19 August 2011, the Council of Ministers [approve](#) an agreement to promote the establishment and use of eInvoices by supporting their deployment in the public and private sectors, as well as to establish a national multilateral forum for eInvoicing. The agreement provides for the adoption of several measures: the Ministry of Industry, Trade and Tourism will be competent for the promotion of the widespread use of eInvoicing in Spain's private sector, with particular emphasis on SMEs; the Ministry of Territorial Policy and Public Administration will be responsible for encouraging the widespread use of eInvoicing in Central Government.

June 2011

The Official State Journal [publishes](#) the 'Agreement of the Council of Ministers of 9th June for approving the Development Plan for the Integration of Spain in the IPv6 Protocol', a joint initiative of the Ministry of Industry, Tourism and Trade, and the Ministry of Territorial Policy and Public Administration. The objective is to promote and accelerate the deployment of IPv6 in the infrastructure and services of the information society in general and eGovernment in particular.

In the field of Public Administration, the promotion of the integration of IPv6 into the infrastructure and eGovernment services is contained in the following aspects of the plan:

- ▶ Integration of IPv6 in the Internet services run by MITYC and '060' run by MPTYAP. Both projects will be considered as priority projects, followed by CP-CSAE, being a practical reference for other public bodies (Point 1 of the Plan).
- ▶ The portal of the eGovernment Observatory will provide information on the process of incorporation of IPv6 in the AAPP (Point 2).
- ▶ MPTYAP will promote the incorporation of IPv6 in the Public Administration through the governance structures responsible for eGovernment. In particular, the Ministry will begin studies to provide IPv6 for the government, will update the Plan for the interconnection of the Administration and the Technical Standards for Interoperability and will include in the 'Action Plan for Electronic Administration of the National Government 2011-15' the measures necessary for the deployment of IPv6 in the network SARA. Similarly, training activities will be defined by those responsible for the Internet services of the Administration (Point 8).

- ▶ MPTYAP will promote the incorporation of IPv6 as a requirement in the public procurement of products and services regarding information technology and communications, with reference to preferred international standards or recommendations (Point 9).
- ▶ MITYC and MPTYAP will take part in international fora related to the transition from IPv4 to IPv6 (Point 10).

The full Plan is also available in [English](#).

May 2011

- ▶ The Asturian Technology Services Consortium (CAST), which is made up of the Government of the Principality of Asturias and the town councils with less than 20 000 inhabitants, [launches](#) a programme to set up a collaboration platform for business portals in 60 local municipalities. This large-scale project aims to confront the commonplace issue of each city council administering its own infrastructure in an independent manner, leading to increased costs and incompatible operating systems.
- ▶ On 31 May 2011, the Spanish Ministry of Territorial Policy and Public Administration [unveils](#) to the Andalusian public the second phase of a promotion and awareness-raising campaign entitled '@dministration. All services in reach' ('@dministración. Todos los servicios en tu mand'). This phase, launched nation-wide in March 2011, intends to run until November of the same year. It is aimed at giving a further boost to the use of public eServices among citizens and businesses.

March 2011

- ▶ On 28 March 2011, the Minister of Industry and Technological Development of the Government of Cantabria, Juan José Sota, [announces](#) the launch of the new institutional portal '[cantabria.es](#)'. It will act as a gateway to regional eGovernment services for citizens and businesses.
- ▶ Since 16 March 2011, the [Public Procurement Services Platform \(PSCP\)](#) of the Government of the Autonomous Region of Catalonia has been [using](#) the [iArxiu Platform](#), a digital preservation and electronic archiving service developed by the Catalan Certification Agency (CATCert) targeting all regional and local public authorities.

February 2011

The Donostia-San Sebastián City Council in Spain's Basque Country [implements](#) an open source document management system in order to reduce the duplication of data within various departments and provide improved records management. The benefits of using the open source platform can be seen not only in terms of the efficiency of procedures within the City Council, but also in the convenient and prompt delivery of public services to citizens.

News 2010-2001

2010

- ▶ The eGovernment portal [PAe](#) is launched on *30 December 2010*. The Public Administration's new channel unifies and centralises all information about eGovernment. The goal is to provide a full range of initiatives, reports, indicators and news.
- ▶ On *22 November 2010*, the Spanish National Institute of Communication Technologies (INTECO) and a consulting company [publishes](#) practical guidelines for the safe use of the national electronic ID card ([eDNI](#)) on the Internet. The aim of this publication is to show the functionalities provided by the electronic version of the national identity card in order to carry out administrative procedures and business over the Internet.

- ▶ In *October 2010*, the Autonomous Government of Andalusia begins creating a [single register](#) of births and newborns which will enable the automatic inclusion of the newborn babies in the database of the public health system. The Government Council approves to the decree establishing the region's single register of births and newborns.
- ▶ The Minister for Industry, Tourism and Trade, Miguel Sebastián and the State Secretary for Telecommunications and Information Society, Bernardo Lorenzo present on *14 September 2010* the '[2011-2015 Strategy of the Avanza2 Plan](#)'. In line with the new strategy, efforts will be devoted to the achievement of 10 objectives, including: to promote innovative ICT processes in regional governments (autonomous communities); to increase the advanced use of digital services for citizens; and to spread a culture of security among citizens and businesses.
- ▶ Since *7 May 2010*, the [Spanish State Procurement Platform](#) ('[Plataforma de Contratación del Estado](#)') has been functioning based on the new specifications for Interoperable Components and Documents for Electronic Procurement ('CODICE 2.0 specifications'), which are published on the same day. CODICE is an architecture of standard electronic components and documents for the development of eProcurement applications in Spain in compliance with the procedures and provisions of the EU Directive [2004/18/EC](#) and the Spanish regulations on public procurement, and the international standards and recommendations on the identification, designation, definition and establishment of those components. [Version 2.0](#) of the CODICE specifications will further facilitate the automation of electronic procurement.

On *10 May 2010*, the Ministry of Industry, Tourism and Trade allocates € 225 million for aid to stimulate telecommunications and the information society.

- ▶ In *April 2010*, a first version of '[ePetitions](#)', an [open source tool](#) to help manage electronic petitions, is published on the website of the Open Source Observatory and Repository for European public administrations (OSOR). The project aims to develop a [web application](#) that offers support for electronic petitions in many languages.

The Ministry of the Presidency publishes the Order [PRE/878/2010](#) of *5 April 2010* establishing a notification system by means of an electronic address available to entities of the General State Administration which do not deploy their own notification systems. This notification system, foreseen in the [Royal Decree 1671/2009](#), is available for either voluntary or mandatory notifications.

- ▶ Since *March 2010*, [Proyecto 'Aporta'](#) has been offering an online beta **Public Information Catalogue**. This catalogue provides a single access point to the various administration websites that offer public information resources. Each entry in the catalogue provides detailed descriptive information about government data.
- ▶ The Extremadura government [publishes](#) as open source JEXTraza in *February 2010*, a [supply chain tool](#) meant to help agribusinesses verify and manage product information from source to destination. The tool is intended to be used in combination with OpenBravo, an open source enterprise resource system.

In the same month, a new [sensory platform](#), able to monitor forest fires and the level of pollution in the streets as well as other types of environmental parameters, is developed by researchers at the University of Zaragoza. The platform [Waspnote](#) is created with the aim to develop a wireless sensors' network for use in different fields.

2009

- ▶ The State Secretariat of Telecommunications and the Information Society (SETSI) [announces](#), on *26 October 2009*, the launch of an action plan aimed at promoting the use of the national eID card (DNIe) among citizens and businesses to be carried out in the various Autonomous Communities (Regions) until July 2010. A key feature of the plan is the creation of '[usatudni.es](#)', a multichannel information portal containing useful information for citizens, businesses and the Public Administration on the benefits of the DNIe and the services accessible by means of the DNIe.

- ▶ On *22 September 2009*, the Spanish State Secretary for the Public Service and the Portuguese State Secretary for Administrative Modernisation sign a [collaboration agreement](#) on the validation of the digital certificates of both their countries. The purpose of the agreement is to make it possible for a citizen of either country to use his/her national eCertificates for communicating and dealing with the Public Administration of the other country.
- ▶ On *30 July 2009*, the Ministry of Industry, Tourism and Trade along with the Ministry of Interior and the Ministry of the Presidency sign with IT companies a collaboration agreement aimed at enhancing the use of the national eID card ([DNIe](#)).
- ▶ The Civil Registry Online Programme [digitises](#) over 1 300 volumes of the five Register Offices of the region of Navarra, northern Spain.
- ▶ Since *21 April 2009*, the Ministry of the Presidency has been [responsible](#) for steering the development and implementation of eGovernment in Spain, thus replacing in this function the Ministry of Public Administrations which no longer exists.

During the same month, nearly 10 million citizens hold a national [eID card](#) (DNIe).

- ▶ On *13 March 2009*, the Council of Ministers [approve](#) a € 14 million investment in a series of actions set to generalise the use of the national eID card and to stimulate the spread of reliable digital services and applications.
- ▶ On the occasion of the Council of Ministers of *30 January 2009*, the Minister for Industry, Tourism and Trade, Miguel Sebastián Gascón, officially presents the new, second phase of the Plan for the development of the information society. The ['Avanza2' Plan \(2009-2012\)](#) aims to foster the demand for ICT. It is structured around five lines of action: Development of the ICT sector; ICT training; Public eServices; Infrastructure and Trust; and, Security and Accessibility.

During the same month, the Secretary of State for Telecommunications and Information Society, representing the Ministry of Industry, Tourism and Trade, [signs](#) together with the President of the Spanish Federation of Municipalities and Provinces (FEMP) a collaboration agreement to improve the delivery of public eServices by the local administration.

2008

- ▶ From *26 November to 22 December 2008*, the Spanish Ministry of Public Administration launches the ['060.Seek and Find' advertisement campaign](#) whose aim is to make the approximately 1 000 services of the eGovernment portal '[060.es](#)' known to the public. The campaign is mainly run via the Internet.
- ▶ In *October 2008*, the Spanish Minister for Industry, Tourism and Trade and the Minister for Public Administrations [launch](#) the 'Telecentres training and revitalisation plan', a new training programme on the use of eGovernment services by the citizens of rural areas.
- ▶ The new action plan of Spain's Open Source centre, [CENATIC](#), is released in *July 2008*. It gives top priority to ensuring that Open Source users enjoy equal access to eGovernment. The number of online renewals of residence and work permits for foreigners performed via the website of the Ministry of Public Administrations almost reaches 1 million during the same month.

Furthermore, the Government Delegate Commission for Economic Affairs approves an agreement aiming to stimulate the transposition of the [Services Directive](#) at local level. Among other potentially affected decrees are those pertaining to information society and telecommunication services.

- ▶ In *March 2008*, the Ministry of Industry, Tourism and Trade [launches](#) on its website an online directory of IT services providing a complete listing of the growing range of IT services available to the Spanish public.
- ▶ As of *January 2008*, Spanish voters can go [online](#) to check and amend their details in the electoral register in view of the general elections of March 2008.

2007

- ▶ In *December 2007*, the Council of Ministers approves an action plan aimed at implementing the [Law on Citizens' Electronic Access to Public Services](#) by 31 December 2009.

In the same month, two new bodies are [created](#): a Centre of Transfer of Technology aimed at facilitating the circulation and re-use of technical information relating to the eGovernment field, and an Observatory for the analysis and follow-up of eGovernment developments within Central Government.

- ▶ In *November 2007*, the eGovernment portal '060' is [renewed](#) and provides access to 565 services from all three levels of Government.
 - ▶ In *October 2007*, a [ministerial order](#) intended to standardise and promote electronic invoicing for public contracts is published. To help people to comply with the ministerial order, the website '[facturae.es](#)' has been set up, explaining the basics of eInvoicing and providing a checklist of the elements required for an invoice to be valid.
 - ▶ Spain's millionth [electronic ID card](#) is [issued](#) in *September 2007*.
 - ▶ The [Law on Citizens' Electronic Access to Public Services](#) is adopted in *June 2007*. It officially recognises the right of citizens to communicate electronically with Public Administrations; this right is set to become effective from 31 December 2009 onwards.
 - ▶ A new version of the eGovernment portal '[060.es](#)' is released in *May 2007*. The portal's design and navigation features emphasise which services are available online while facilitating citizens and businesses' interaction with public authorities, without relocations or searches.
 - ▶ Spain's National Employment System [online portal](#) is [launched](#) in *April 2007*. On another note, as regards civil service jobs and examinations, candidates can fully apply [online](#) via the eGovernment portal '060.es', using an electronic certificate and paying their inscription fee online.
- From the end of the same month, any correspondence sent to Spain's Ministry of Industry, Tourism and Trade by most private firms and all public-sector employers has to be electronic.
- ▶ In *March 2007*, new limited companies (SRL) can register their businesses [online](#).

Spain starts using interactive TV to help people with their tax declarations.

- ▶ In *January 2007*, the extended [applications](#) enabling the internal consultation of data within the Public Administration becomes operational. As a result, when providing a document, returning a form or exchanging communications with the Central Government or organisations that depend on it, citizens no longer have to enclose photocopies of their national identity document and/or their certificate of registration.

2006

- ▶ The '060 Network' is launched in *May 2006*. It is intended to set up a new model of public service that allows Spanish citizens to interact with, or receive information from any of the three levels of Government (central, autonomic and local administrations) through three different channels: local offices, a web page ('[060.es](#)') and the phone helpline '060'.
- ▶ The Advisory Council of eGovernment is [created](#) in *April 2006*. It constitutes a work group which should meet at least twice a year to assist the Minister of Public Administrations in developing an integrated strategy for the future development of eGovernment.
- ▶ In *March 2006*, the new electronic identity card (DNIe) is officially launched in Spain together with a new [eID website](#) and a free phone helpline for citizens.
- ▶ In *February 2006*, the official presentation of [SARA](#) takes place; it is a system of applications and networks for public authorities, for exchanging data and sharing software.

2005

- ▶ In *December 2005*, the Minister of Public Administration presents '*Moderniza*', a plan of measures for 2006-2008 aimed at improving and modernising the Administration with a view to better accommodate the needs of the citizens.
- ▶ In *November 2005*, the Government adopts the '*Avanza*' Plan for the development of the information society, and the convergence with Europe and among the Autonomous Regions.
- ▶ In *July 2005*, the Higher Council for eGovernment adopts [recommendations](#) providing guidelines for Open Source adoption within Public Agencies.
- ▶ In *June 2005*, the Higher Council for eGovernment adopts version 2.0 of the [MAGERIT](#) risk analysis and management methodology for information systems.
- ▶ In *May 2005*, the Higher Council for Informatics and for the Promotion of eGovernment becomes the '[Higher Council for eGovernment](#)', an inter-ministerial organisation tasked with the preparation and development of the eGovernment strategy/policy for Spain's Central Administration.

2004

- ▶ In *September 2004*, the Government launches the '[Public Administration Technological Modernisation Plan 2004-2007](#)', otherwise known as Plan '*Conecta*'.
- ▶ The updated and completed security, standardisation and conservation criteria for IT applications are [published](#) in *June 2004*.
- ▶ In *February 2004*, the Spanish Council of Ministers officially [approves](#) the creation and distribution of new electronic ID cards containing biometric identifiers and intended to provide secure identification and authentication, allowing citizens to securely access transactional eServices.

2003

- ▶ In *December 2003*, the Parliament approves a new [law on electronic signature](#). It establishes a legal framework for the future development of a national eID card.
- ▶ In *October 2003*, the Government launches a [secure electronic notification service](#) designed to enable Public Administrations to send notifications to citizens and businesses electronically.
- ▶ In *July 2003*, the Government approves the new information society action programme '*España.es*' for the years 2004 and 2005. Its main objective is twofold: to stimulate the demand of information society services in the population and to improve the supply in terms of infrastructure, content and services.

In the same month, a new inter-ministerial structure in charge of leading and coordinating the implementation of eGovernment is created - the 'Higher Council for Informatics and for the Promotion of eGovernment'.

- ▶ In *May 2003*, the Government approves the security, standardisation and conservation criteria for IT applications used by State Administrations. The aim is to provide an interoperability, security and record management framework for the use and development of information systems and applications in Spain's Central Administration.

In the same month, the '[Shock Plan for the development of eGovernment in Spain](#)' is published.

2002

In *November 2002*, the 'Electronic National Identity Document' project is initiated.

2001

- ▶ In *September 2001*, the citizen portal 'Administracion.es' is launched, providing an online gateway to public information and services.

The Spanish Certification Authority ([CERES](#)) is created. It is in charge of assigning digital identities to facilitate electronic transactions between citizens and public institutions.

- ▶ The [Info XXI action plan 2001-2003](#) is presented in *January 2001*. It focuses on promoting the ICT sector, the development of eGovernment and the access to an information society for everyone.

News 2000 and before

- ▶ In *2000*, the Secretary of State for Public Administration is tasked with managing the Ministry of Public Administrations' responsibilities regarding the use of ICTs in the public sector and the development of the Government's information strategy.
- ▶ In *1999*, the '[Info XXI initiative for the development of the Information Society](#)' is approved. Aimed at promoting the development of new ICTs and their adoption by citizens, businesses and Public Administrations, it outlines a number of strategic priorities and success factors while identifying concrete actions.
- ▶ In *1997*, the Programme for the Promotion and Identification of Emergent Services in Advanced Technology (PISTA) is launched; its main objective is to support the efficient introduction of multimedia services in Public Administration, as well as the introduction of public services based on users' needs.

eGovernment Strategy

Main strategic objectives and principles



According to the national eGovernment portal [PAe](#), the [Ministerial Declaration on eGovernment](#), the ['Digital Agenda for Europe \(2010-2020\)'](#) and the ['eGovernment Action Plan 2011-2015'](#), together with the ['Avanza 2' Plan](#), constitute Spain's eGovernment roadmap until 2015. eGovernment policy forms part of Spain's current information society policy (['Avanza 2' Plan](#)), which is aligned with the EU's [i2010 initiative](#). An accompanying ['Law on eGovernment'](#) provides the basis for administrative reform.

The 'Avanza' Plan

The *'Avanza' Plan* for the development of the information society forms part of the broader programme ['Ingenio 2010'](#), aimed at giving new impetus to R&D investment in Spain within the framework of the National Reforms Programme designed by the Government.

The implementation of *'Avanza'* is based on a cooperative model under which each of the 17 Autonomous Communities has a separate action plan and budgetary contribution. This is articulated around bilateral agreements signed between the Government and each autonomous region.

The Plan opts for a user-centric eGovernment which furthermore overcomes the most serious challenges facing public eServices, namely, their uneven development and quality and their lack of integration when these services are offered by distinct administrations or departments. These are some of the features that are common to the first phase of the plan (initially established for the period 2006-2010) and to its new phase, *'Avanza2'*, launched in January 2009, initially set to run until 2012. As the *'Avanza'* Plan remains an initiative in constant evolution, a second strategy (2011-2015) was approved on 16 July 2010.

First phase of the 'Avanza' Plan (2006-2008)

The first phase of the Plan for the 'Development of the Information Society and for Convergence with Europe, and among Autonomous Communities and Cities (2006-2010)' (['Avanza'](#)) was approved by the Spanish Council of Ministers on 4 November 2005.

The first version of the *'Avanza'* Plan was oriented towards the adequate use of ICTs, so as to contribute to the rise of an economic growth model based on the increase of competitiveness and productivity, social and regional equality, as well as the increase of citizen welfare and quality of life.

One of the five main fields of action involved in this first version was Public eServices. Measures were taken to enable the delivery of new, user-friendly and better public services, as well as the improvement of citizens' quality of life and a greater efficiency for Spanish businesses.

Second phase of the 'Avanza' Plan-'Avanza 2' (2009-2012)

On the occasion of the Council of Ministers of 30 January 2009, the Minister for Industry, Tourism and Trade, Miguel Sebastián Gascón, officially presented the second phase of the Plan for the development of the information society.

The ['Avanza 2 Plan'](#) (2009-2012) aims to consolidate the milestones achieved during the first phase of the Plan while contributing to foster the demand for ICT and to fortify the ICT industry.

'Avanza2' is structured around five **lines of action**:

- ▶ **Development of the ICT sector:** to support businesses, in particular SMEs, in developing new ICT products, processes, applications, contents and services, and participating in the establishment of the Future Internet and of digital content. Innovation programmes related to the information society and aimed at improving the competitiveness of the Spanish ICT sector are to receive funding.
- ▶ **ICT training:** to massively include citizens and businesses in the information society, in particular SMEs and their employees, persons with disabilities and the elderly.
- ▶ **Public eServices:** to improve the quality of public services delivered by the 'networked Public Administration', special emphasis is being laid upon the support to Local Government and upon the development of the functionalities of the national eID card (DNIe). Likewise, this line of action is dedicated to stimulating the creation of new health and education platforms, as well as content based on the achievements of the first phase of the 'Avanza' Plan.
- ▶ **Infrastructure and Trust:** among other aims, this line of action will further boost the development and establishment of the information society at local level in order to improve the delivery of ePublic services to both citizens and businesses.
- ▶ **Security and Accessibility:** the objective of this line of action is twofold: to foster citizens' and businesses' trust in ICT and to improve the accessibility of eServices.

eGovernment Strategy (2011-2015) of 'Avanza 2' Plan

The Council of Ministers approved, on 16 July 2010, the second strategy (2011-2015) of ['Avanza 2' Plan](#). It has incorporated the actions implemented and has updated the original objectives to suit the new challenges of the Network Society.

A new stage of **five strategic areas** for action has begun: infrastructure; Trust & Safety; Technology Training; Digital Content & Services; ICT Sector and Development.

One of the main contributions of the 'Avanza2' Plan is to contribute to changing the country's economic model through ICT and allow an increase of competitiveness and productivity, promoting equal opportunities and reinvigorating the economy while consolidating a sustainable economic growth model.

The first phase of the 'Avanza' Plan sought to recover the delay between Spain and the European Union, especially in coverage and connectivity; the strategy of the 'Avanza2' Plan seeks to place Spain in a position of leadership in the development and use of ICT products and advanced ICT services.

The strategy of the 'Avanza2' Plan will focus its efforts on achieving the following **ten objectives** to help overcome the challenges identified:

- ▶ Promote innovative ICT processes in regional governments (Autonomous Communities)
- ▶ Spread ICT applications in health and well-being
- ▶ Enable the application of ICT to the educational and training system
- ▶ Improve the capacity and the extension of telecommunication networks
- ▶ Spread a culture of security among citizens and businesses
- ▶ Increase the advanced use of digital services for citizens
- ▶ Broaden the use of eCommerce solutions in businesses
- ▶ Develop the technological capacities of the ICT sector
- ▶ Enhance the digital content sector
- ▶ Develop green ICT.

'Avanza Local' Plan

'Avanza Local', the "municipal arm" of the 'Avanza' Plan, is intended to promote eGovernment at local level. Areas covered include the diffusion and implantation of the dedicated '[Avanza Local Solutions Platform](#)', the development and implantation of technical solutions of particular use to Local Government, and the release of studies leading to a good practice catalogue for the content and use of municipal applications.

The **tools** included in the 'Avanza Local Solutions Platform' consist of:

- ▶ '[SIGEM](#)', for managing the back office of the municipalities
- ▶ '[Localweb](#)', for building and managing portals
- ▶ '[LocalGIS](#)', a powerful Geo-information system
- ▶ '[Avanza Local Padrón](#)', an integrated system to manage census and enrolment list for polls
- ▶ '[e-Fácil](#)' application and eInvoicing with the CIRCE local module.

Plan for the reduction of Administrative Burden and Improvement of Regulation (2008-2012)

In June 2008, the Spanish Council of Ministers approved a '[Plan for the Reduction of Administrative Burden and the Improvement of Regulation](#)' with a view to enhance the competitiveness of Spanish business. Among other objectives, the plan targets a 30 % cut in the burden currently resting on businesses, and in particular SMEs, by 2012. The Government has approved measures covering procedures for businesses and measures to be implemented by various Spanish ministries.

eGovernment applications are at the forefront of this drive to cut business - and in particular SMEs - red tape. It is to be noted that many of these measures are also intended to speed up citizens' transactions with the Public Administration.

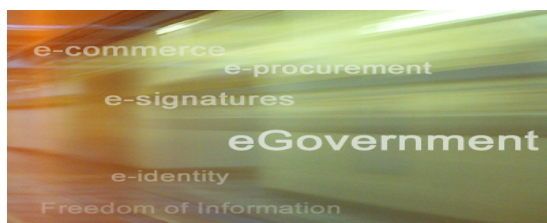
Previous eGovernment strategies

Spain's past strategies related to eGovernment, in reverse chronological order:

- ▶ The '[Moderniza](#)' Plan (2006-2008), a plan of measures aimed at improving, modernising and simplifying the Administration with a view to better accommodate the needs of citizens. Its objective was to render the Administration more flexible and effective while enhancing the quality of public services – a definite step towards the implementation of eServices and means of eGovernment.
- ▶ The '[Conecta](#)' Plan, whose aim was to help modernise Public Administration on the basis of eGovernment, process redesign, inter-administrative coordination and cooperation, multi-channel service delivery to citizens and training of civil servants. Meta-projects were launched in key areas such as: electronic interactions between Public Administrations and citizens (eCertificates); [eID card](#); and a [citizen portal](#) to provide access to interactive and transactional services.
- ▶ An action plan approved in December 2007 was intended to enable the implementation of the provisions of the [Law 11/2007](#) on Citizens' Electronic Access to Public Services ('Law on eGovernment') by all Central Government bodies. It defined the set of specific actions necessary to ensure the effective and efficient application of the Law that would enable the development of new services and enhance interoperability in the existing ones.
- ▶ The [Shock Plan for the development of eGovernment in Spain](#) which was part of the wider plan '[España.es](#)' for the development of the information society (2004-2005).
- ▶ The [Info XXI Action Plan](#) for the development of the information society during the period 2001-2003. The plan focused on the promotion of the Telecommunication and Information Technology sectors, the development of eGovernment and the provision of access to information society for everyone.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

Current status

The [Law on Citizens' Electronic Access to Public Services](#) (also known as 'Law on eGovernment') entered into force on 24 June 2007. It officially recognises the right of

citizens to communicate electronically with Public Administrations, i.e. to conduct their administrative business by electronic means on a 24-hour basis any day of the year.

The aim of the law is to enhance efficiency by doing away with the need to present paper documents to authorities, to promote "closeness to the citizen and administrative transparency" and to contribute to the development of eGovernment. It also establishes the basic principles for the use of IT between citizens and the Administration, but also among (central, regional and local) Public Administrations.

[Royal Decree 1671/2009](#)

The Royal Decree, whose purpose is to partially implement the Law on Citizens' Electronic Access to Public Services, entered into force on 19 November 2009. In this light, it establishes a flexible framework for the implementation of eGovernment. It regulates the following aspects in the Central Government: electronic access points to the Central Government services; single access gate to the public services of the Central Government and other public bodies; electronic registers; the minimal and essential requirements pertaining to eIdentification and eAuthentication; electronic communications and notifications; the proceedings for obtaining or submitting documents which are in the possession of the Central Government and its public bodies; and electronic documents.

[Royal Decree 4/2010](#), National Interoperability Framework

The Royal Decree of 8 January 2010, which regulates the National Interoperability Framework within the scope of eGovernment, established technical standards for interoperability which are mandatory for all levels of government. These standards are aimed at implementing concrete actions that are required for facilitating operational interoperability among Public Administration authorities, as well as between such authorities and citizens.

The first set of technical interoperability standards for eGovernment was [published](#) in the State Gazette on 30 July 2011, and their respective implementation guides and manuals were subsequently made [available](#) on 18 October 2011. The seven standards are: [electronic documents](#); [electronic files](#); [digitisation of documents](#); [procedures relating to authentic copies and the conversion of electronic documents](#); [the Public Administration's electronic signature and certificate policy](#); [requirements for connecting to the Public Administration network \(Red SARA\) interconnecting all levels of government in Spain](#); and [data models for the exchange of information between public registers](#).

Law on the establishment of a notification system by means of electronic address

The Ministry of the Presidency published the Order [PRE/878/2010](#) of 5 April, by which a notification system is established via an electronic address available to entities of the General State Administration which do not deploy their own notification systems. This notification system, foreseen in the [Royal Decree 1671/2009](#), is available for either voluntary or mandatory notifications.

[Royal Decree 136/2010](#)

Royal Decree 136/2010 of 12 February, amending the [Royal Decree 772/1999](#) of 7 May, regulates the presentation of requests, documents and communications before the General Administration of the State, the issue of copies of original documents and the system of the register offices.

[Royal Decree 137/2010](#)

Royal Decree 137/2010 of 12 February, establishing criteria for the emission of communication to those interested, is stipulated in Article 42.4 of [Law 30/1992](#), of 26 November of Legal System of the Civil services and the Common Administrative Procedure.

Freedom of Information Legislation

[Law on Rules for Public Administration](#)

The Law on Rules for Public Administration of November 1992 provides for access to Government records and documents, as well as to administrative proceedings by Spanish citizens. The document in question must be part of a file which has been completed. Agencies must respond to an access request within three months' time. Documents can be withheld if the public interest or a third party's interest would be better served by non-disclosure, or in case the request affects the effectiveness of operations of the public service. Access to documents that contain personal information is limited to the persons named within the documents, in addition to restrictions for information protected by other laws.

[Law on Citizens' Electronic Access to Public Services](#)

Pursuant to this law, citizens have the right to access, by electronic means, the status of administrative proceedings they are interested in, except in cases where the applicable norm sets out explicit restrictions to such access. Furthermore, the administration shall put a restricted electronic access service at the disposal of the interested citizen who, once identified, may follow up the status of the relevant proceeding.

Data Protection/Privacy Legislation

[Law on the Protection of Personal Data](#)

The Organic Law 15/1999 of 13 December 1999 on the Protection of Personal Data brought Spanish law in line with the EU Data Protection Directive ([95/46/EC](#)).

This law regulates the processing of personal data in the public and private sectors. It grants citizens with the right to access and correct their personal information in the records held by public and private bodies. Personal information may only be used or disclosed to a third party with the consent of the individual, and only for the purposes that it was collected. Additional protections are provided for sensitive data. The Law is enforced by the [Spanish Data Protection Agency](#).

[Law on Citizens' Electronic Access to Public Services](#)

Even though this law does not bring any formal innovation to the Law on Protection of Personal Data, it states that data security guarantees in electronic administrative procedures must be "at least at the same level" as in traditional administrative procedures.

According to the principle of proportionality, the security level should be "appropriate to the nature and circumstances of the different transactions and proceedings", and data shall be required from citizens when "strictly necessary to the purpose for which they are requested".

In this light, public authorities in possession of data previously requested from citizens shall facilitate the electronic retrieval of such data by other public bodies, provided that the interested individual consents to the access to his/her personal data pursuant to the law on the Protection of Personal Data.

[Royal Decree 3/2010](#), National Security Framework

The National Security Framework sets out a security policy for the use of electronic means. It formulates the basic principles and the minimal requirements that guarantee the appropriate protection of the information through measures ensuring the security of the systems, the data, the electronic communications and the eServices.

The Royal Decree of 8 January regulates the National Security Framework foreseen in Article 42 of the eGovernment [Law 11/2007](#). This Framework establishes the security policy in the use of electronic means in the scope of the eGovernment Law 11/2007; this security policy will be formed by the basic principles and minimum requirements for an adequate protection of information.

The National Security Framework aims at setting the necessary conditions of confidence in the use of electronic means, through measures to ensure the security of systems, data, communications and electronic services.

eSignatures Legislation

[Law on electronic signature](#)

Law 59/2003 of 19 December on electronic signature replaced a Royal Decree of 1999 on digital signatures. Aimed at promoting a widespread use of digital signatures for eGovernment and eCommerce, it transposed the EU Directive [1999/93/EC](#) on a Community framework for electronic signatures into Spanish law. Amongst other provisions, the law clarifies relevant concepts and terminology, introduces a digital signature for legal entities, promotes certification industry self-regulation and establishes a legal framework for the development of a national electronic ID card.

In addition, [Royal decree 1553/2005](#) of 23 December regulates the issuance of the national ID document and its eSignature certificates.

[Law on Citizens' Electronic Access to Public Services](#)

The 'Law on eGovernment' of 2007 states that in their electronic relations with citizens, Public Administrations shall accept any eSignature means that comply with the law on Electronic Signature of 2003, provided that those means allow for the adequate identification of participants, as well as for the authenticity and integrity of electronic documents.

Moreover, the law lists all eSignature means - simple or advanced - which may be opted for by citizens and Public Administrations while specifying their conditions of use. The law furthermore states that, for any eGovernment transaction, citizens may use the eSignatures integrated in the national electronic ID card, whenever they are requested to sign a document electronically.

[Royal Decree 4/2010](#), National Interoperability Framework

The Technical Standard for Interoperability (TSI) of Governmental Electronic Signature and Certification Policy has been elaborated within the National Interoperability Framework. TSI establishes a series of criteria applied by Public Administrations in relation to the authentication and mutual recognition of certificate-based electronic signatures which will be developed and consolidated through certificate-based electronic signature policies. It defines, among other matters, the reference signature formats that can be used at the General State Administration for the interoperability of electronic signatures. These formats are aligned with those defined at European level within the context of the Services Directive ([Decision 130/ 2009](#)).

eCommerce Legislation

[Law on information society services and electronic commerce](#)

Law 34/2002 on Information Society Services and Electronic Commerce of 11 July implements the EU Directive on certain legal aspects of information society services, in particular electronic commerce, in the Internal Market (Directive [2000/31/EC](#) on 'electronic commerce'). It is to be noted that [Law 56/2007](#) on measures to promote information society modifies the Law on information society services and electronic commerce by establishing an eAccessibility obligation.

eCommunications Legislation

[General Telecommunications Law](#)

The General Telecommunications Law 32/2003 of 3 November implements in Spanish law the EU regulatory framework for electronic communications. It is worth noting that the transposition was completed with the adoption of a [Regulation on electronic communication markets](#) in December 2004.

'Strategic Action for Telecommunications and the Information Society' Legislation

[Ministerial Order ITC/2382/2008](#)

Ministerial Order ITC/2382/2008 of 5 August was published by the Ministry of Industry, Tourism and Trade. It established an integrated framework for the promotion, financial support and management of the actions and projects within the 'Strategic Action for Telecommunications and the Information Society' implemented under the National Plan of Scientific Research, Development and Technological Innovation (2008-2011).

For the Ministry's State Secretariat of Telecommunications and the Information Society (SETSI), the support and the promotion of the activities led under this Strategic Action, constitute a basic strategy within the policies aimed at promoting the development of the information society.

Ministerial Order ITC/2382/2008 modified [Ministerial Order ITC/464/2008](#) of 20 February 2008.

eProcurement Legislation

[Law on Public Sector Contracts](#)

The Law on Public Sector Contracts (no. 30/2007) was adopted on 30 October 2007 and entered into force on 1 May 2008. It is intended to implement the EU Directive [2004/18/EC](#) on the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts into Spanish law.

This law regulates the use of electronic means (electronic auctions, Dynamic Purchasing System) in the procurement process of Central Administration. It moreover foresees the set-up of an electronic platform at the disposal of all contracting authorities for publishing calls for tenders online (eNoticing).

[Law on procurement procedures in the water, energy, transport and postal services sectors](#)

Adopted on 30 October 2007, this law (no. 31/2007) is intended to bring Spanish Law into compliance with EU Directive [2004/17/EC](#) coordinating the procurement procedures of entities operating in the water, energy, transport and postal services sector.

In particular, it contains eProcurement provisions relating to eAuctions and the Dynamic Purchasing System. This law has been in force since 1 May 2008, except for the postal services sector whose implementation deadline was extended to 1 January 2009.

Ministerial order on electronic invoicing

This ministerial order approved and published in October 2007 is intended to standardise and promote electronic invoicing for public contracts. It deals with the approval procedure within ministerial departments and other bodies which opt to accept incoming electronic invoices, and the technical requirements to be met by those sending electronic invoices to the Public Administration. To help people to comply with the order, the website 'facturae.es' was set up, explaining the basics of eInvoicing and providing a checklist of the elements required for an invoice to be valid.

Re-use of Public Sector Information (PSI)

Law on the re-use of public sector information

The Law on the re-use of public sector information (Law 37/2007) of 16 November implements the EU Directive [2003/98/EC](#) on the re-use of Public Sector Information into Spanish law. Spain thus notified full transposition of this Directive to the European Commission.

Royal Decree implementing the Law on the re-use of public sector information

In October 2011, the Council of Ministers adopted the [Royal Decree](#) (1495/2011) of 24 October implementing Law 37/2007. According to the 2011-2015 Strategy of the 'Plan *Avanza 2*', its objective is to establish, at national government level, detailed rules developing the provisions of the Law, promoting and facilitating the availability of public sector information for its re-use both commercially and non-commercially. This Royal Decree is the result of a participatory process, where inputs from the public and private sectors, as well as from civil society, have enriched its text.

The Royal Decree regulates the following aspects:

- ▶ It describes in detail the obligations of administrations and public sector bodies in promoting re-use:
 - Re-use of public sector information is authorised provided that access is not restricted by access rules (information is reusable as a default rule).
 - Administrations and public sector bodies will proactively inform on re-usable information that they possess.
 - Officers responsible for re-use of public sector information are identified in each ministerial department, agency or public body.
 - Relevant coordination mechanisms are established in the Spanish National Government.
- ▶ Public Sector Information Catalogue:
 - Legal support is provided to the existing Public Sector Information Catalogue, already created under the '[Aporta](#)' project.
 - Administrations and public sector bodies are responsible for keeping the Catalogue up to date.
- ▶ Regulation of re-use modalities:
 - The general (and default) rule is the provision of such information under a limited number of general conditions established in the decree and set out in a legal notice template.
 - The decree, however, provides certain flexibility to those administrations and public sector bodies which need to establish additional specific conditions, when deemed necessary.

- ▶ Regulation of conditions applicable to the re-use of information subject to intellectual property rights, or which contain personal data:
 - Intellectual property rights are licensed as a default rule and are streamlined with the re-use modalities established in the decree (this is part of the default open data license).
 - Specific rules are established for those documents which contain personal data so as to ensure the protection of personal data and privacy.

Other Legislation

eAccessibility Legislation

[Law on measures to promote information society](#)

[Law 56/2007](#) on measures to promote information society modifies the Law on information society services and electronic commerce by establishing an eAccessibility obligation. It states the following: "As from 31 December 2008, the web pages of the Public Administrations will satisfy at least the average level of content accessibility criteria generally acknowledged. As an exception, this obligation will not apply when the technological solution supporting a functionality or service does not allow for such accessibility".

[Regulation on access to technologies, products and services related to information and communication society](#)

Furthermore, [Royal Decree 1494/2007](#) provides that "the information available on the web pages of the Public Administrations will have to be available to the elderly and people with disabilities with a minimal level of accessibility that fulfils the priorities 1 and 2 of the standard UNE 139803:2004."

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

[State Secretariat for Public Administrations](#)

The State Secretariat for Public Administrations, under the authority of the Ministry of Finance and Public Administrations, is in charge of and has full responsibility for the eGovernment strategy. It promotes the full incorporation of information technologies and communications for the provision of public services through simplified procedures and processes aiming at the modernisation of the entire sector.

[Ministry of Industry, Energy and Tourism](#)

The Ministry of Industry, Energy and Tourism is responsible for the information society strategy and for conducting 'Avanza2' (2009-2012) which aims at the full development of eGovernment. To this end, the Ministry comprises the State Secretariat for Telecommunications and Information Society (SETSI) which hosts a dedicated Directorate-General of Telecommunications and Information Technologies.

[Higher Council for eGovernment \(CSAE\)](#)

The CSAE is an inter-ministerial body comprised of senior officials representing all ministries and the Central Administration. It is tasked with the preparation, design and development of the eGovernment strategy and ICT policy for Spain's Central Administration.

Coordination

[Higher Council for eGovernment \(CSAE\)](#)

The CSAE coordinates the implementation of eGovernment across Central Government.

[Ministerial Committees for eGovernment](#)

The Ministerial Committees for eGovernment are in charge of coordinating ICT and eGovernment developments within the various central ministries.

[Sectoral Committee of eGovernment](#)

The 2007 [Law on Citizens' Electronic Access to Public Services](#) defines this Sectoral Committee as the technical body of cooperation between the Central Government, the Autonomous Communities and the Local Governments in the field of eGovernment. Furthermore, it is responsible for ensuring the interoperability of the applications and systems in use within Public Administrations and for preparing joint action plans in order to improve the eGovernment development in Spain.

Implementation

[State Secretariat for Public Administrations](#)

The State Secretariat for Public Administrations develops and is responsible for the implementation of eGovernment across Central Government departments, as well as for cross-departmental infrastructures and shared services.

[Ministry of Industry, Energy and Tourism](#)

The Ministry of Industry, Energy and Tourism is the Central Government department responsible for carrying out Government policy in the areas of industrial development and innovation, trade policy, SMEs, energy and mining, tourism, telecommunications, audiovisual media and the development of the Information Society.

[Ministry of the Interior](#)

The Ministry of the Interior is in charge of the implementation of the electronic ID (eID) card project.

[Red.es](#)

Red.es is a State-owned entity which is part of the State Secretariat of Telecommunications and the Information Society (SETSI) within the Ministry of Industry, Energy and Tourism. It is tasked with driving the development of the information society. As such, it implements projects in line with the strategic priorities set by the SETSI.

[Individual Government Ministries and Agencies](#)

Individual Government Ministries and Agencies are responsible for the implementation of the departmental eGovernment projects falling within their respective fields of competence.

Support

[Advisory Council of eGovernment](#)

The Advisory Council of eGovernment is constituted as a working group made up of experts from the public sector, the industry and civil society (Internet end-users), as well as representatives from academia. It is tasked with advising the Minister for the Presidency on how to design and set out measures in order to foster the development of eGovernment in Spain.

[Red.es](#)

Red.es offers a range of support services, including to: promote digital presence on the Internet among enterprises and citizens; carry out initiatives to raise awareness on ICT use among various target groups and the general public; provide schools, educational centres and universities with the infrastructure required to interconnect and to obtain access to networked educational digital content.

[ASTIC](#)

ASTIC is the professional association of IT experts and managers of the Central Government. It provides support and information services to its members for the development and implementation of their respective eGovernment projects.

[Directorate General for Administrative Modernization, Procedures and Promotion of eGovernment](#)

The Directorate General for Administrative Modernization, Procedures and Promotion of eGovernment provides technical support to both the Higher Council for eGovernment and the Sectoral Committee of eGovernment by assessing the eGovernment actions taken and issuing the necessary recommendations within the framework of the guidelines established by those bodies. Its support functions furthermore encompass the implantation of information systems, as well as the standardisation of services, processes and documents.

Audit/Assurance

[Court of Audit](#)

The Court of Audit is tasked with controlling the collection and use of public funds. In addition, it performs a jurisdictional function, which entails the prosecution of the entity liable for the handling of public funds and goods.

Data Protection

[Data Protection Agency \(AEPD\)](#)

The AEPD is the public law authority which oversees compliance with the legal provisions on the protection of personal data, thus enjoying absolute autonomy from the Public Administration. It undertakes actions specifically aimed at enhancing citizens' capacity to effectively contribute to such protection.

Other

[Defender of the eGovernment Users \(eGovernment Ombudsman\)](#)

The Defender of the eGovernment Users ensures that the rights of citizens to communicate electronically with the Public Administration is respected, as stated in the Law on Citizens' Electronic Access to Public Services. It thus acts as an eGovernment Ombudsman. The Defender publishes a yearly report which compiles grievances and suggestions, together with proposals for actions and measures to be taken in order to guarantee an adequate protection of the eGovernment users' rights.

Regional & Local eGovernment

Policy/Strategy

[Autonomous Communities](#)

Autonomous Communities are responsible for regional eGovernment initiatives.

[Municipalities](#)

Local authorities, mostly municipalities, are responsible for local eGovernment initiatives.

Coordination

[Autonomous Communities](#)

Regional eGovernment initiatives are led and coordinated by the respective Autonomous Communities where a specific body, department or entity is usually in charge of coordination.

[Municipalities](#)

Local eGovernment initiatives are led and coordinated by local authorities, mostly municipalities.

[Sectoral Committee of eGovernment](#)

The Sectoral Committee of eGovernment monitors the implementation of the principles and goals laid down by the Law on Citizens' Electronic Access to Public Services. It is responsible for ensuring the interoperability of the applications and systems in use within the Public Administration and for preparing joint action plans in order to improve eGovernment development.

Implementation

[Autonomous Communities](#)

Regional eGovernment initiatives are implemented by the respective Autonomous Communities.

[Municipalities](#)

Local eGovernment initiatives are implemented by local authorities, the majority being municipalities.

Support

[Directorate General for Administrative Modernization, Procedures and Promotion of eGovernment](#)

A part of the State Secretariat for Public Administrations within the Ministry of Finance and Public Administrations, this Directorate General promotes eGovernment by, among other actions, conducting relevant studies, setting up action programmes, disseminating good practice cases, ensuring cooperation among all levels of Government and raising awareness of the necessary tools for developing eGovernment.

[FEMP-Spanish Federation of Municipalities and Provinces](#)

FEMP is in charge of maintaining and promoting the 'Avanza Local Solutions Platform', a set of ICT platforms designed to assist small and medium-sized municipalities in offering eGovernment services to citizens. Access to the platforms is made available free of charge to municipalities and, according to the project's agreement, it is also in charge of providing technical assistance and training to participating municipalities.

[Red.es](#)

'Red.es' works closely with regional communities, regional councils, local entities and the private sector in the area of ICT.

Audit/Assurance

Regional Audit Offices

The Autonomous Communities (Regional Governments) have their own Audit Offices tasked with controlling the collection and use of public funds placed under their jurisdiction.

Data Protection

Some Autonomous Communities have their own Data Protection Agencies, e.g. the communities of [Madrid](#) or the [Basque Country](#).

Other

[Defender of the eGovernment Users \(eGovernment Ombudsman\)](#)

The Defender of the eGovernment Users ensures that the rights of citizens to communicate electronically with Autonomous Communities and Municipalities as set forth by the Law on Citizens' Electronic Access to Public Services, are abided by.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Ministers responsible for eGovernment



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eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

['060.es'](#)

The '060.es' web portal contains two main sections aimed at citizens and businesses which provide a wide range of national, regional and local public service information, as well as theme search engines and public eServices. The portal enables users to adapt it to their own needs, including the opportunity to evaluate, rank and comment on the public eServices provided, as well as to personalise the website. '060.es' has recently set up ['masdestacados.060.es'](#), a user-friendly one-stop shop featuring 20 of the most popular eServices. Linked to '060.es', it provides an overall introduction of the respective service and how to go about obtaining it; further details on the service; and other related services. '060.es' is one of the three components of the '060 Network' which is dedicated to providing citizens and businesses with a unique multi-channel system, one which constitutes a key entry point to the administrative services of the entire country.

['administracionelectronica.gob.es'](#)

The eGovernment portal, PAe, is the Public Administration's channel that unifies and centralises all available information about eGovernment. It serves as a gateway for all information on the status, development, analysis, news and initiatives around eGovernment. It was created in response to the growth that eGovernment has undergone in recent years.

Networks

['060'](#)

The '060 Network' provides citizens and businesses with a unique multi-channel system and a key entry point to the administrative services of all three levels of Government (Central Government, Autonomous Communities and Municipalities) via three types of channels: local offices, the '060.es' web portal and the telephone hotline number '060'. The primary objective is to satisfy the needs and expectations of users in relation to administrative matters on a 24/7 basis. The phone number '060' is intended to replace over 600 phone numbers available for citizens to access Central Government information.

The '060 offices' offer a network of public spaces for obtaining information, orientation and practical guidance on administrative procedures. The underpinning concept is that citizens should be able to handle paperwork procedures deriving from all three levels of Government through a single office. Contact points for entrepreneurs have been incorporated in the '060' network of integrated offices. Entrepreneurs can access eServices for businesses provided by all levels of Government, as well as information, guidance and personalised advice.

['Red SARA'](#)

The 'Red SARA' network, administered by the Ministry of Finance and Public Administrations, is Spain's Government intranet. It interconnects 16 ministries, all Autonomous Communities (17) and Autonomous Cities (2), as well as over 3 600 local entities, representing more than 85 % of the population. The design, architecture, technologies, services and security of this IP-based backbone are very similar to the EU's [Trans European Services for Telematics between Administrations](#) (TESTA) network.

The objective of the 'Red SARA' network is to increase collaboration and interoperability among the information systems of the various levels of Government. It therefore aims to save both development costs and time, facilitate the integration of systems and the exchange of data/software while easing the development of new eGovernment services and enhancing the re-use of solutions. The network is designed with the latest VPLS (Virtual Private LAN Services) technology, thus providing high-capacity data transmission.

eIdentification/eAuthentication

[Public Certification Authority \(CERES\)](#)

The Spanish Government has set up CERES, which is operated by the National Mint. It issues digital certificates to be used in electronic administrative transactions. It offers a range of services that are essential to the proper functioning of Public Key Infrastructure (PKI) and for the implementation of the electronic signature.

[National eID card \(DNIE\)](#)

The national eID card makes it possible to digitally sign electronic documents and contracts, identify and authenticate citizens in a secure digital environment and provide them with easy, straightforward, fast and convenient access to eServices. The card is valid for 10 years.

The eID card system comprises two validation steps: to authenticate the identity of the user and to require an electronic signature for each action carried out. An eID card holder has a personal access code, equivalent to the PIN code for using ATM machines, which consists of two passwords: a 'public' password for authenticating identity and a 'private' password for transactions requiring a signature. The use of DNIE only requires an Internet connection and a card reader.

500 000 new DNIE are currently delivered every month and over 25 million Spanish citizens hold a DNIE card, which is available in most parts of Spain. Most government bodies (Central Government, Regions and Municipalities) and businesses provide eServices enabling the use of the DNIE.

[@firma – MultiPKI Validation Platform for eID and eSignature Services](#)

The multiPKI validation platform (MPVP – @firma) provides free eID and electronic signature services to eGovernment applications. The national validation platform provides a secure service to verify the state and validity of the qualified certificates, as well as the electronic signatures created by citizens and businesses in any eGovernment service.

These eID services are applicable to all qualified electronic certificates issued by the certification service providers approved in Spain, including the two qualified certificates of the citizen's eID card. The service is available to all eGovernment applications in the country that can benefit from incorporating eIDs and eSignature functions in their administrative procedures. Time stamping services are also offered together with a java client-side component to facilitate the electronic signing of documents at eGOV portals for citizens. The platform already creates and validates the eSignature reference formats as defined in [Commission Decision](#) of 25 February 2011 establishing minimum requirements for the cross-border processing of documents signed electronically by competent authorities under Directive [2006/123/EC](#) of the European Parliament and of the Council on services in the internal market. '@firma' also participates in the [STORK](#) (Secure idenTity acrOss boRders linked) project for the interoperability of eIDs at European level. Spain has already accepted in several national eGovernment services and in pilot phases, the electronic certificates of other EU Member States as a means of electronically identifying EU citizens.

The client side signature application used by many administrations in Spain was [released](#) in October 2010, as open source. As a result, an open source community for its development has been created within the [Technology Transfer Centre](#) (CTT).

ePassports

All passports issued in the Spanish territory since 28 August 2006 include on their back cover an embedded chip containing biometric data relating to the document holder's facial picture, as well as machine-readable personal data. As of 28 June 2009, these biometric passports include fingerprints of both index fingers.

Intermediation Service – Data Verification Systems

The Intermediation Service is a type of horizontal service intended to simplify administrative procedures, so that citizens or businesses do not have to deliver data or documents already held by public authorities, and to reduce fraud in applications and related procedures.

This service has been expanded to other information besides identity and residence; it currently serves as an intermediation platform for 40 verification data types, including: unemployment situation and grants; cadastral information; checking of the fulfilment of tax and social security obligations; and academic degrees.

Electronic notifications

This service allows citizens and businesses to receive free online administrative notifications and correspondence, thus contributing to the elimination of official paper-based notifications. It has expanded, and by late-2011, it was being used by 40 organisations as well as for 269 administrative procedures and 300 000 email addresses for official electronic notifications. Approximately 2.27 million electronic notifications were sent in 2011. The Ministry of Finance and Public Administrations owns the notification service and its provider is the state-owned public company *Sociedad Estatal Correos y Telégrafos*.

eProcurement

Centralised Procurement System

The centralised procurement system is operated by the Sub-Directorate General of Procurement in the Directorate General for Patrimony of the Ministry of Economy and Finance. It provides access to catalogues of generic products and services used by multiple public bodies.

The platform can be used by all public sector authorities (central, regional and local administrations) to purchase online from any computer, using a login and an advanced eSignature. Its use is however mandatory for the Central Government authorities and bodies. This system can deliver, at any moment, the status of the ordered goods and services. It furthermore enables businesses to respond to tenders online. The bidders have access to their catalogues, so that they can easily modify the description of their goods/services or add prices, products, etc.

Regional and Local eProcurement Platforms

As a general rule, every Regional Government has its own eProcurement platform and the landscape in Local Government is a combined usage of the national, regional or local eProcurement platforms.

Other Infrastructure

[Avanza Local Solutions platform](#)

Avanza Local Solutions combines a set of ICT platforms (*'Avanza Local Padrón'*, *'LocalWeb'*, *'LocalGIS'*, *'SIGEM'* and *'e-Fácil'*) intended to assist small and medium-sized municipalities in offering eGovernment services to citizens. This initiative consists of the development of a standardised software application designed to enable the simple deployment of basic online information and services which small local authorities will be able to use for free. Ultimately, the platforms should allow all Spanish municipalities to have a web presence and offer transactional eGovernment services.

[Public Sector Information online catalogue \(*'Aporta'*\)](#)

'Aporta' aims at working to place Spain at the European forefront in re-using public sector information (PSI). It promotes a culture of information re-use in the public administration sector, and to this end, it has set into motion various initiatives classified into two types: training and public awareness raising activities, and the development of a [Guide](#) on re-using public sector-generated information.

In 2010, to facilitate the access to public information for citizens and businesses, *'Aporta'* created online a PSI Catalogue which provides a single access point to the various government websites belonging to the General Administration offering public information resources. In October 2011, *'Aporta'* published the beta portal ['datos.gob.es'](#), building on the PSI Catalogue. This progress has been carried out in beta, i.e. as a model of open innovation to gradually expand the resources, services and functionalities of the portal in a collaborative way, based on the experience of its managers and users.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services contained in the annual report '[Digitising Public Services in Europe: Putting ambition into action – 9th Benchmark Measurement](#)' prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

The 12 services for citizens are as follows:

1. Income taxes: declaration, notification of assessment
2. Job search services by labour offices
3. Social security benefits
4. Personal documents: passport and driver's licence
5. Car registration (new, used, imported cars)
6. Application for building permission
7. Declaration to the police (e.g. in case of theft)
8. Public libraries (availability of catalogues, search tools)
9. Certificates (birth and marriage): request and delivery
10. Enrolment in higher education/university
11. Announcement of moving (change of address)
12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

1. Income taxes: declaration, notification of assessment

Responsibility: Central Government, Tax Agency (AEAT)

Website: <http://www.agenciatributaria.es/>

Description: Fully transactional online submission and assessment system. Nine million declarations were carried out in 2011, constituting nearly half of all declarations.

2. Job search services by labour offices

Responsibility: Central Government (State Public Employment Service INEM)/ Regional Government

Website: <http://www.sepe.es/>

Description: The National Employment System online portal provides job-seekers with lists of job offers throughout Spain and with a password-protected facility for more detailed searches. Job-seekers can also publicise their own requirements and qualifications via a clickable map that takes them to the appropriate regional employment service. Online forms and information on unemployment benefits constitute another feature.

3. Social security benefits

a. Unemployment benefits

Responsibility: Central Government, State Public Employment Service

Website: <http://www.redtrabaja.es/>

Description: Information and forms that can be completed online. The online service for requesting unemployment benefits does not require digital identification.

b. Child allowances

Responsibility: Central Government, Tax Agency (AEAT)

Website: <http://www.agenciatributaria.es/>

Description: Information and forms to download.

c. Medical costs (reimbursement or direct settlement)

Responsibility: N/A

Website: N/A

Description: This service is not relevant for Spain. Medical treatment is free at the point of delivery in the public health service; costs outside the public health service are not reimbursed.

d. Student grants

Responsibility: Central Government, Ministry of Education

Website: <http://www.educacion.es/portada.html>

Description: Possibility to completely treat the demand for student grants via the website.

4. Personal documents: passport and driver's licence

a. Passport

Responsibility: Central Government, Ministry of the Interior

Website: N/A

Description: Information and forms to download when needed. Passport applications are handled by local police branches.

b. Driver's licence

Responsibility: Central Government, Ministry of the Interior, Directorate for Traffic

Website: <http://www.dgt.es/portal/es/>

Description: Information and forms to download when needed. Driving licence applications are handled by local traffic offices. There is a facility for checking online the number of points remaining on a driver's licence.

5. Car registration (new, used, imported cars)

Responsibility: Central Government, Ministry of the Interior, Directorate for Traffic

Website: <http://www.dgt.es/>

Description: Information and downloadable forms.

6. Application for building permission

Responsibility: Local Governments

Website: N/A

Description: Applications for building permission are organised at local level. All cities provide an online description of the service and contact details; most of them propose forms for download. Some have reached full transactional status, such as the city of Lleida, whose citizens can apply for a building permit; the provision of this service is fully electronic, including delivery.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, Ministry of the Interior, Police Directorate

Website: <https://www.policia.es/>

Description: The Virtual Office for Police Declarations allows users to make police declarations online.

8. Public libraries (availability of catalogues, search tools)

Responsibility: Central Government (Ministry of Culture)/Regional Government

Website: <http://www.mcu.es/>

Description: The website of the National Library of Spain provides an online catalogue and a search facility covering its collections and those of other Spanish libraries, as well as an electronic reservation facility, digital copy deliveries for specific titles and the possibility to ask queries to librarians online. Users can also be warned of new arrivals.

9. Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry of Justice

Website: Birth: <http://www.mjusticia.gob.es/>
Marriage: <http://www.mjusticia.gob.es/>

Description: Online request and delivery of birth and marriage certificates.

10. Enrolment in higher education/university

Responsibility: Central Government, Regional Government

Website: <http://www.060.es/>

Description: Enrolment in higher education is managed by individual higher education institutions. Some of them provide online enrolment information and services.

11. Announcement of moving (change of address)

Responsibility: Central Government, Regional Government, Local Government

Website: <http://ssweb.map.es/>

Description: The website provides a convenient way for citizens to communicate online their change of address to a number of Public Administrations through a single notification service. This service requires a digital certificate. Users can also check online the status of their notification.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Regional Government

Website: <http://www.msc.es/>

Description: Some of the Regional Governments provide fully online health-related services.

Further information on the services and on the latest official online sophistication ratings is available in the ['Digitising Public Services in Europe: Putting ambition into action – 9th Benchmark Measurement'](#) report, prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services contained in the annual report '[Digitising Public Services in Europe: Putting ambition into action – 9th Benchmark Measurement](#)' prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporate tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declarations
7. Environment-related permits (incl. reporting)
8. Public procurement

1. Social contributions for employees

Responsibility: Central Government, Social Security
Website: <http://www.seg-social.es/>
Description: Information and online declaration system ([RED System](#)).

2. Corporate tax: declaration, notification

Responsibility: Central Government, Tax Agency (AEAT)
Website: <http://www.agenciatributaria.es/>
Description: It allows registered businesses to file their taxes online.

3. VAT: declaration, notification

Responsibility: Central Government, Tax Agency (AEAT)
Website: <https://www.agenciatributaria.gob.es/>
Description: It allows registered businesses to file VAT returns online.

4. Registration of a new company

Responsibility:	Central Government, Regional Government, Local Government, Chambers of Commerce
Website:	http://www.circe.es/ (CIRCE) http://www.ventanillaempresarial.org/ http://www.agenciatributaria.es/
Description:	Information and online registration application. The Information and Creation Network Centre (CIRCE) portal sets out an eight-step procedure for online company registration. Since March 2007, new limited companies (SRL) have been able to register their businesses online, saving a significant amount of time and speeding up the registration process to just 72 hours. Online registration reduces the number of forms to be filled in by the entrepreneur from fifteen to just one (the Unique Electronic Document). Forwarding to other related Agencies is done automatically by the CIRCE.

5. Submission of data to statistical offices

Responsibility:	Central Government, National Institute of Statistics (INE)
Website:	https://arce.ine.es/
Description:	Electronic submission is available. Furthermore, the data concerning company revenues already declared to the Tax Administration does not need to be resubmitted separately to statistical offices. Likewise, the data related to employees already submitted to Social security and Employment administrations is automatically submitted for statistical purposes. Therefore, businesses do not have to resubmit data.

6. Customs declarations

Responsibility:	Central Government, Tax Agency (AEAT)
Website:	http://www.agenciatributaria.es/
Description:	Online declaration and payment for customs operations.

7. Environment-related permits (incl. reporting)

Responsibility:	Regional Governments
Website:	http://www.060.es/
Description:	Different degrees of development in each Regional Government.

8. Public procurement

Responsibility: Central Government, Ministry of Economy and Finance

Website: <http://contrataciondelestado.es/>

Description: The centralised procurement system provides access to catalogues of generic products and services used by multiple public bodies. The system can be used by central, regional and local administrations to purchase online from any computer, using a login and an advanced eSignature. Its use is however mandatory for the Central Government authorities and bodies. Moreover, the system can deliver, at any moment, the status of ordered goods and services. Currently, 2 200 public institutions have access to this system which also enables businesses to respond to tenders online. The bidders have access to their catalogues, so that they can easily modify the description of their goods/services or add prices, products, etc.

Further information on the services and on the latest official online sophistication ratings is available in the ['Digitising Public Services in Europe: Putting ambition into action – 9th Benchmark Measurement'](#) report, prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

European Commission - eGovernment Practice

eGovernment practice (epractice.eu) is an information and exchange service for European professionals.

The eGovernment factsheets are one of the epractice.eu services. The factsheets present an overview of the eGovernment status and progress in the European countries.

The eGovernment factsheets are produced and updated twice a year.

eGovernment practice is a joint initiative by the Directorate General Informatics and the Directorate General for the Information Society and Media.

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