



eGovernment Benchmark 2020

eGovernment that works for the people

COUNTRY FACTSHEETS

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



Digital
Single
Market

This study was carried out for the European Commission by
Capgemini Sogeti IDC Politecnico di Milano



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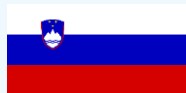
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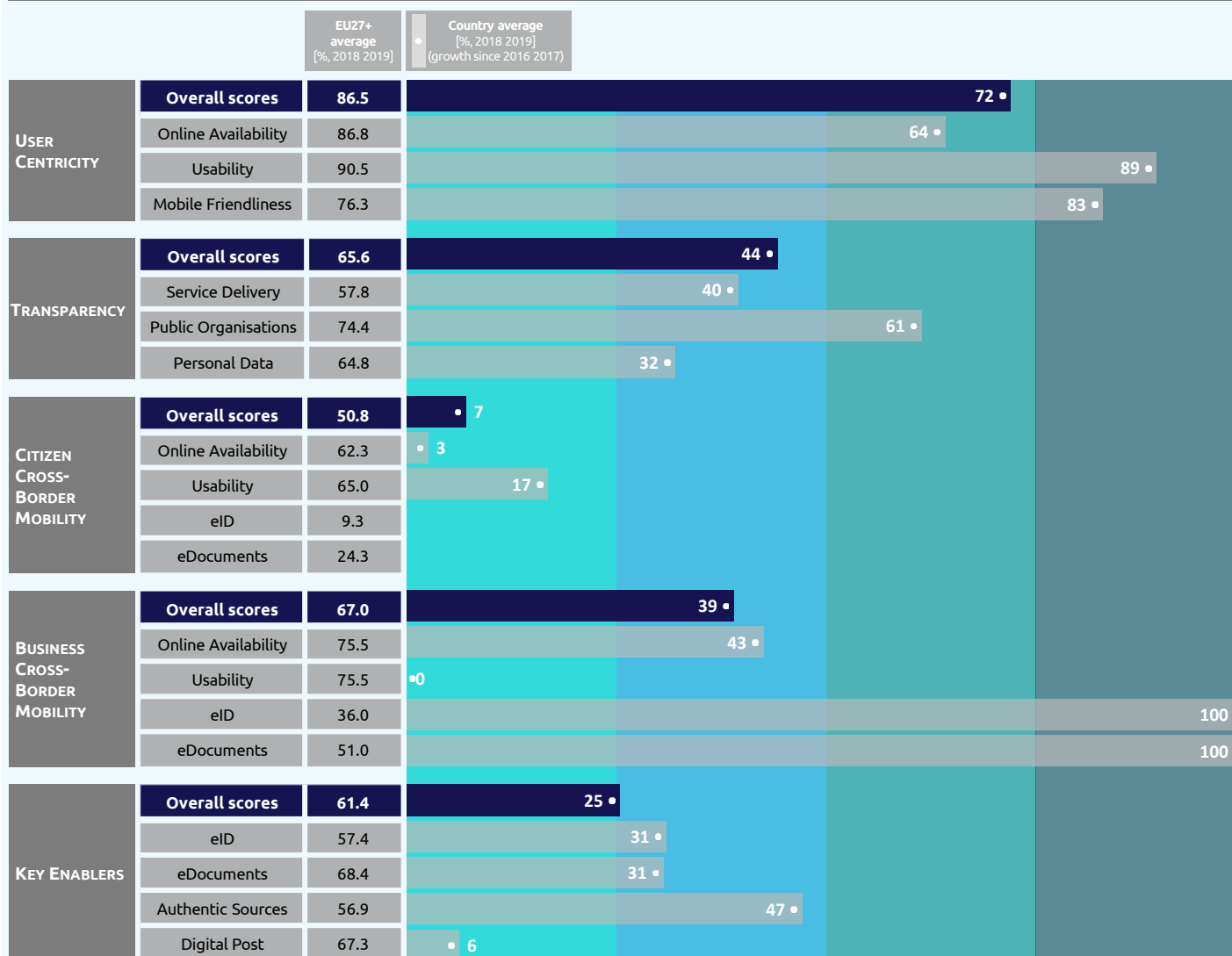


ALBANIA

eGOVERNMENT STATE OF PLAY 2020



eGovernment performance across policy priorities



How are services delivered?

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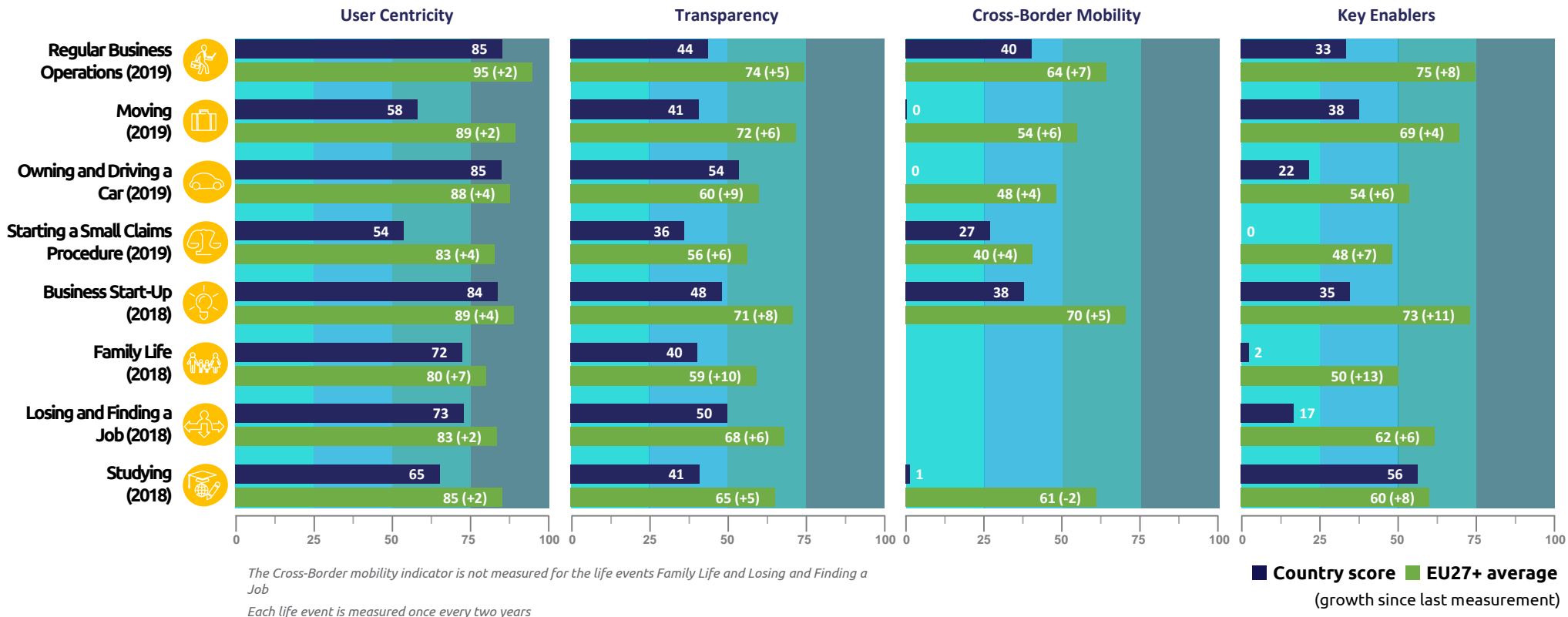
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eGovernment performance of life events (domains)



Life event descriptions

Regular Business Operations (2019)

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

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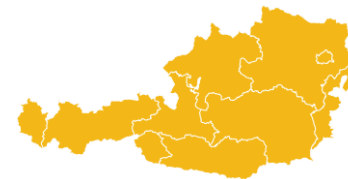
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AUSTRIA

eGOVERNMENT STATE OF PLAY 2020



eGovernment performance across policy priorities

		EU27+ average [%; 2018 2019]	Country average [%; 2018 2019] (growth since 2016 2017)
USER CENTRICITY	Overall scores	86.5	96 (+3) •
	Online Availability	86.8	97 (+1) •
	Usability	90.5	95 (0) •
	Mobile Friendliness	76.3	92 (+23) •
TRANSPARENCY	Overall scores	65.6	82 (+4) •
	Service Delivery	57.8	82 (+4) •
	Public Organisations	74.4	79 (+2) •
	Personal Data	64.8	86 (+6) •
CITIZEN CROSS-BORDER MOBILITY	Overall scores	50.8	82 (+13) •
	Online Availability	62.3	92 (+17) •
	Usability	65.0	92 (0) •
	eID	9.3	42 (+25) •
	eDocuments	24.3	50 (-17) •
BUSINESS CROSS-BORDER MOBILITY	Overall scores	67.0	80 (+16) •
	Online Availability	75.5	90 (+15) •
	Usability	75.5	67 (0) •
	eID	36.0	96 (+66) •
	eDocuments	51.0	50 (0) •
KEY ENABLERS	Overall scores	61.4	89 (+3) •
	eID	57.4	84 (+3) •
	eDocuments	68.4	88 (+2) •
	Authentic Sources	56.9	81 (+2) •
	Digital Post	67.3	100 (+6) •

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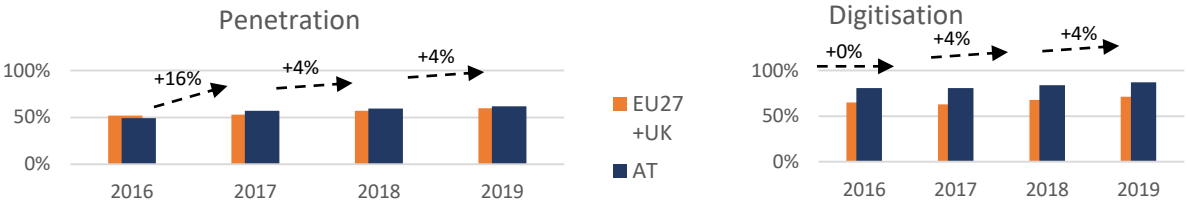
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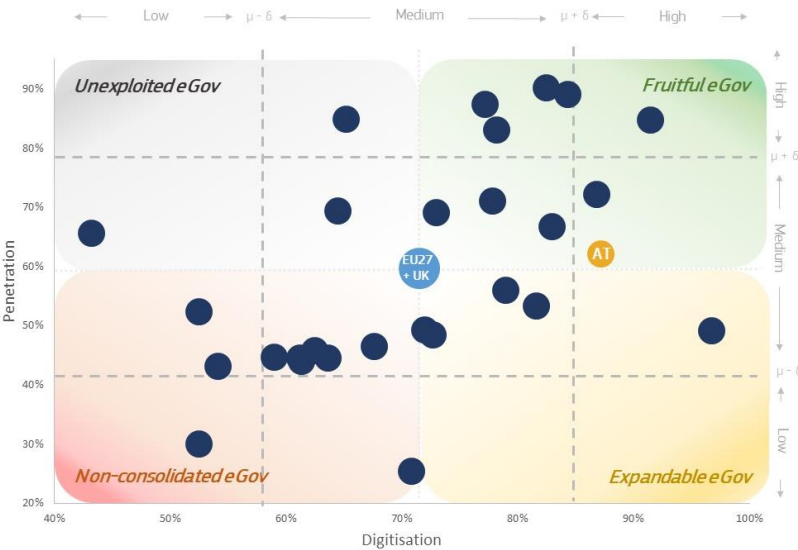
eGovernment Benchlearning performance

Performance

	Penetration	Digitisation
EU27+UK	60%	72%
AT	62%	87%

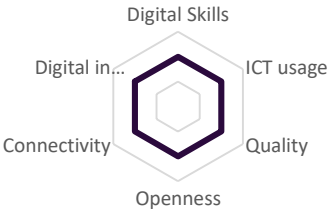


Austria is characterised by a high level of Digitisation and medium level Penetration. Austria is in the cluster of Fruitful eGov, a scenario that includes the best-in-class countries, which perform at a Digitisation and Penetration level above average. In Penetration Austria’s performance is only slightly higher than the European average. Nonetheless, Digitisation is 15% above the European average. Austria displays a positive trend through the years, growing in both Penetration and Digitisation.



Relative Indicators and Environment

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU27 + UK	50%	58%	70%	69%	52%	44%
AT	57%	54%	81%	72%	47%	41%



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

Considerations

Penetration
Outperforming
Digitisation
On-track

Matching Relative and Absolute indicators, Austria is Outperforming in Digitisation and On-track in Penetration. Its Digitisation level is higher than the one of the European countries with similar environmental characteristics. Considering the high performance, Austria seems to have reached a satisfactory level of digitisation of its front- and the back-offices. Austria’s performances in Penetration are in line with other countries with a similar environment, which paves the way for further successful developments in the field of e-government.

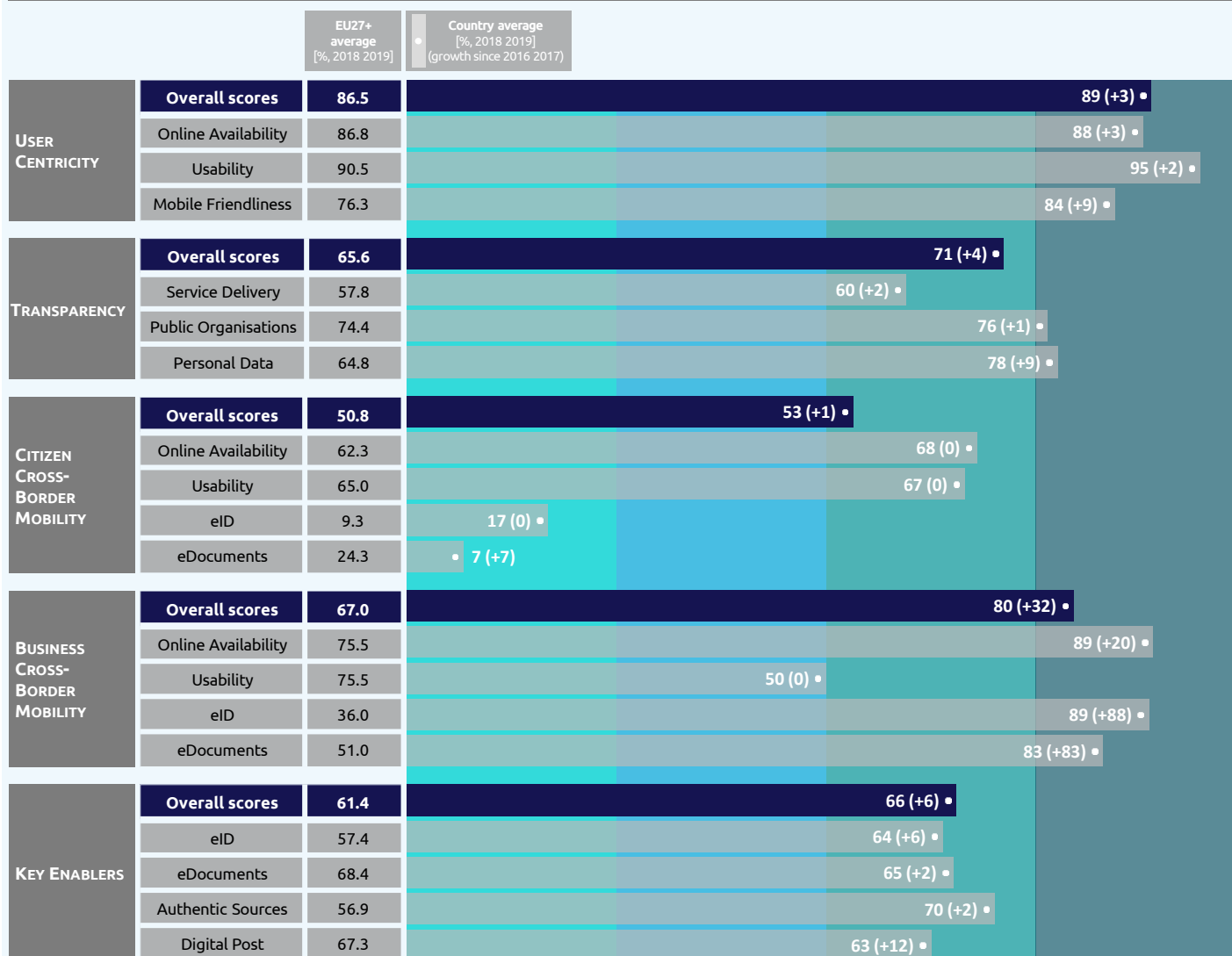


BELGIUM

eGOVERNMENT STATE OF PLAY 2020



eGovernment performance across policy priorities



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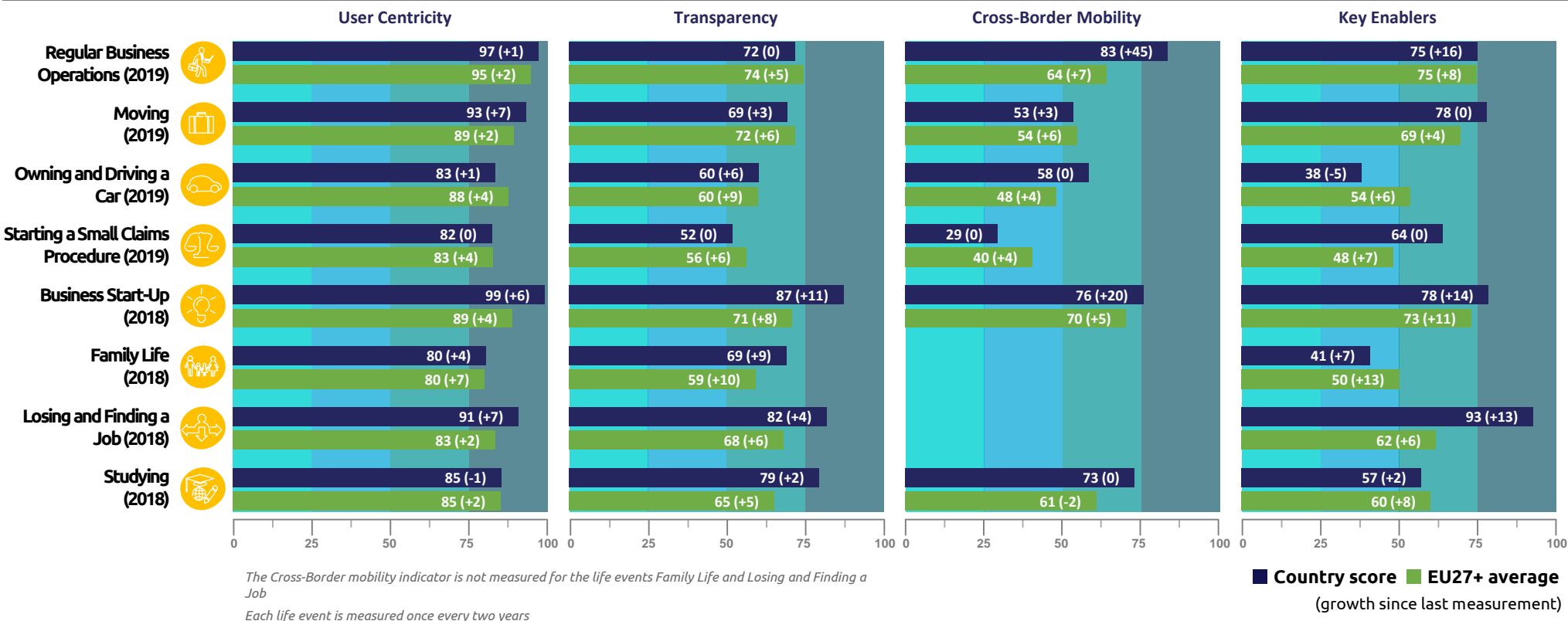
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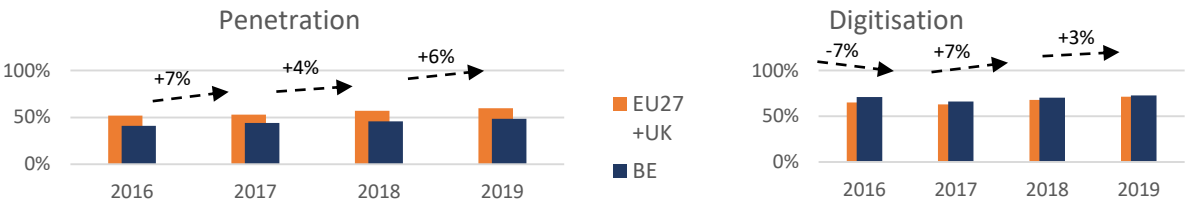
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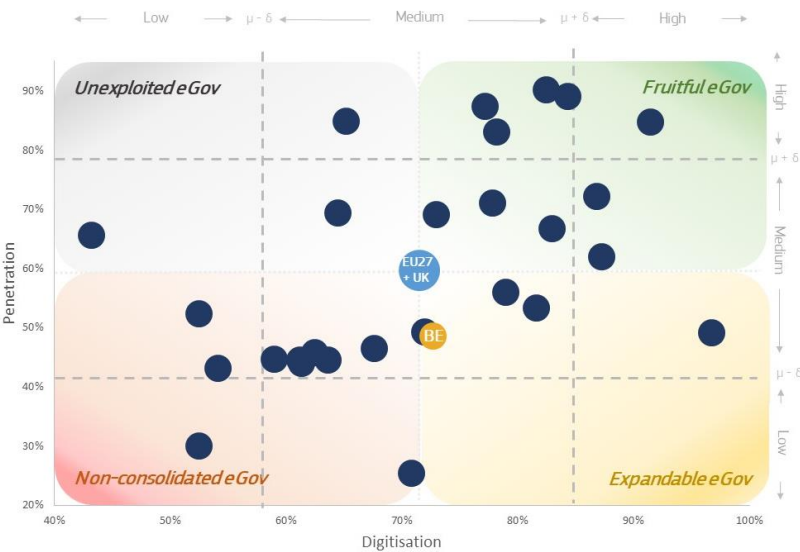
eGovernment Benchlearning performance

Performance

	Penetration	Digitisation
EU27+UK	60%	72%
BE	48%	73%

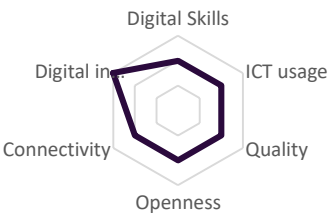


Belgium is characterised by a medium level of Digitisation and a medium-low level of Penetration. Belgium is part of the Expandable eGov scenario, a scenario where the innovation process has been carried out efficiently, but in order to realise its full eGovernment potential, expanding the number of online users is desirable. In the last four years Belgium grew as fast as the European average in Penetration, while it moved from a negative trend towards a positive one in Digitisation.



Relative Indicators and Environment

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU27 + UK	50%	58%	70%	69%	52%	44%
BE	50%	61%	75%	71%	52%	66%



Belgium's relative indicators show a country with User and Government characteristics in line with the European average, while Digital context characteristics show readiness for implementing eGovernment. The deployment of broadband infrastructure and its quality (Connectivity) is in line with European average, while the development of Digital in private sector is remarkably higher than the European average.

Considerations

Penetration
Underperforming
Digitisation
On-track

Compared to countries with a similar environment, Belgium is Underperforming in terms of Penetration, reaching a medium-low level, which is lower than expected. This means that online services may become more broadly adopted. Countries can improve their Penetration level by raising citizen awareness about eGovernment services availability and expanding the number of online users. Regarding Digitisation, Belgium reached a medium level, in line with the performance of countries with a similar context.

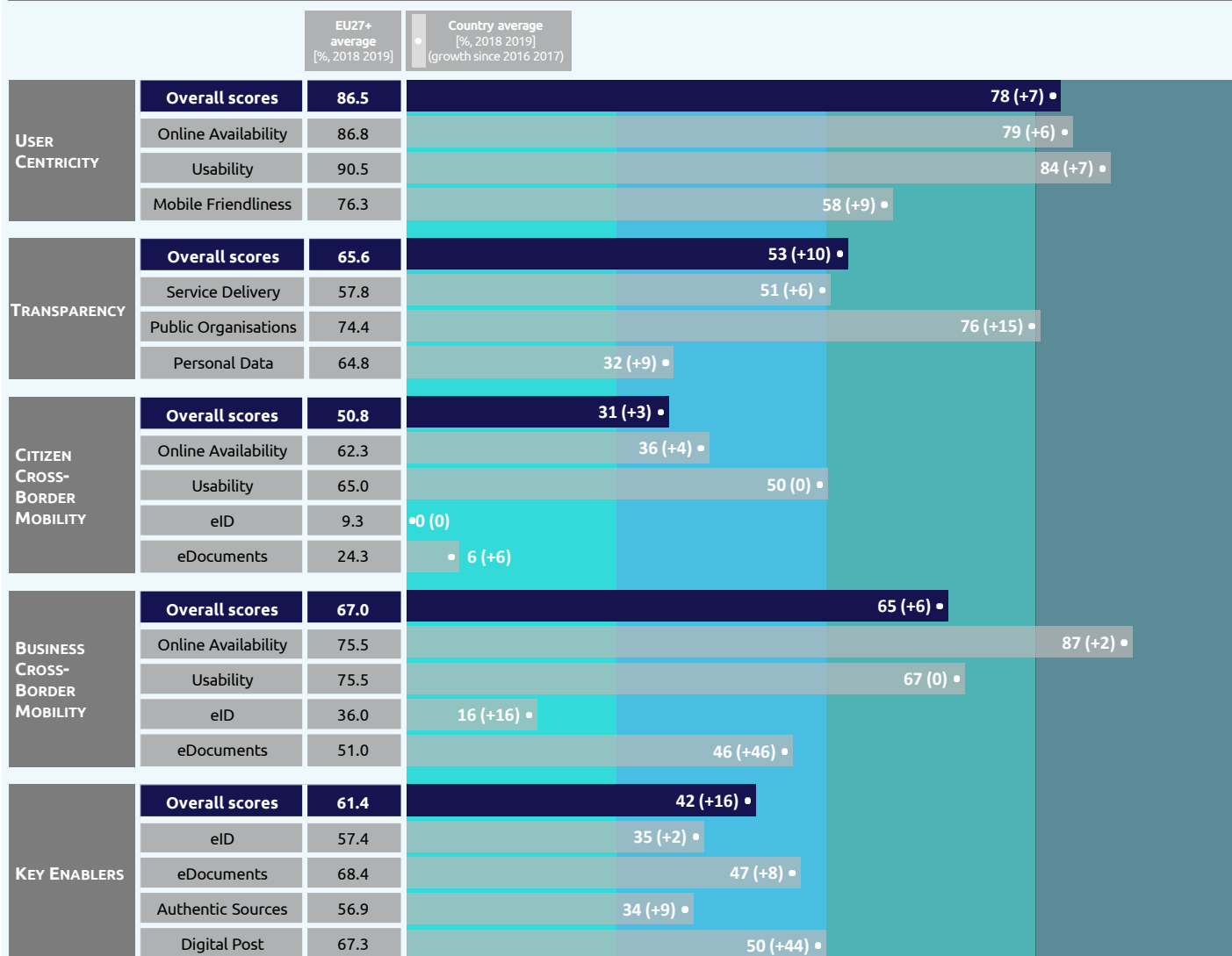


BULGARIA

eGOVERNMENT STATE OF PLAY 2020



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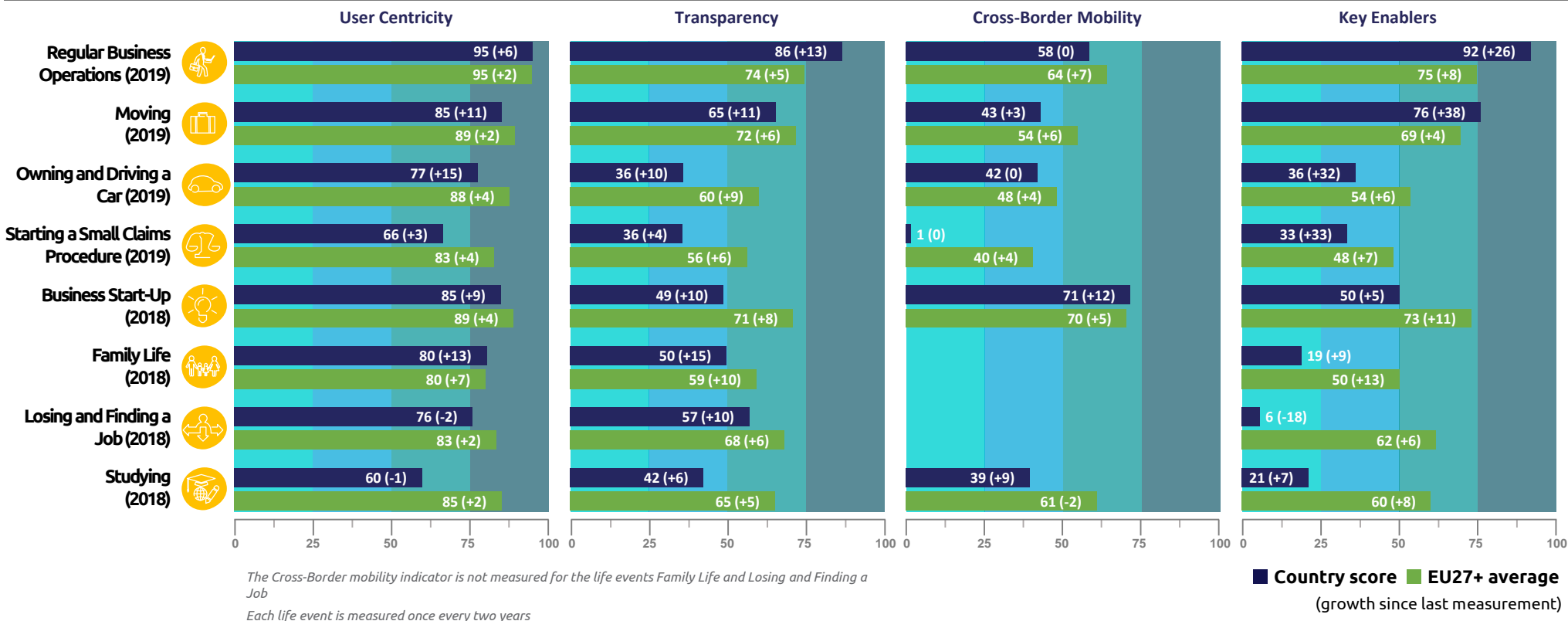
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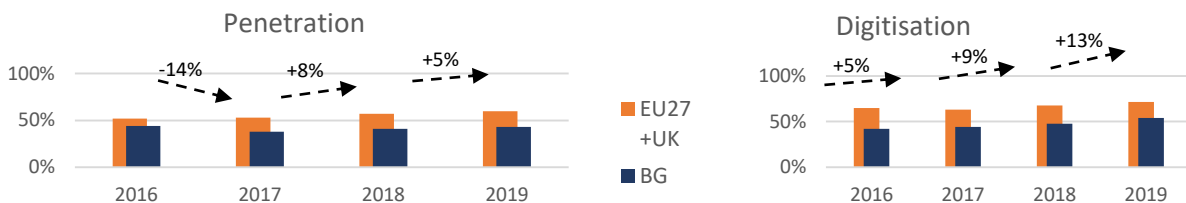
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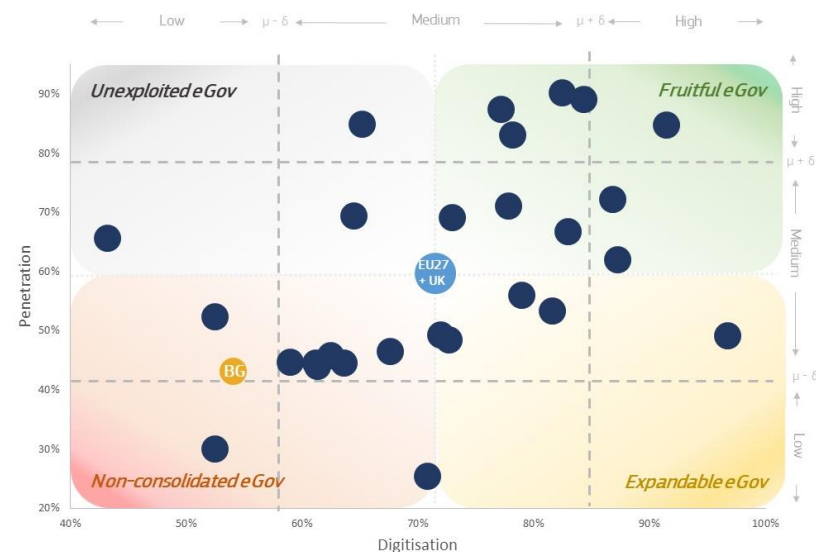
eGovernment Benchlearning performance

Performance

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EU27+UK	60%	72%
BG	43%	54%

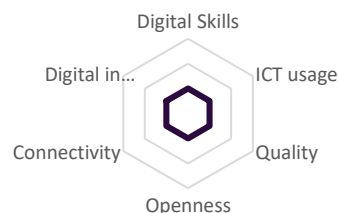


Bulgaria is characterised by a low level of Digitisation and a low level of Penetration, and it is included in the Non Consolidated eGov scenario, where countries are not fully exploiting ICT opportunities. In particular, Digitisation level is almost 20% lower than the European average. Bulgaria had a positive growth in last years, but it is still not sufficient to be aligned with the European average.



Relative Indicators and Environment

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU27 + UK	50%	58%	70%	69%	52%	44%
BG	34%	37%	52%	57%	38%	18%



Bulgaria seems to have an environment that could slow down eGovernment actions' effectiveness: looking at relative indicators all the characteristics (Digital skills, ICT usage, Quality, Openness, Connectivity and Digital in the private sector) are still low.

Considerations

Penetration

On-track

Digitisation

On-track

Bulgaria however can be considered an average country, since its performance in Penetration and Digitisation compared with countries with similar relative indicators scores are On-track. Despite a low absolute performance in Digitisation, that percentage is similar to the ones of other countries with comparable environmental characteristics. It means that the country reaches the expected level of back- and front-office digitisation and eGovernment services are widespread.

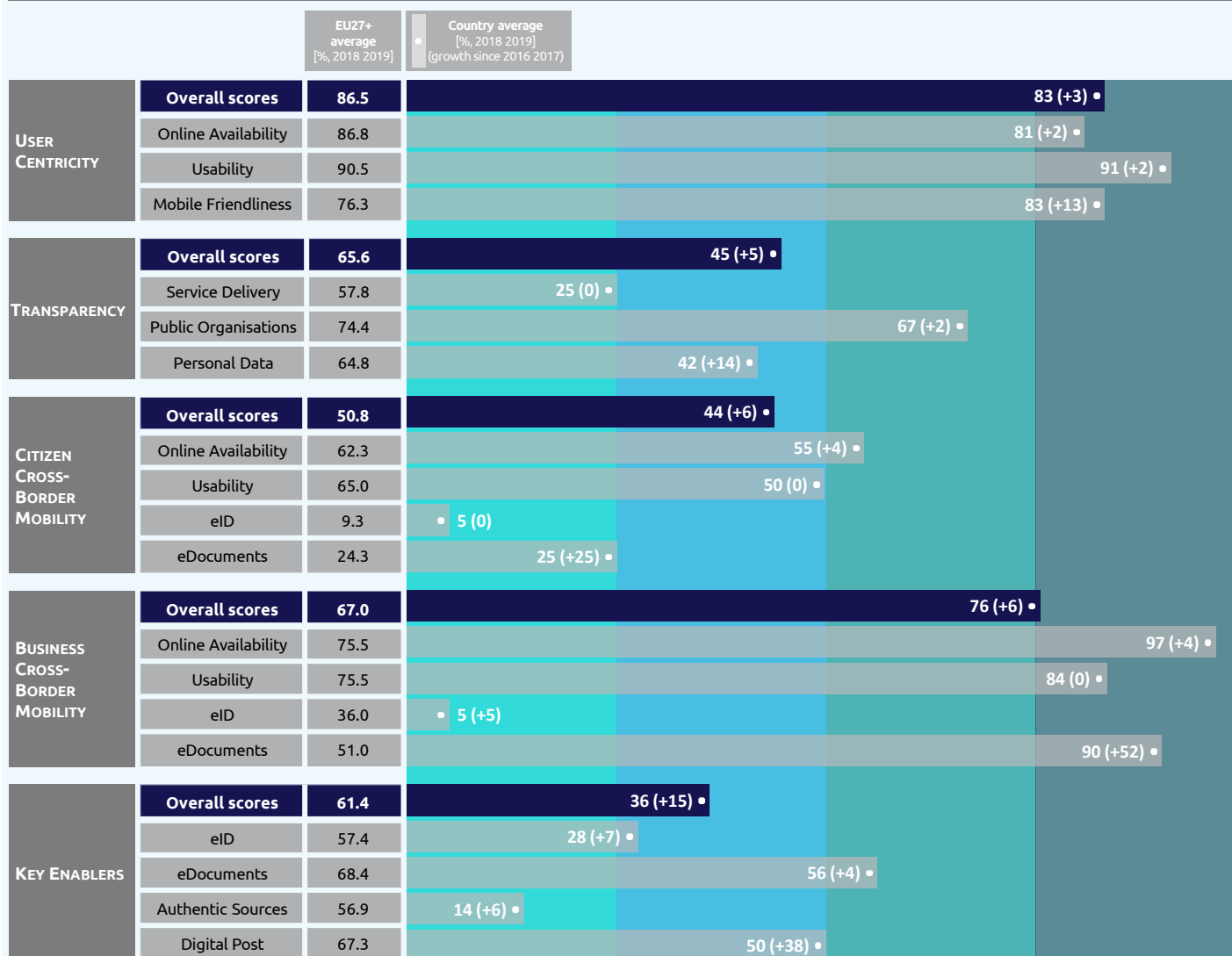


SWITZERLAND

eGOVERNMENT STATE OF PLAY 2020



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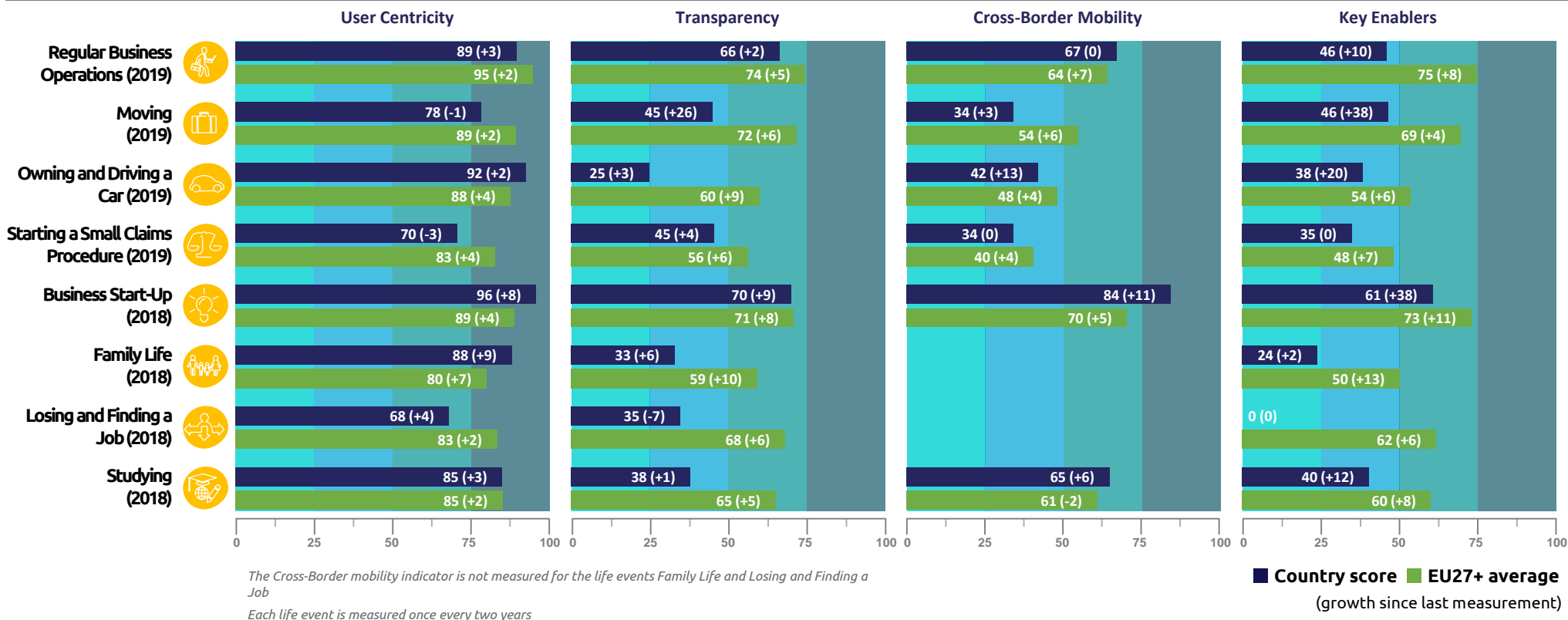
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Family life (2018)

Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

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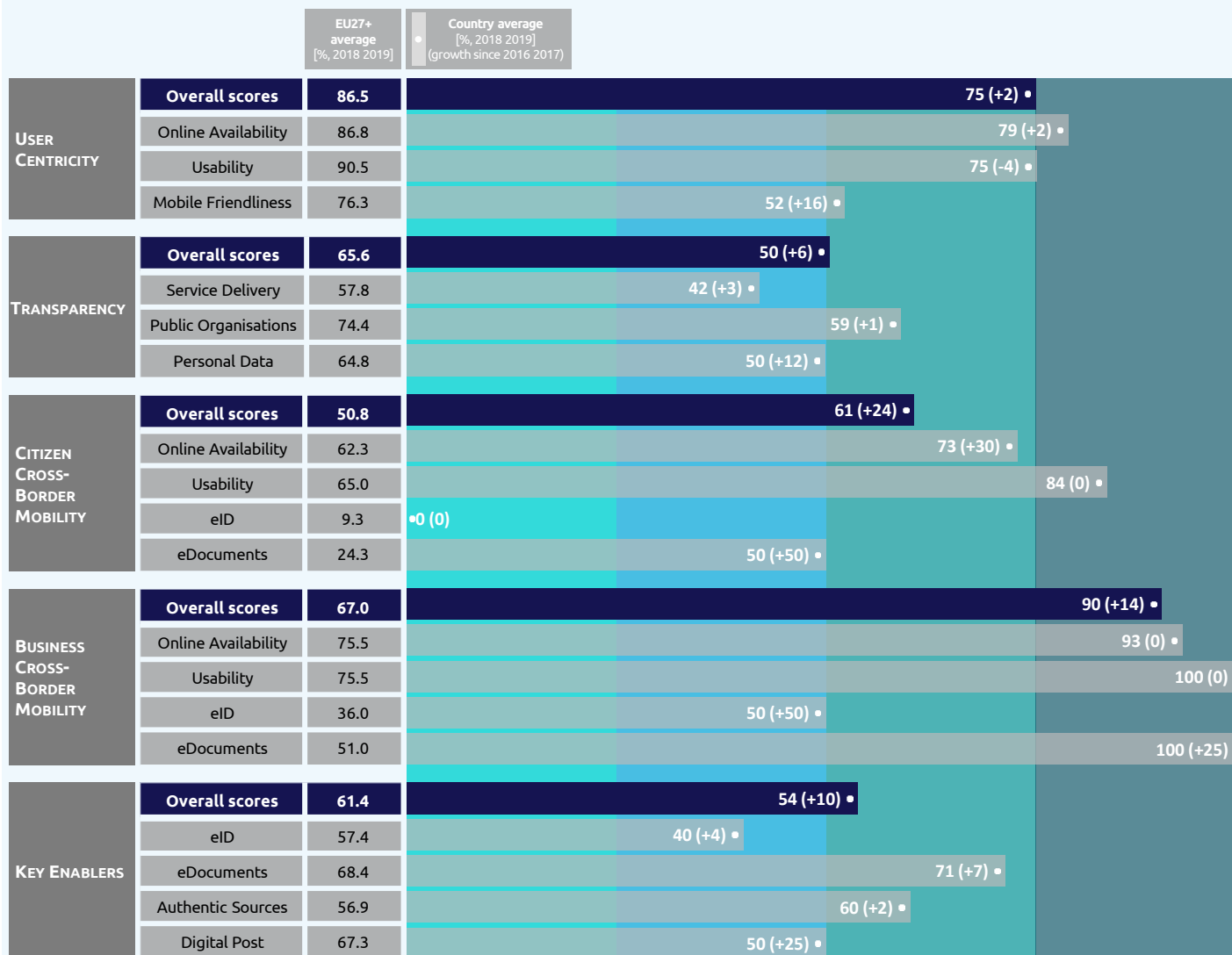


CYPRUS

eGOVERNMENT STATE OF PLAY 2020



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, how the online journey is supported and if public websites are mobile friendly.

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

Usability: indicates if support, help and (interactive) feedback functionalities are online.

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

The top-level benchmark **Transparency** indicates to what extent governments are transparent regarding:

Transparency of Public Organizations: indicates how transparent governments are about 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 benchmarks for **Citizen and Business Cross-Border Mobility** indicates to what extent EU citizens can use online services another country.

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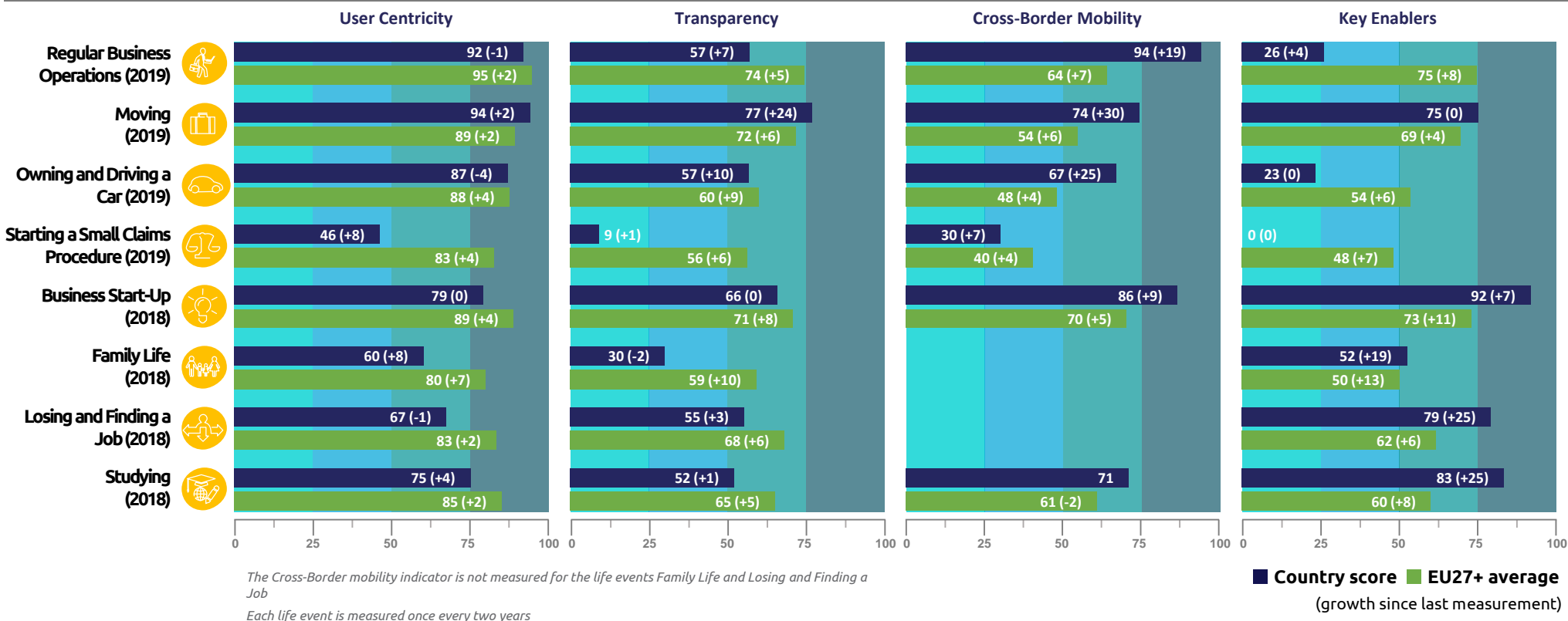
eDocuments: indicates if eDocuments can be transmitted from country A to country B.

The top-level benchmark **Key Enablers** indicate the extent to which 4 technical pre-conditions are available online.

These are: electronic Identification (**eID**), electronic documents (**eDocuments**), **Authentic Sources**, and **Digital Post**. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through personal mailboxes or other digital mail solutions.



eGovernment performance of life events (domains)



Life event descriptions

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

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

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Studying (2018)

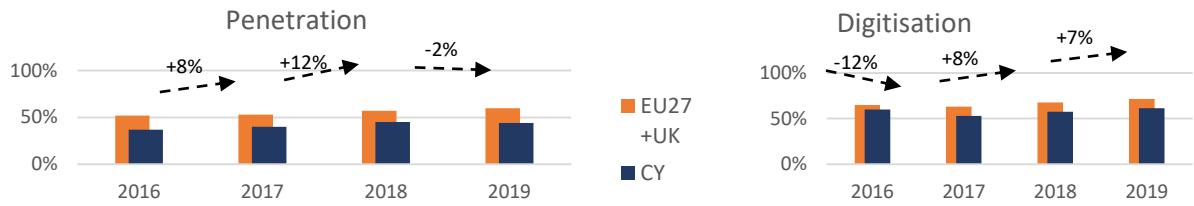
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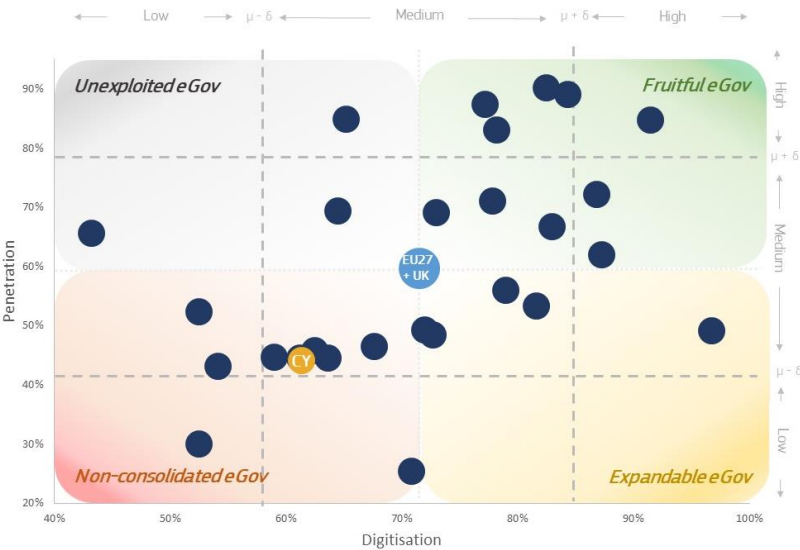
eGovernment Benchlearning performance

Performance

	Penetration	Digitisation
EU27+UK	60%	72%
CY	44%	61%

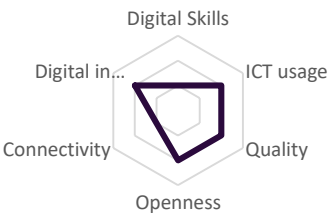


Cyprus is characterised by a medium-low level of both Digitisation and Penetration, and it is part of the Non Consolidated eGov scenario, where countries are not fully exploiting ICT opportunities. Its level of Penetration increased in 2018 and remained almost stable in 2019. Whereas, its level in Digitisation increased in the last two years.



Relative Indicators and Environment

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU27 + UK	50%	58%	70%	69%	52%	44%
CY	36%	54%	65%	75%	38%	34%



Cyprus’s relative indicators show a country that is aligned with European average regarding User and Government characteristics, except for Digital Skills, where it is significantly below the average. Digital Context characteristics are significantly below European average, highlighting the lack of readiness in terms of broadband infrastructure.

Considerations

Penetration
Underperforming
Digitisation
On-track

Cyprus is underperforming in Penetration and average in Digitisation. On the one hand, Penetration level is low, meaning that online services can become more broadly adopted. On the other hand, its performance in Digitisation compared with country with similar relative indicators scores are On-track. This means that the country reaches the expected level of back- and front-office digitisation.

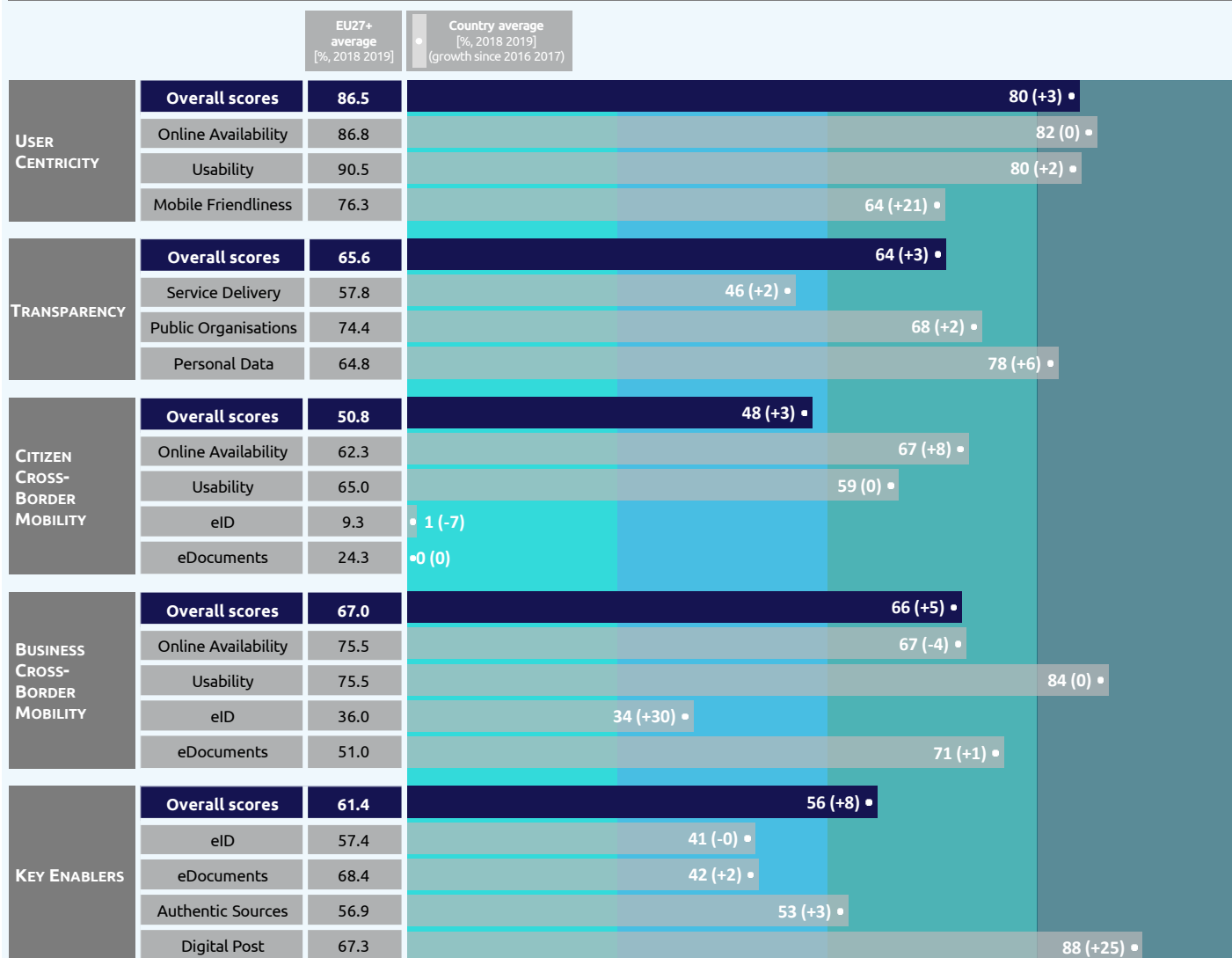


CZECH REPUBLIC

eGOVERNMENT STATE OF PLAY 2020



eGovernment performance across policy priorities



How are services delivered?

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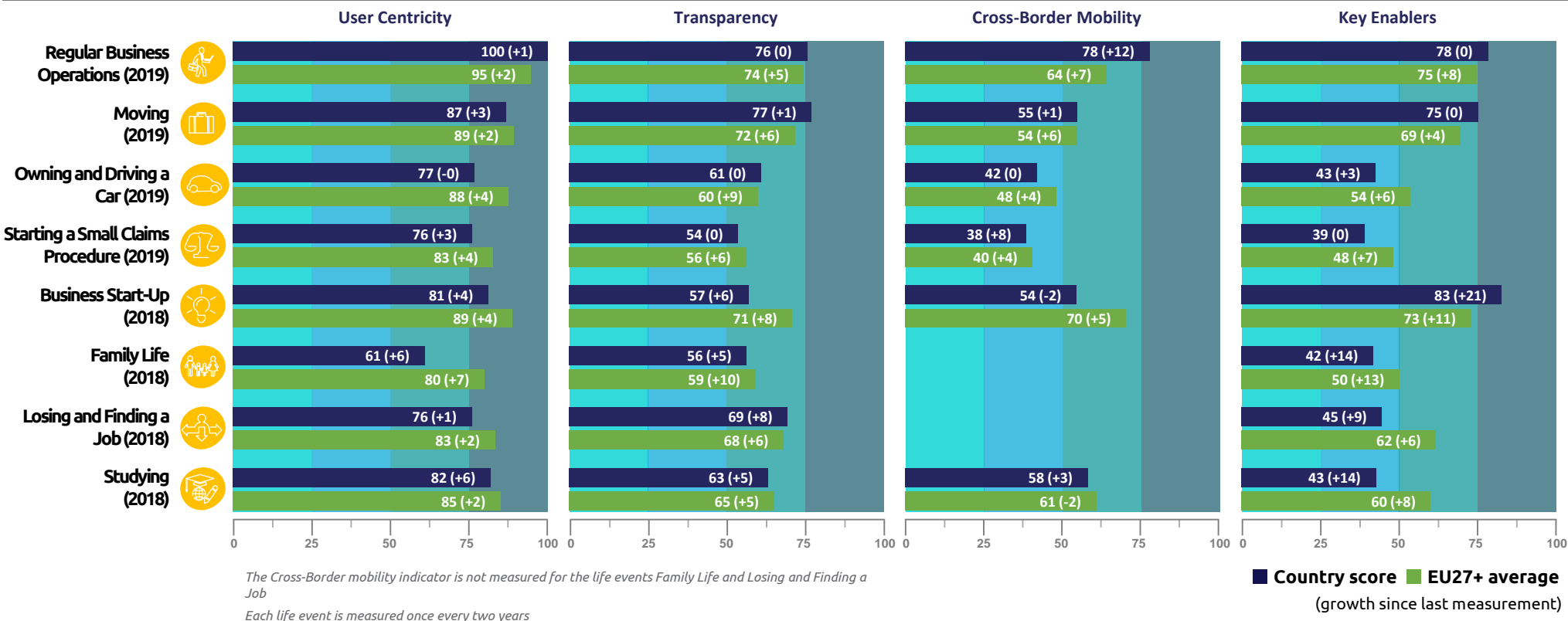
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eGovernment performance of life events (domains)



Life event descriptions

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Studying (2018)

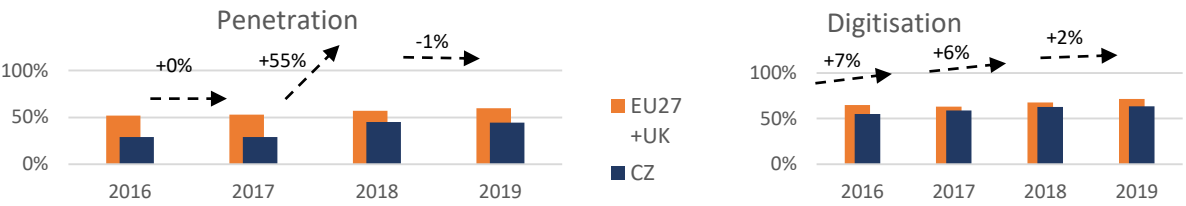
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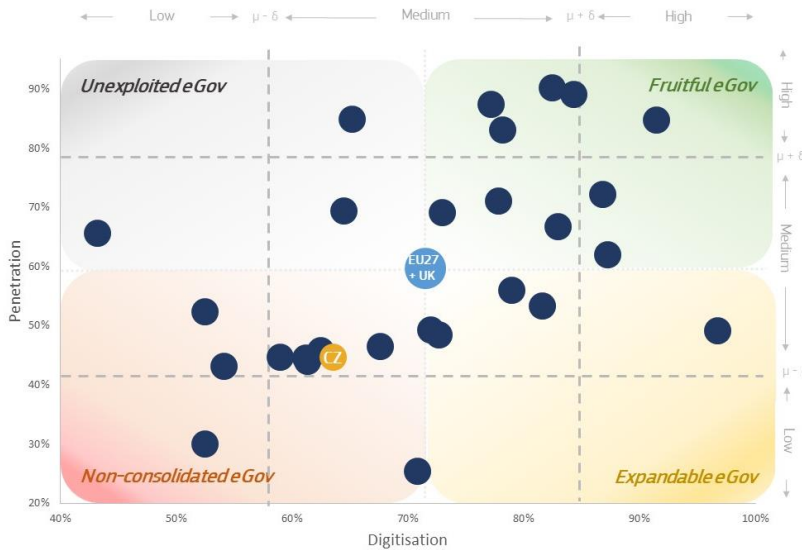
eGovernment Benchlearning performance

Performance

	Penetration	Digitisation
EU27+UK	60%	72%
CZ	44%	64%

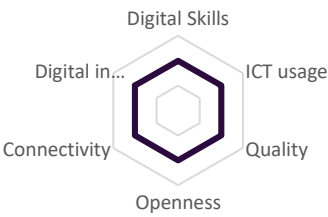


Czech Republic is characterised by a medium-low level of Penetration and Digitisation. Therefore it is included in the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities. Despite a significant improvement in Penetration in 2018, and a constant growth in Digitisation, the country is still not aligned with the European levels.



Relative Indicators and Environment

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU27 + UK	50%	58%	70%	69%	52%	44%
CZ	49%	54%	66%	66%	45%	50%



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

Considerations

Penetration
Underperforming
Digitisation
Underperforming

Compared to countries with a similar environment, Czech Republic is Underperforming in both Penetration and Digitisation, with performances lower than expected. This means that countries with similar environmental characteristics have reached a better Penetration and Digitisation level. A country can improve the Penetration level by increasing the number of people that submit official forms online to administrative authorities or by automating processes and requesting fewer forms from citizens. Regarding Digitisation, its performance level can be increased by improving the level of the back-office and the front-office digitisation.

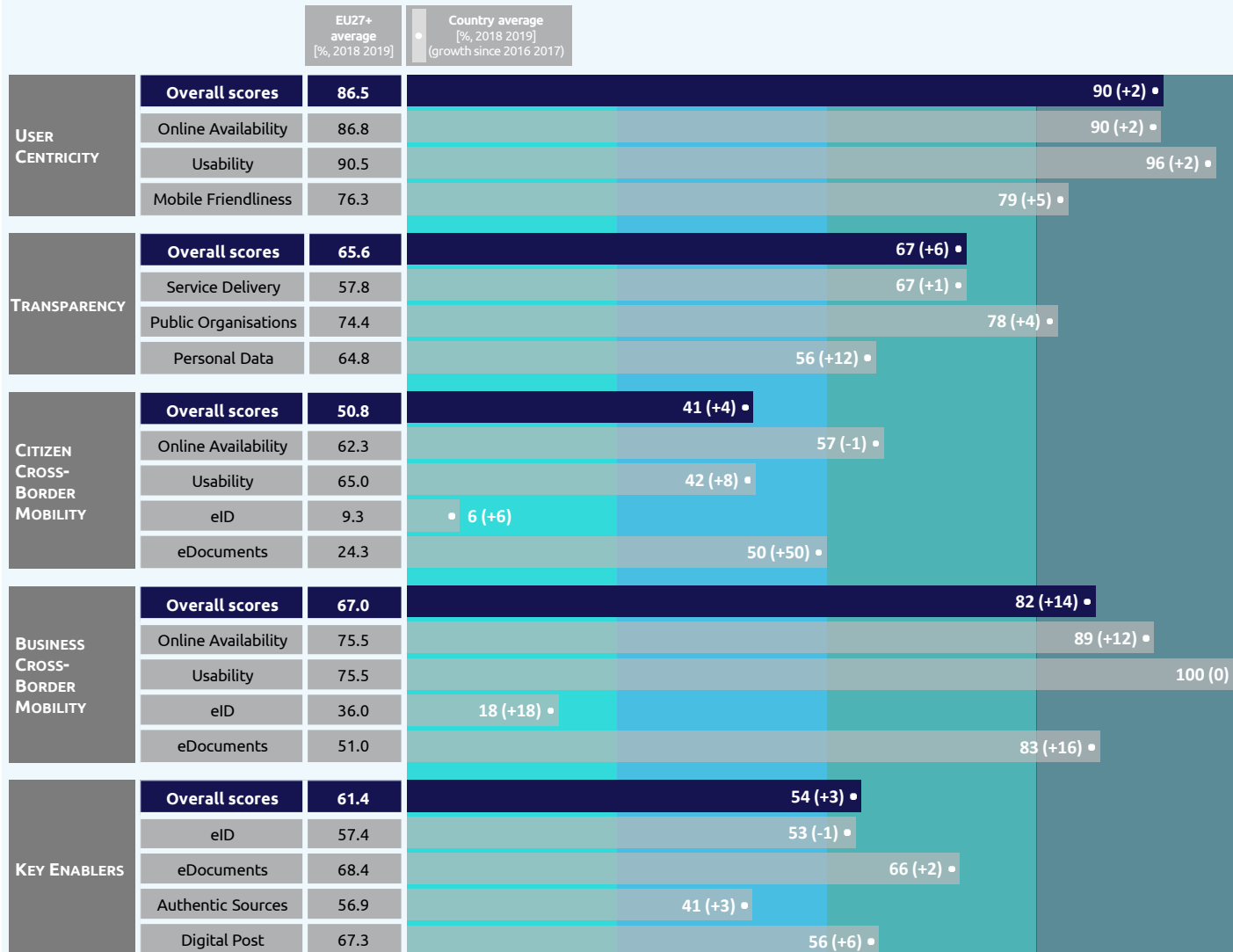


GERMANY

eGOVERNMENT STATE OF PLAY 2020



eGovernment performance across policy priorities



How are services delivered?

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The top-level benchmarks for **Citizen and Business Cross-Border Mobility** indicates to what extent EU citizens can use online services another country.

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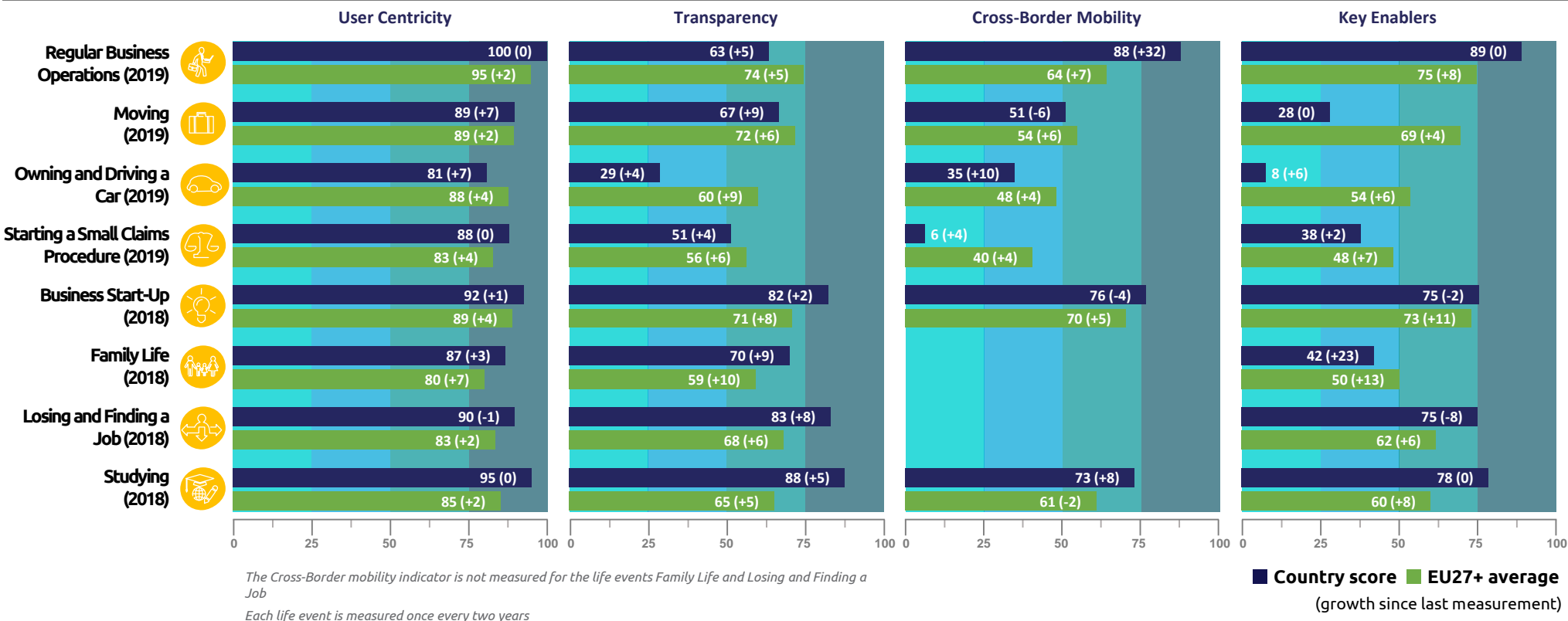
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eGovernment performance of life events (domains)



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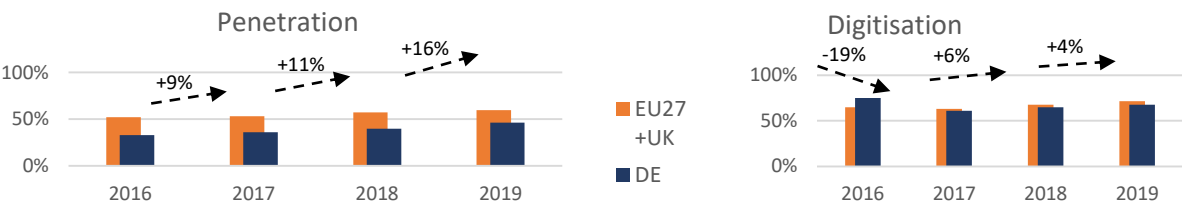
In this life event, comprising of 14 services, it is evaluated to what extent enrolment higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance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



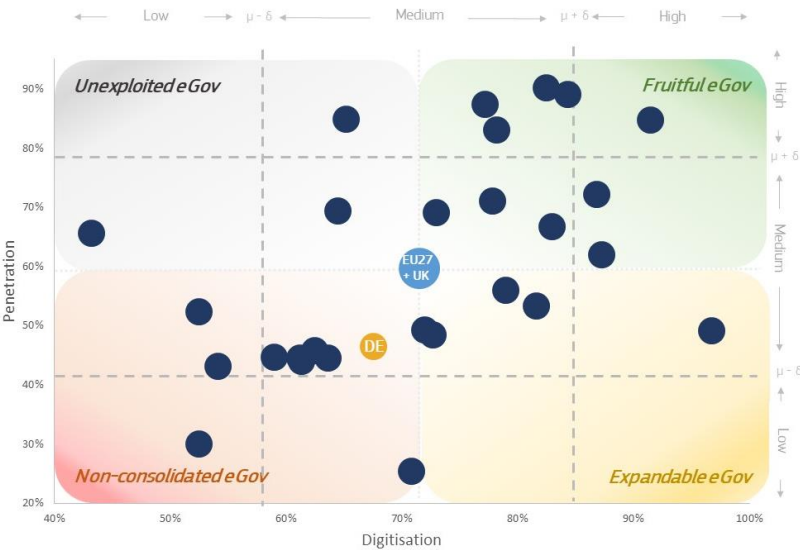
eGovernment Benchlearning performance

Performance

	Penetration	Digitisation
EU27+UK	60%	72%
DE	46%	68%

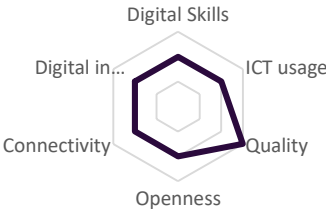


Germany shows a medium-low level of both Penetration and Digitisation. Therefore, Germany is included in the Non consolidated eGov scenario, that is characterised by an eGovernment that does not fully utilise ICT opportunities yet. Germany displayed a significant improvement in Penetration in the last years, but it is still not enough for it to be considered as aligned with European average. After 2017, a slightly growth was also observed in Digitisation.



Relative Indicators and Environment

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU27 + UK	50%	58%	70%	69%	52%	44%
DE	56%	62%	82%	73%	59%	40%



Germany's relative indicators show a country with almost all environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. Regarding the Users' characteristics, both Digital skills and ICT usage are in line with the European average. Citizens perceive Government characteristics positively and, in particular, the quality of government actions (Quality) is above the European average.

Considerations

Penetration

Underperforming

Digitisation

Underperforming

Matching relative and absolute indicators, Germany is Underperforming in both Penetration and Digitisation. Analysing Digital context, Government and User characteristics through relative indicators indicates that Germany has all the environmental characteristics necessary to be on the best-in-class in the eGovernment path.

For these reasons, Germany would benefit from implementing policies aimed at increasing Penetration and Digitisation levels, by increasing the number of citizens using online services and the level of the back-office and the front-office digitisation.



DENMARK

eGOVERNMENT STATE OF PLAY 2020



eGovernment performance across policy priorities

		EU27+ average [%; 2018 2019]	Country average [%; 2018 2019] (growth since 2016 2017)
USER CENTRICITY	Overall scores	86.5	97 (+4) •
	Online Availability	86.8	99 (+4) •
	Usability	90.5	95 (+3) •
	Mobile Friendliness	76.3	94 (+5) •
TRANSPARENCY	Overall scores	65.6	75 (+8) •
	Service Delivery	57.8	73 (+10) •
	Public Organisations	74.4	64 (+3) •
	Personal Data	64.8	88 (+10) •
CITIZEN CROSS-BORDER MOBILITY	Overall scores	50.8	65 (+7) •
	Online Availability	62.3	73 (0) •
	Usability	65.0	84 (0) •
	eID	9.3	25 (+25) •
	eDocuments	24.3	13 (+3) •
BUSINESS CROSS-BORDER MOBILITY	Overall scores	67.0	84 (0) •
	Online Availability	75.5	100 (0) •
	Usability	75.5	84 (0) •
	eID	36.0	50 (0) •
	eDocuments	51.0	50 (0) •
KEY ENABLERS	Overall scores	61.4	91 (+4) •
	eID	57.4	96 (+12) •
	eDocuments	68.4	96 (+5) •
	Authentic Sources	56.9	69 (-2) •
	Digital Post	67.3	100 (0) •

How are services delivered?

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

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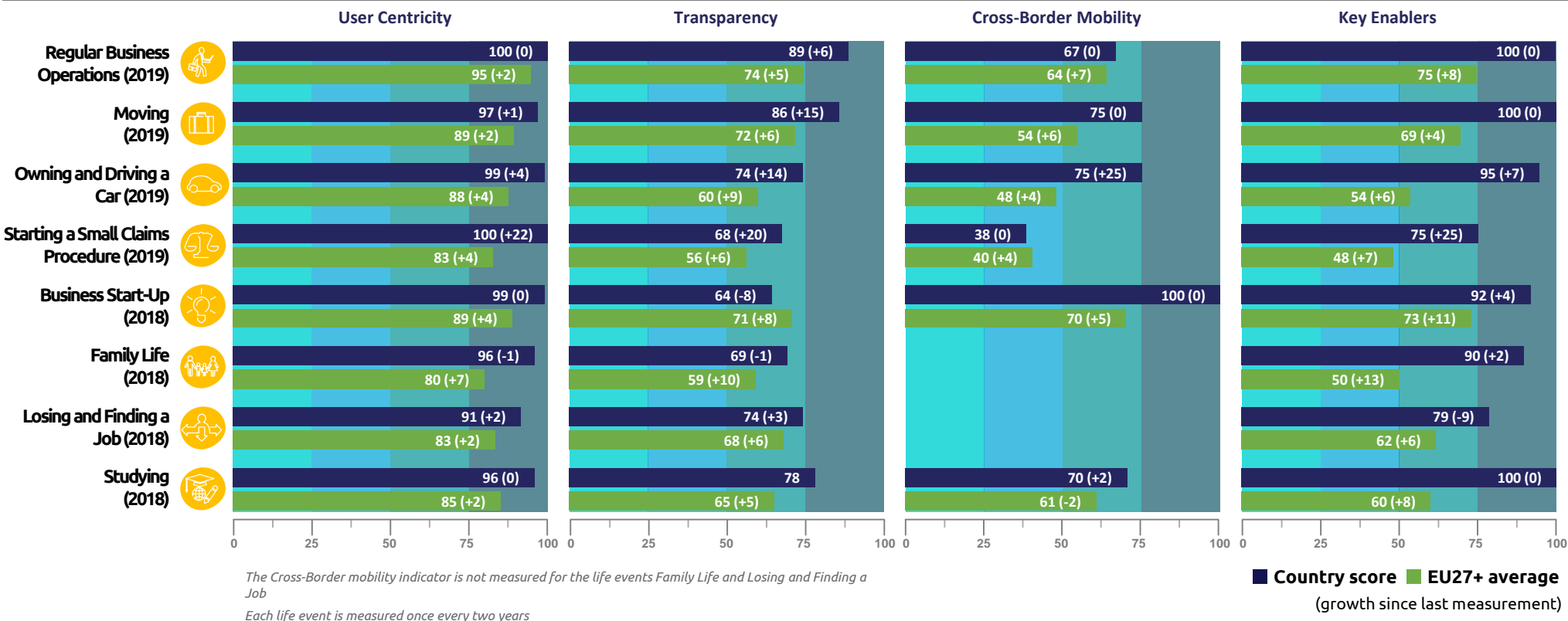
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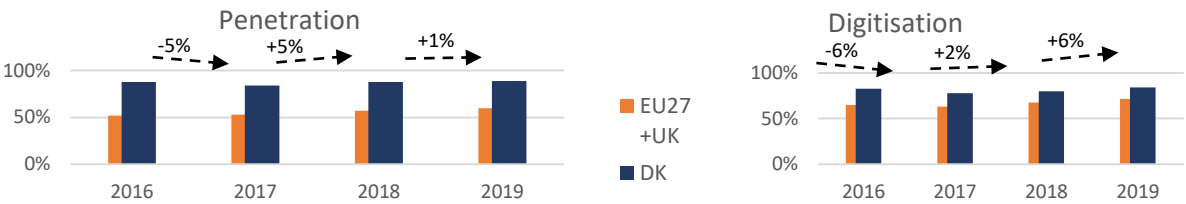
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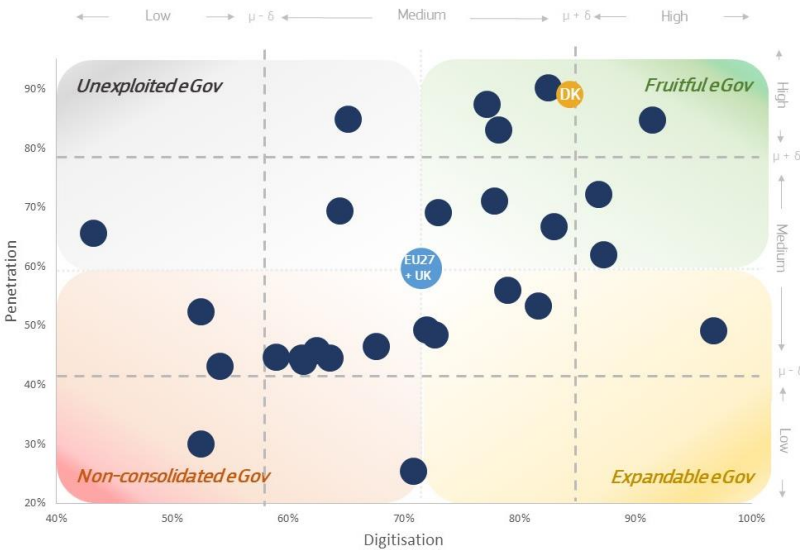
eGovernment Benchlearning performance

Performance

	Penetration	Digitisation
EU27+UK	60%	72%
DK	89%	84%

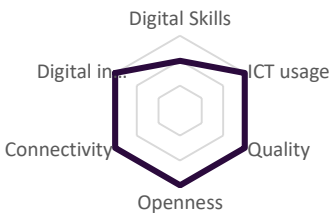


A high level of both Digitisation and Penetration characterises Denmark, that is part of the Fruitful eGov scenario, where best-in-class countries are included, as they perform at a Digitisation and Penetration level above average. Denmark is one of the countries with better overall performances in terms of eGovernment maturity. Moreover, the country was able to still slightly increase both the level of Penetration and Digitisation.



Relative Indicators and Environment

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU27 + UK	50%	58%	70%	69%	52%	44%
DK	61%	75%	86%	82%	66%	65%



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

Considerations

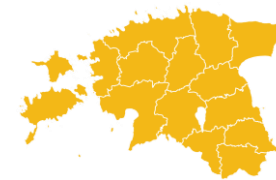
Penetration
Outperforming
Digitisation
On-track

By comparing performances of countries with similar relative indicator scores, Denmark is Outperforming in Penetration and On-track in Digitisation. Its Penetration level is higher than the one of the European countries with similar relative performances: Denmark seems to have implemented good policies in order to increase eGovernment usage. The Digitisation level, instead, is in line with the level of the other European countries with similar environmental characteristics.



ESTONIA

eGOVERNMENT STATE OF PLAY 2020



eGovernment performance across policy priorities

		EU27+ average [%; 2018 2019]	Country average [%; 2018 2019] (growth since 2016 2017)
USER CENTRICITY	Overall scores	86.5	96 (+4) •
	Online Availability	86.8	98 (+1) •
	Usability	90.5	95 (+2) •
	Mobile Friendliness	76.3	85 (+24) •
TRANSPARENCY	Overall scores	65.6	91 (+7) •
	Service Delivery	57.8	90 (+6) •
	Public Organisations	74.4	96 (+4) •
	Personal Data	64.8	89 (+13) •
CITIZEN CROSS-BORDER MOBILITY	Overall scores	50.8	79 (+10) •
	Online Availability	62.3	87 (+3) •
	Usability	65.0	100 (0) •
	eID	9.3	38 (+25) •
	eDocuments	24.3	25 (+25) •
BUSINESS CROSS-BORDER MOBILITY	Overall scores	67.0	98 (+24) •
	Online Availability	75.5	100 (+10) •
	Usability	75.5	100 (+16) •
	eID	36.0	92 (+33) •
	eDocuments	51.0	89 (+88) •
KEY ENABLERS	Overall scores	61.4	93 (+3) •
	eID	57.4	91 (+11) •
	eDocuments	68.4	93 (0) •
	Authentic Sources	56.9	90 (+1) •
	Digital Post	67.3	100 (0) •

How are services delivered?

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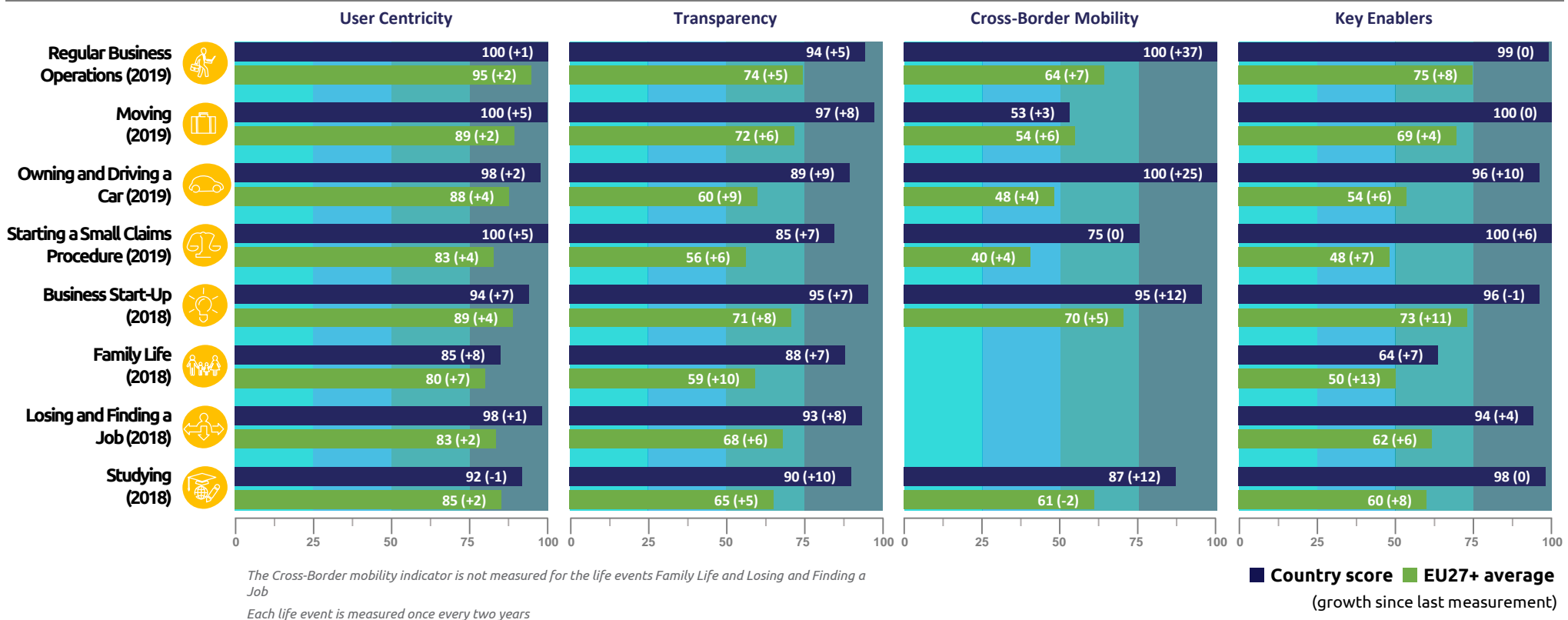
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eGovernment performance of life events (domains)



Life event descriptions

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

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

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Family life (2018)
Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

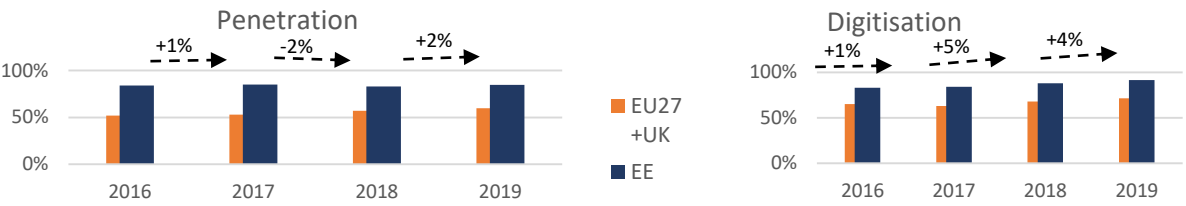
Studying (2018)
In this life event, comprising of 14 services, it is evaluated to what extent enrolment higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad



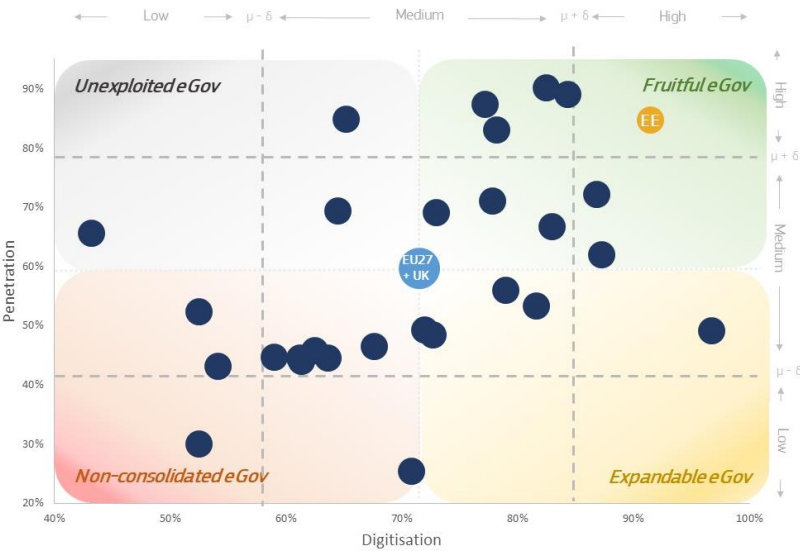
eGovernment Benchlearning performance

Performance

	Penetration	Digitisation
EU27+UK	60%	72%
EE	85%	92%

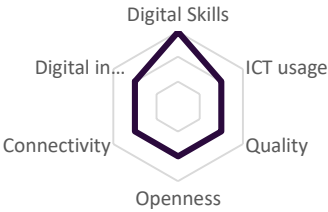


A high level of both Digitisation and Penetration characterises Estonia. Estonia is part of the Fruitful eGov scenario, a scenario that includes the best-in-class countries, which perform at a Digitisation and Penetration level above average. Estonia is the country with the best overall performance in terms of eGovernment maturity. The Penetration level is 85% and Digitisation level is 92%. Moreover, the Digitisation and the Penetration indicators in Estonia have a positive trend despite already being one of the best performers in Europe.



Relative Indicators and Environment

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU27 + UK	50%	58%	70%	69%	52%	44%
EE	67%	65%	76%	71%	52%	41%



Estonia's relative indicators show a country with almost all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. Digital in Private Sector indicator is below the European average, while Digital skills is significantly above European average.

Considerations

Penetration

Outperforming

Digitisation

Outperforming

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

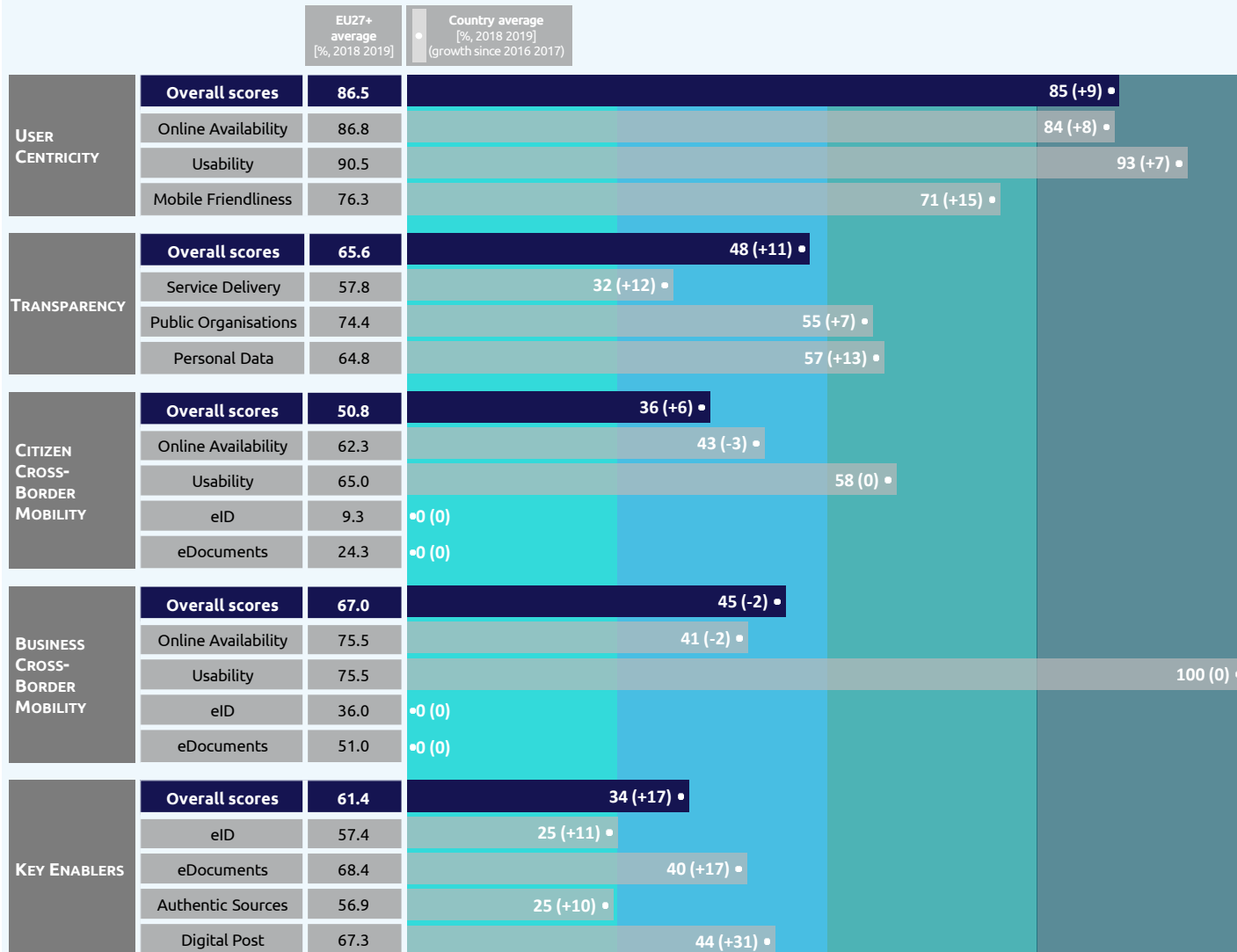


GREECE

eGOVERNMENT STATE OF PLAY 2020



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, how the online journey is supported and if public websites are mobile friendly.

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

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The top-level benchmarks for **Citizen and Business Cross-Border Mobility** indicates to what extent EU citizens can use online services another country.

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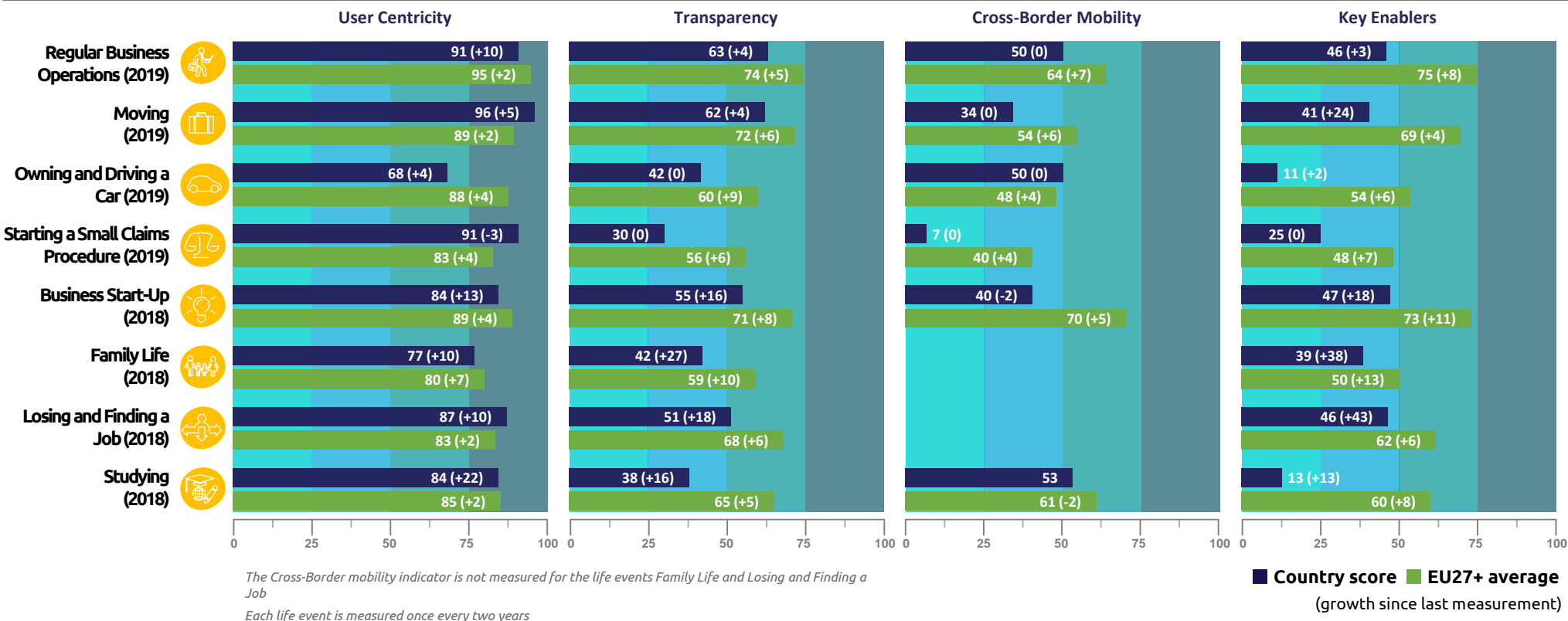
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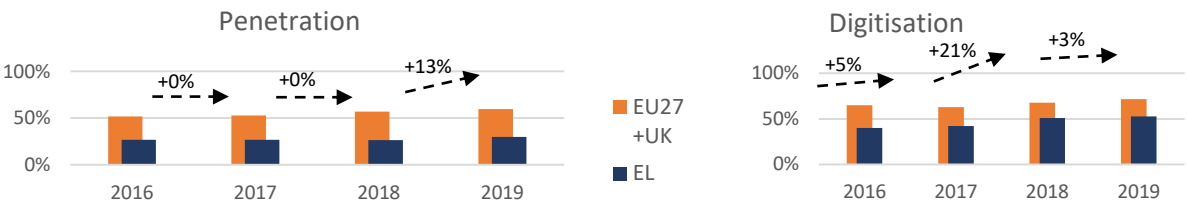
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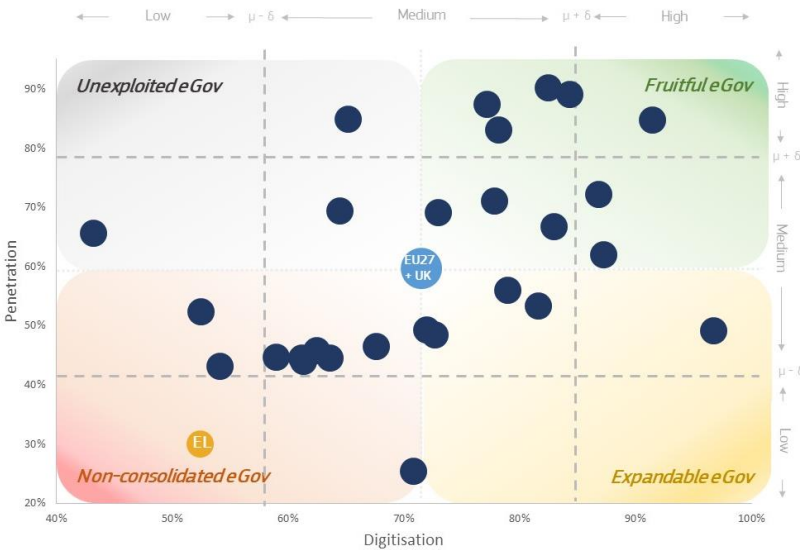
eGovernment Benchlearning performance

Performance

	Penetration	Digitisation
EU27+UK	60%	72%
EL	30%	53%

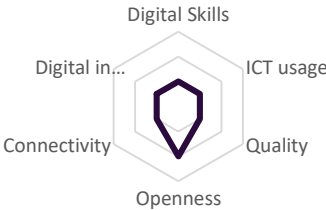


Greece is characterised by a low level of Penetration and a low level of Digitisation. Therefore, Greece is part of the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities. Greece is the country with lowest performance combined (strongly below the European average) in both Digitisation and Penetration. Across the last four years Greece increased its level of performance, nonetheless it still lags significantly behind the European average.



Relative Indicators and Environment

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU27 + UK	50%	58%	70%	69%	52%	44%
EL	35%	46%	53%	67%	33%	28%



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

Considerations

Penetration
Underperforming
Digitisation
Underperforming

Compared to countries with a similar environment, Greece is Underperforming in both Penetration and Digitisation, with a performance lower than expected. It means that countries with similar environmental characteristics have reached a better performance level. A country can improve the Penetration level by increasing the number of people that submit official forms online to administrative authorities or by automating processes and requesting fewer forms from citizens. Regarding Digitisation, Greece needs to improve its level of the back-office and the front-office digitisation



SPAIN

eGOVERNMENT STATE OF PLAY 2020



eGovernment performance across policy priorities

		EU27+ average [%; 2018-2019]	Country average [%; 2018-2019] (growth since 2016-2017)
USER CENTRICITY	Overall scores	86.5	94 (+3) •
	Online Availability	86.8	96 (+1) •
	Usability	90.5	100 (0) •
	Mobile Friendliness	76.3	68 (+21) •
TRANSPARENCY	Overall scores	65.6	77 (+4) •
	Service Delivery	57.8	70 (+4) •
	Public Organisations	74.4	88 (+4) •
	Personal Data	64.8	73 (+5) •
CITIZEN CROSS-BORDER MOBILITY	Overall scores	50.8	44 (+6) •
	Online Availability	62.3	49 (-1) •
	Usability	65.0	67 (+25) •
	eID	9.3	3 (+2) •
	eDocuments	24.3	23 (+1) •
BUSINESS CROSS-BORDER MOBILITY	Overall scores	67.0	83 (+4) •
	Online Availability	75.5	87 (-3) •
	Usability	75.5	100 (+16) •
	eID	36.0	14 (+2) •
	eDocuments	51.0	99 (+8) •
KEY ENABLERS	Overall scores	61.4	80 (+7) •
	eID	57.4	69 (+8) •
	eDocuments	68.4	89 (-2) •
	Authentic Sources	56.9	80 (+9) •
	Digital Post	67.3	81 (+12) •

How are services delivered?

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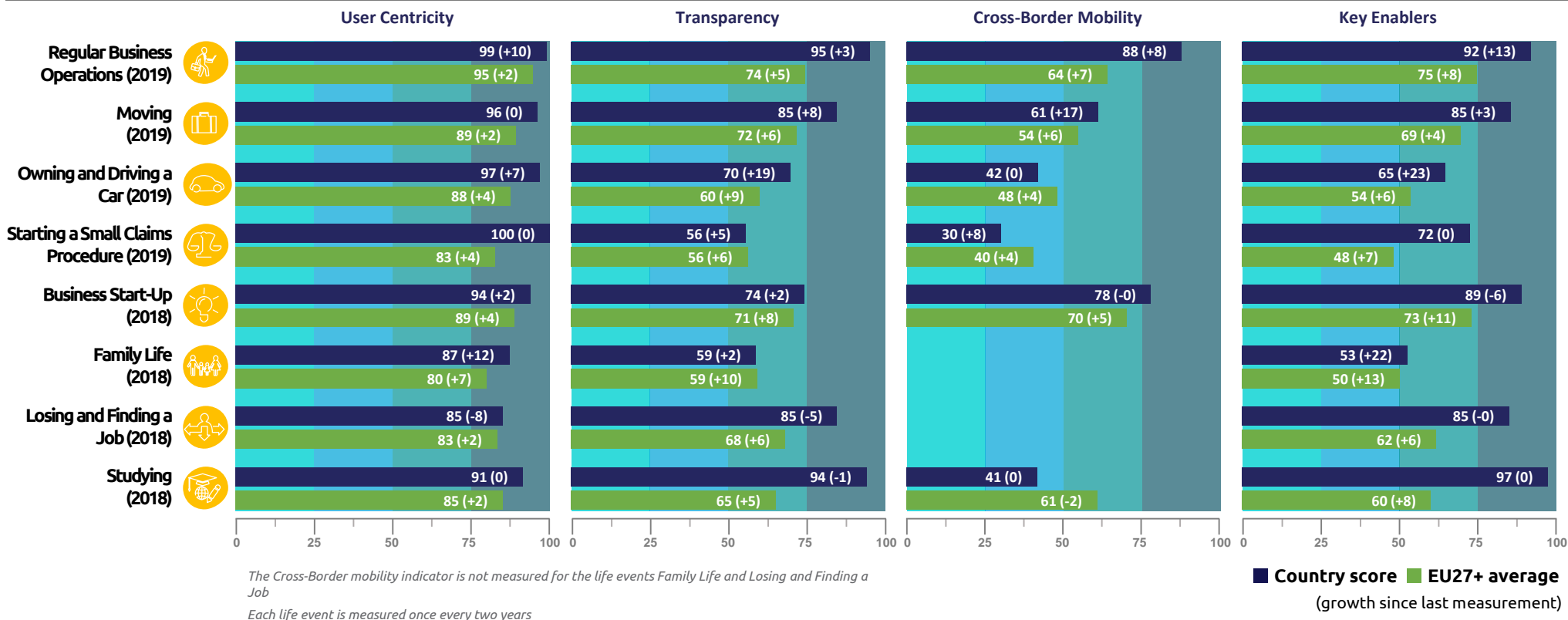
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eGovernment performance of life events (domains)



Life event descriptions

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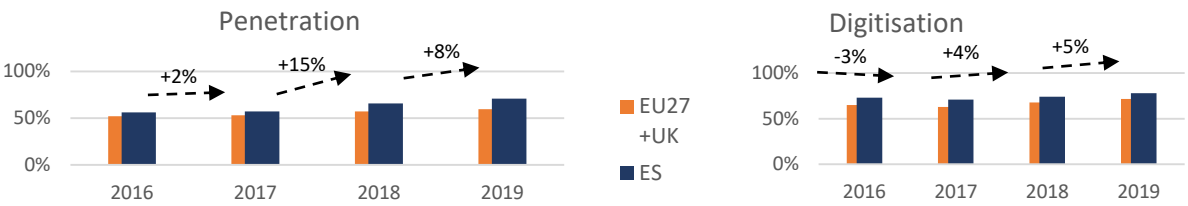
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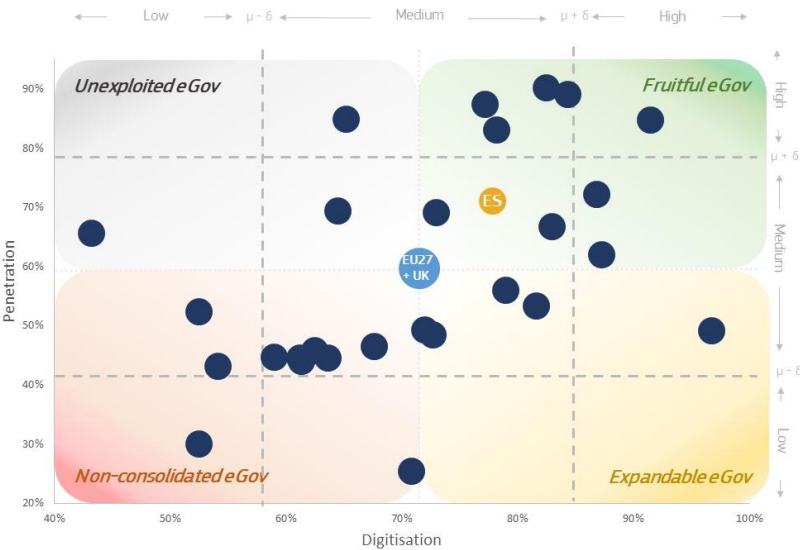
eGovernment Benchlearning performance

Performance

	Penetration	Digitisation
EU27+UK	60%	72%
ES	71%	78%

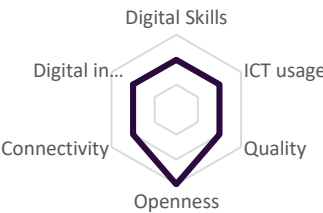


Spain has a medium-high level of both Penetration and Digitisation. Therefore, Spain is part of the Fruitful eGov scenario, which includes best-in-class countries that perform above the European average in both Digitisation and Penetration. Spain managed to maintain a constant growth in the last years, keeping its positioning above the average European performance levels.



Relative Indicators and Environment

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU27 + UK	50%	58%	70%	69%	52%	44%
ES	48%	61%	68%	81%	61%	41%



Spain’s relative indicators show a country with almost all the environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. Openness, an indicator which endorses an Open Government perspective, is the only one significantly higher than the European average.

Considerations

Penetration
Outperforming
Digitisation
Outperforming

Matching relative and absolute indicators, Spain is Outperforming in both Penetration and Digitisation, with a performance higher than expected. For this reasons, Spain could be considered as a good example for European countries with a similar environment. The performance of the country testifies that it is possible to reach eGovernment maturity with Digital context, Government and User characteristics in line with European average.

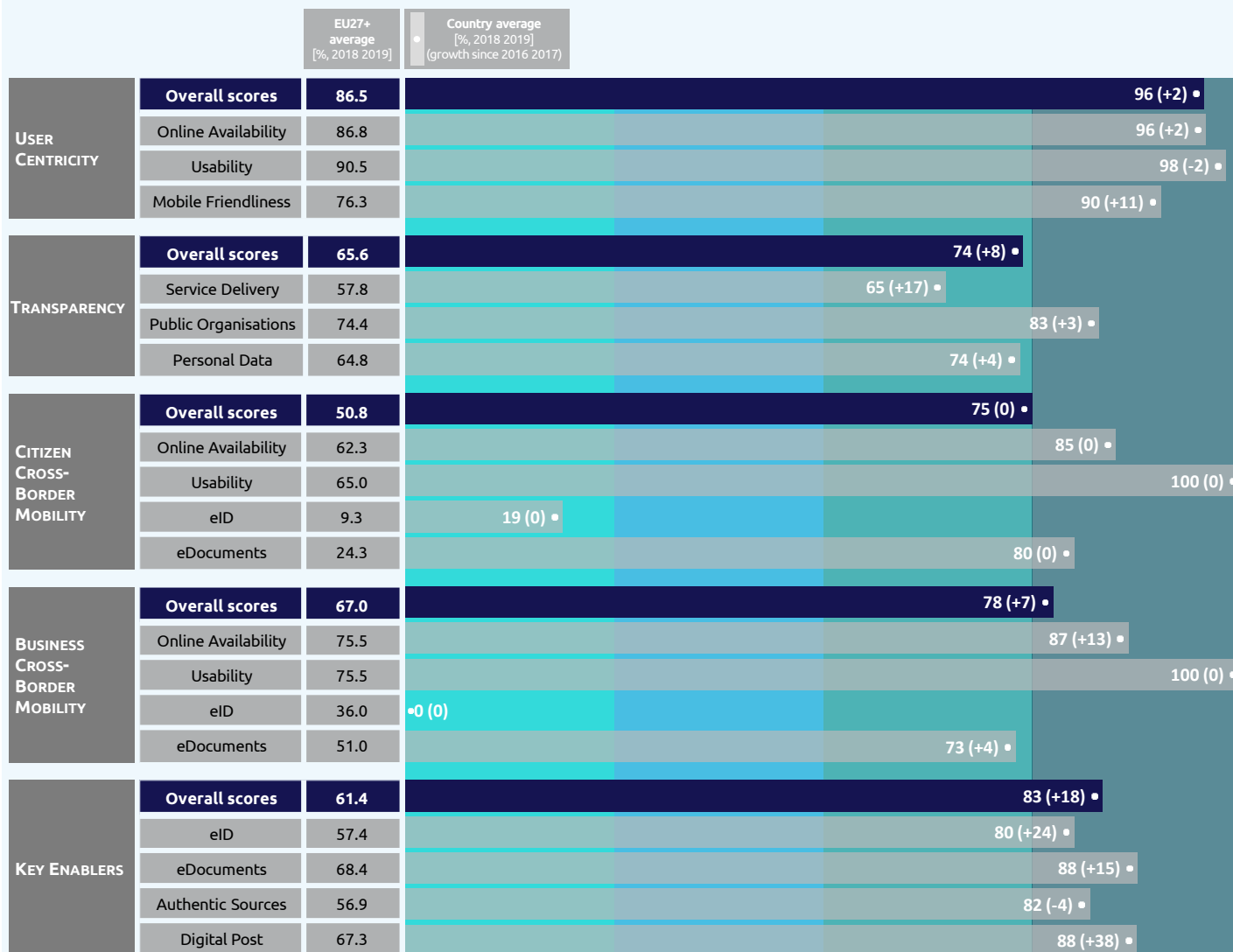


FINLAND

eGOVERNMENT STATE OF PLAY 2020



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, how the online journey is supported and if public websites are mobile friendly.

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The top-level benchmarks for **Citizen and Business Cross-Border Mobility** indicates to what extent EU citizens can use online services another country.

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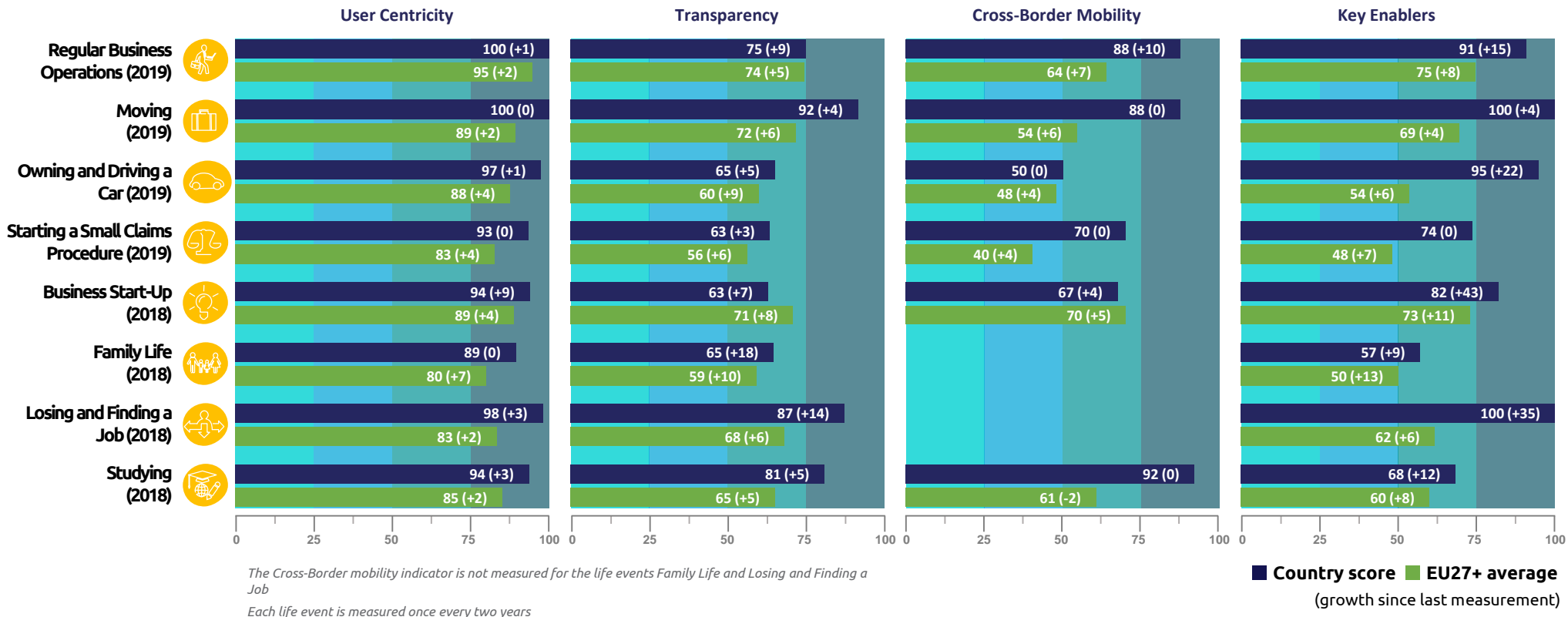
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eGovernment performance of life events (domains)



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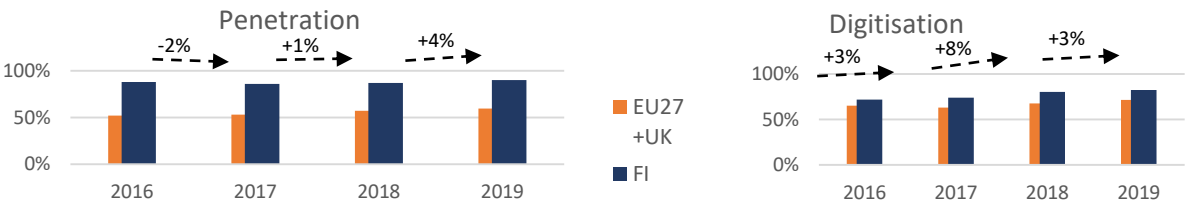
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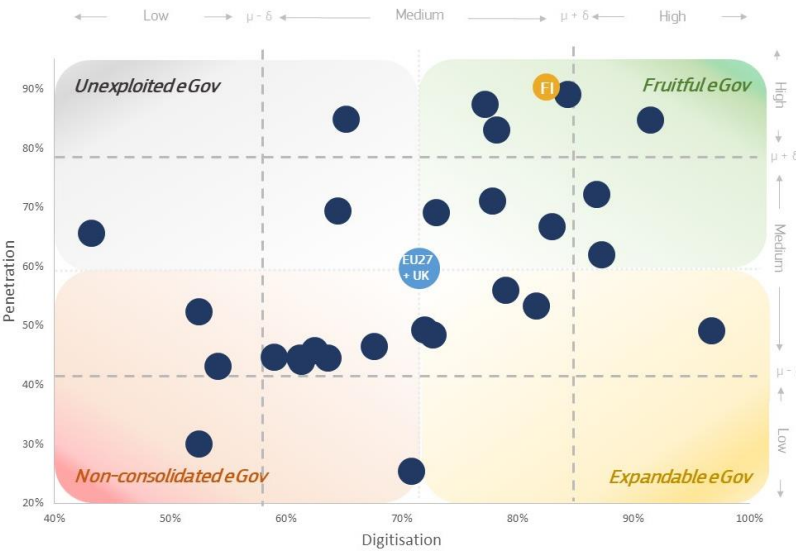
eGovernment Benchlearning performance

Performance

	Penetration	Digitisation
EU27+UK	60%	72%
FI	90%	83%

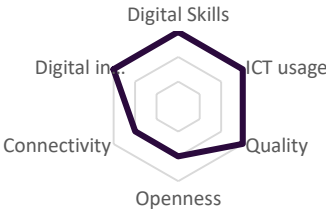


A medium-high level of Digitisation and a high level of Penetration characterise Finland. Therefore, Finland is part of the Fruitful eGov countries, a scenario that includes the best-in-class countries, which perform at a Digitisation and Penetration level above average. Finland is one of the countries with the highest Penetration level: almost 90% of individuals use online services to submit forms to Public Administration. Also its Digitisation level is above the European average. Across the last four years, both the Digitisation and the Penetration level increased.



Relative Indicators and Environment

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU27 + UK	50%	58%	70%	69%	52%	44%
FI	78%	76%	88%	79%	59%	67%



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

Considerations

Penetration
On-track
Digitisation
On-track

By comparing performances of countries with similar relative indicator scores, Finland is On-track in Penetration and On-track in Digitisation. Both performance indicators are in line with the level of the other European countries with similar environmental characteristics.

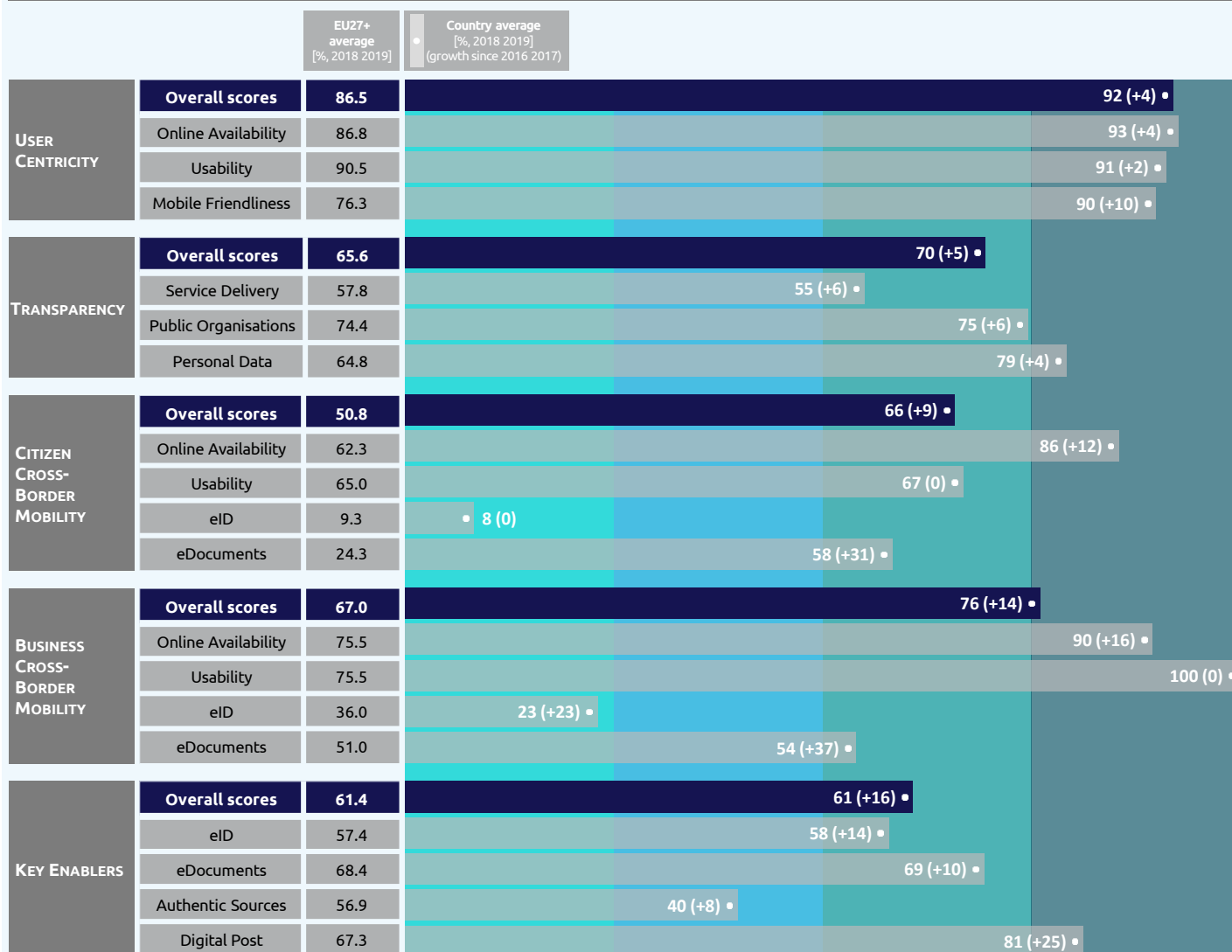


FRANCE

eGOVERNMENT STATE OF PLAY 2020



eGovernment performance across policy priorities



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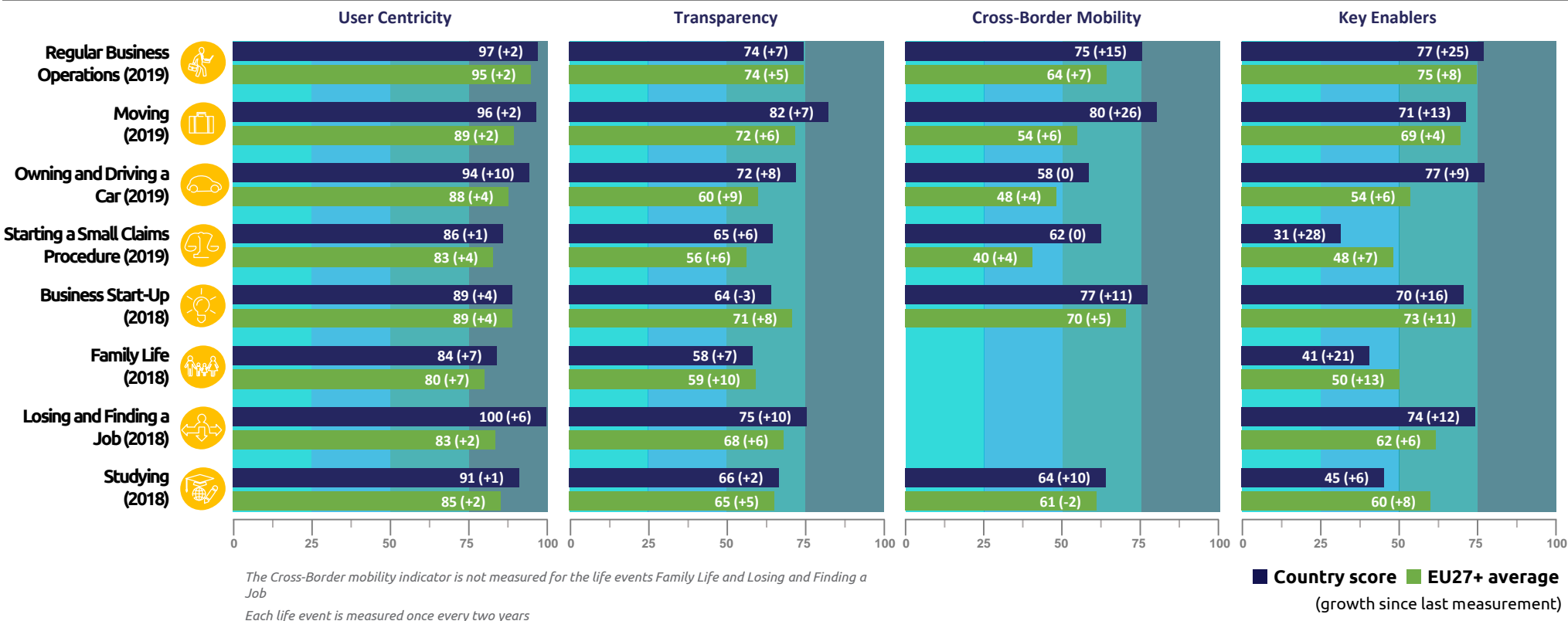
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Studying (2018)

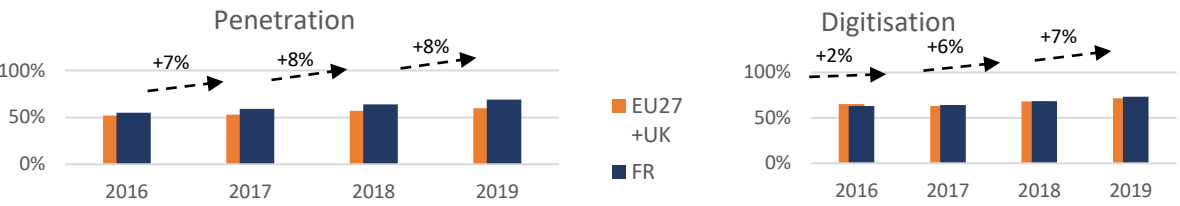
In this life event, comprising of 14 services, it is evaluated to what extent enrolment higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance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



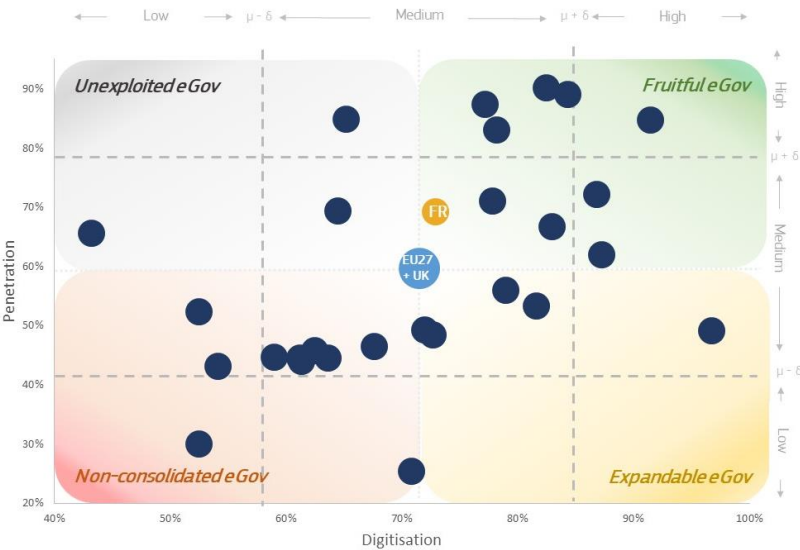
eGovernment Benchlearning performance

Performance

	Penetration	Digitisation
EU27+UK	60%	72%
FR	69%	73%

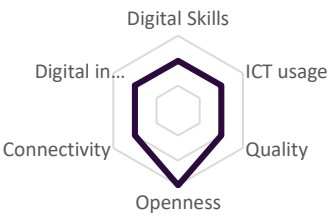


France has a medium-high level of Penetration and a medium level of Digitisation. France is part of the Fruitful eGov scenario, which includes best-in-class countries that perform above the European average in both Digitisation and Penetration. In Digitisation, France’s performances are in line with the European average. In the last four years France faced a sustained growth in both Penetration and Digitisation, that led the country to be confirmed above the European average.



Relative Indicators and Environment

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU27 + UK	50%	58%	70%	69%	52%	44%
FR	47%	53%	75%	81%	50%	42%



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

Considerations

Penetration

Outperforming

Digitisation

On-track

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

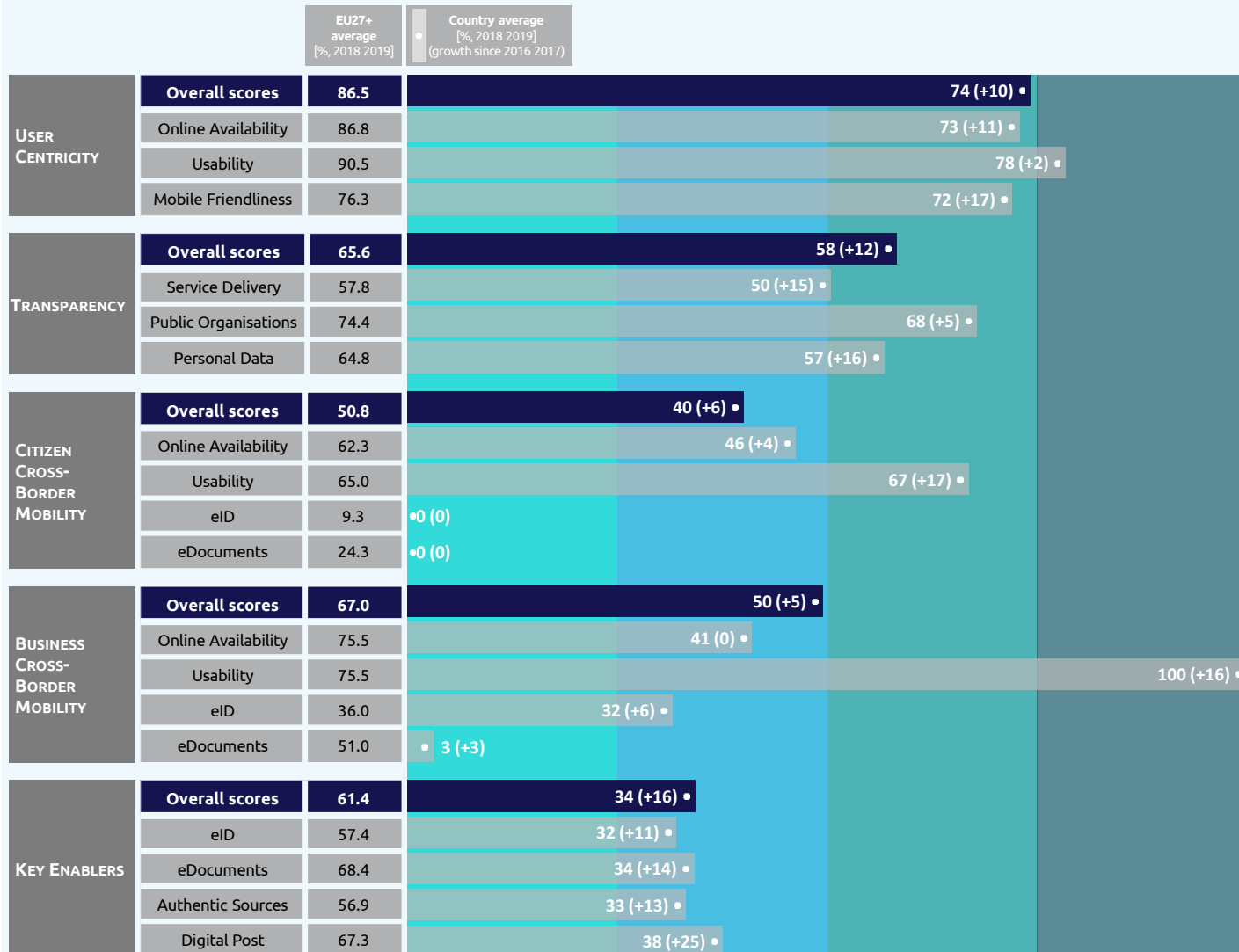


CROATIA

eGOVERNMENT STATE OF PLAY 2020



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, how the online journey is supported and if public websites are mobile friendly.

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

Usability: indicates if support, help and (interactive) feedback functionalities are online.

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

The top-level benchmark **Transparency** indicates to what extent governments are transparent regarding:

Transparency of Public Organizations: indicates how transparent governments are about 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 benchmarks for **Citizen and Business Cross-Border Mobility** indicates to what extent EU citizens can use online services another country.

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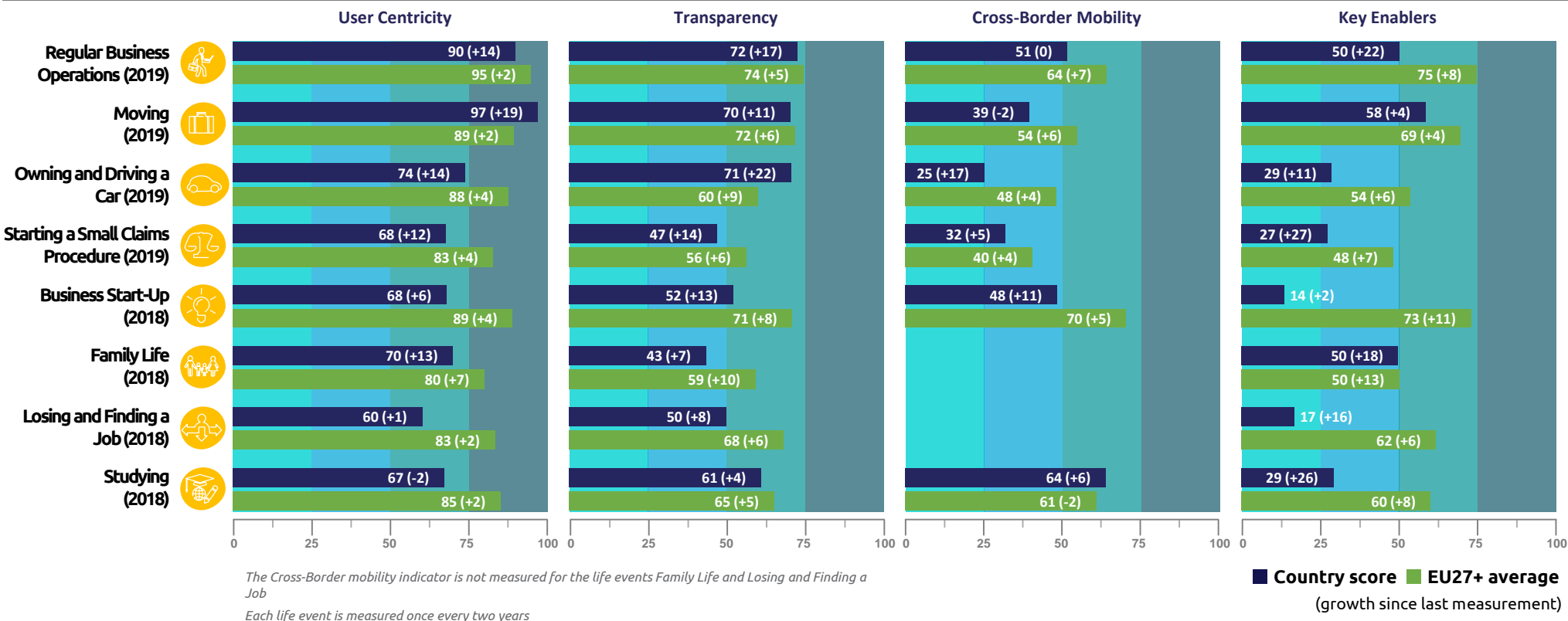
eID: indicates if a national eID from country A can be used in country B.

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

The top-level benchmark **Key Enablers** indicate the extent to which 4 technical pre-conditions are available online.

These are: electronic Identification (**eID**), electronic documents (**eDocuments**), **Authentic Sources**, and **Digital Post**. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through personal mailboxes or other digital mail solutions.

eGovernment performance of life events (domains)



Life event descriptions

Regular Business Operations (2019)

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

Moving (2019)

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

Owning and Driving a Car (2019)

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

Starting a Small Claims Procedure (2019)

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

Business Start-up and Early Trading Operations (2018)

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

Losing and Finding a Job (2018)

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

Family life (2018)

Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

Studying (2018)

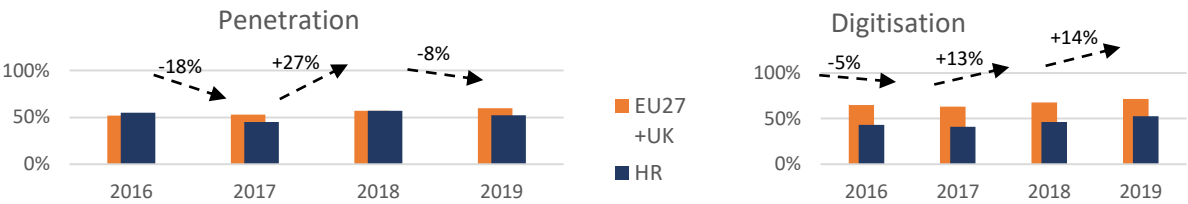
In this life event, comprising of 14 services, it is evaluated to what extent enrolment higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance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



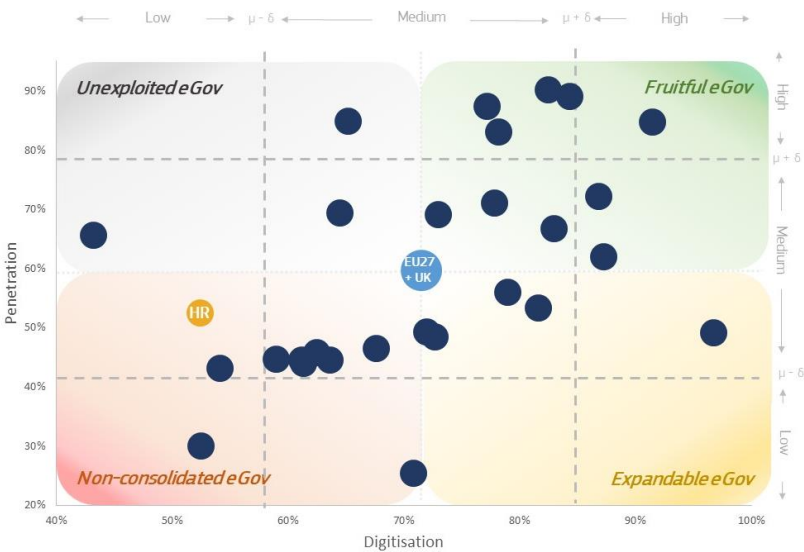
eGovernment Benchlearning performance

Performance

	Penetration	Digitisation
EU27+UK	60%	72%
HR	52%	53%

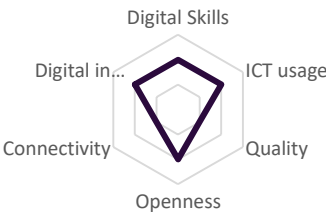


Croatia is characterised by a low level of Digitisation and level of Penetration slightly below the European average. Croatia is included in the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities. Nevertheless, Croatia’s level of Penetration is the highest one of Non Consolidated eGov countries, even though it decreased in 2019. Regarding Digitisation instead, the improvements occurred in the last years are still not sufficient to get close to the European average.



Relative Indicators and Environment

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU27 + UK	50%	58%	70%	69%	52%	44%
HR	49%	55%	55%	65%	41%	41%



Croatia’s relative indicators show a country with almost all environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. The only two indicators where Croatia scored a low percentage are Quality that measure the quality of governments’ action perceived by citizens, and Connectivity that measure the deployment of the broadband and its quality.

Considerations

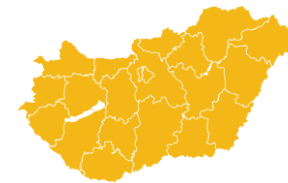
Penetration
On-track
Digitisation
Underperforming

By comparing performances of countries with similar relative indicator scores, Croatia is On-track in Penetration and Underperforming in Digitisation. The Penetration level is similar to other countries with comparable environmental characteristics. On the other hand, the Digitisation level is still low, also compared with similar country, Croatia is Underperforming in Digitisation, with a performance lower than expected, showing that the level of the back-office and the front-office digitisation in the country is still relatively low.

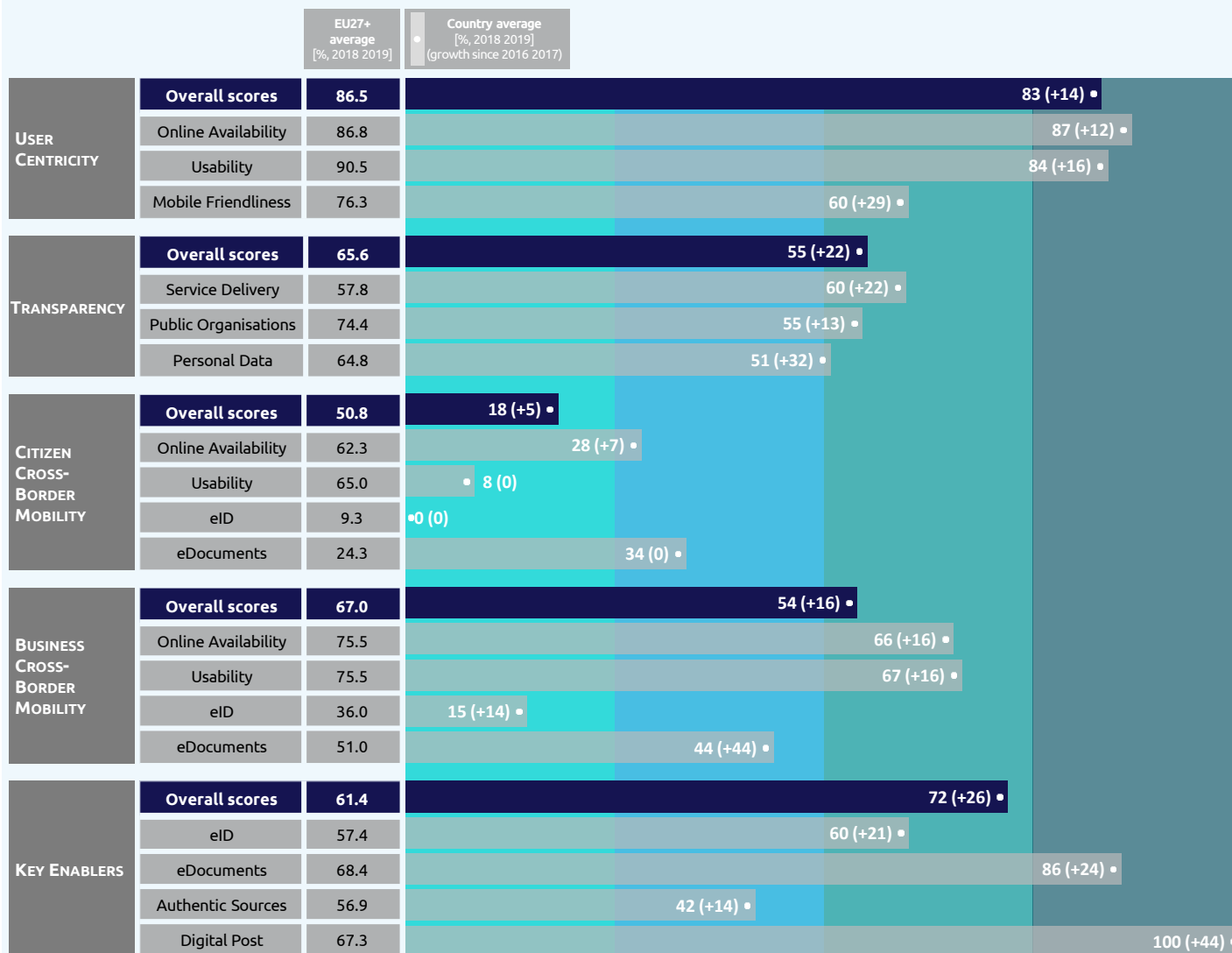


HUNGARY

eGOVERNMENT STATE OF PLAY 2020



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, how the online journey is supported and if public websites are mobile friendly.

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The top-level benchmarks for **Citizen and Business Cross-Border Mobility** indicates to what extent EU citizens can use online services another country.

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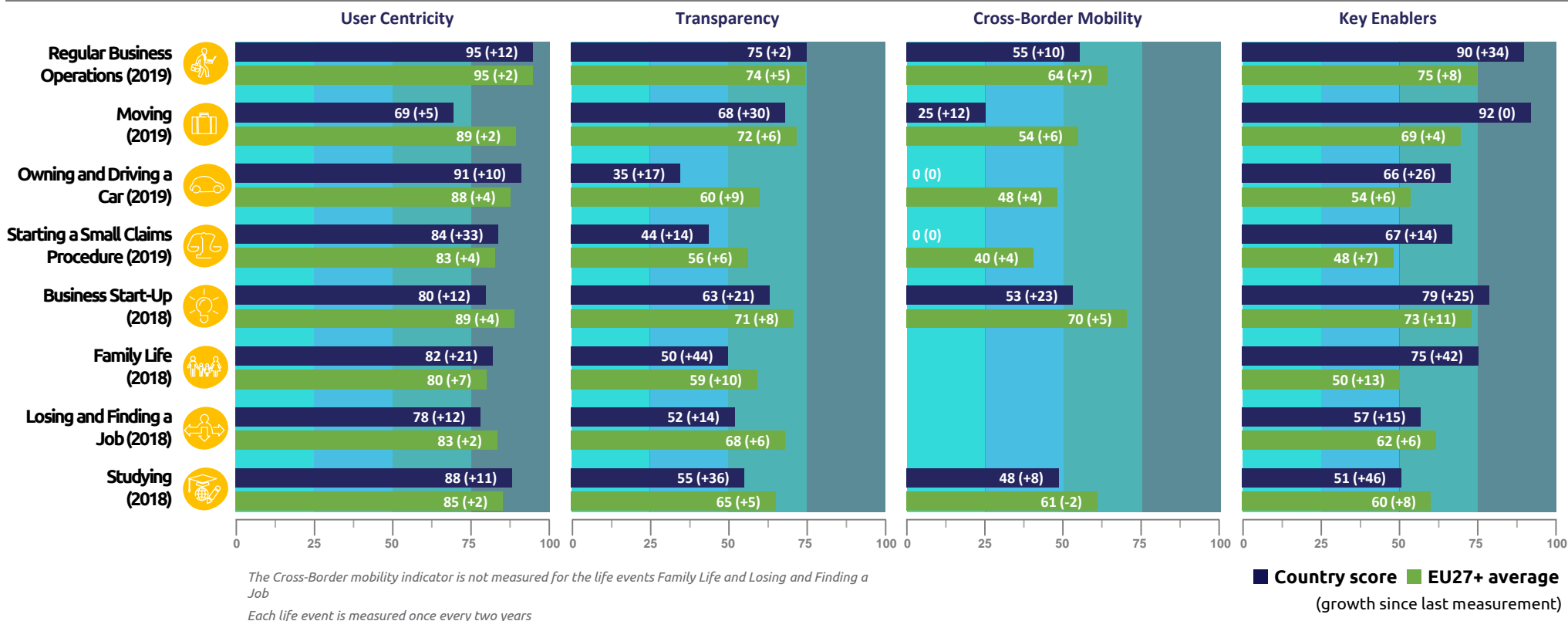
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These are: electronic Identification (**eID**), electronic documents (**eDocuments**), **Authentic Sources**, and **Digital Post**. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through personal mailboxes or other digital mail solutions.



eGovernment performance of life events (domains)



Life event descriptions

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Family life (2018)

Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

Studying (2018)

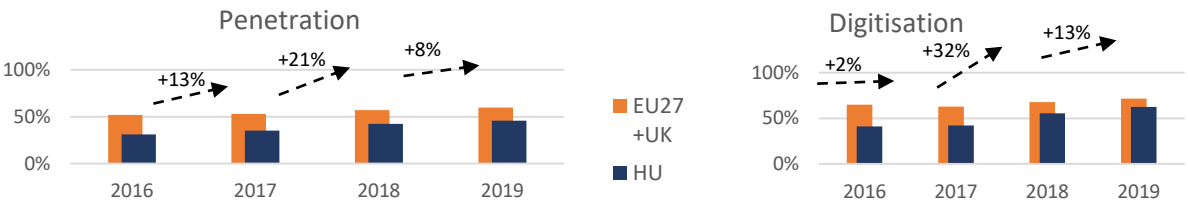
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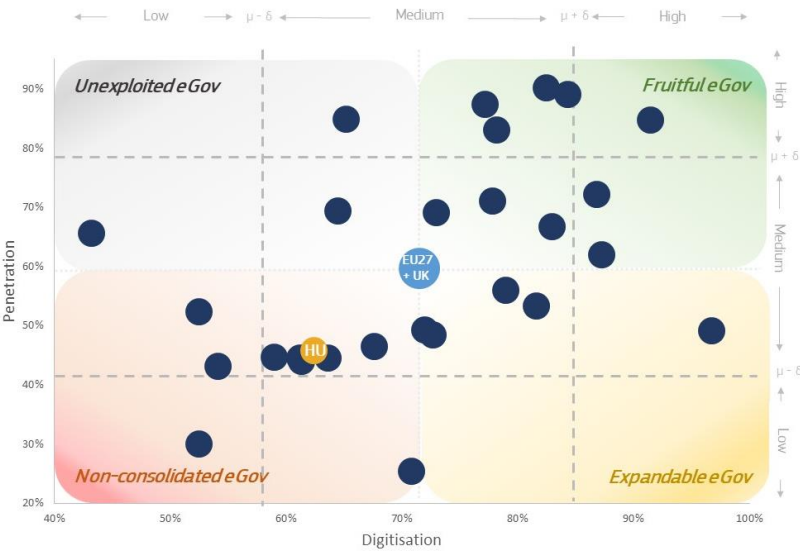
eGovernment Benchlearning performance

Performance

	Penetration	Digitisation
EU27+UK	60%	72%
HU	46%	63%

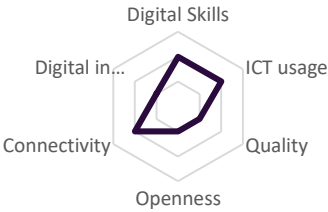


Hungary is characterised by a low level of both Penetration and Digitisation. Therefore, Hungary is part of the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities. In particular, both Digitisation and Penetration levels are quite below European average. Nonetheless, in the last years Hungary managed to move significantly towards the European average in both Penetration and Digitisation.



Relative Indicators and Environment

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU27 + UK	50%	58%	70%	69%	52%	44%
HU	42%	56%	57%	44%	60%	25%



Hungary is characterised by low Government characteristics. The Digitisation of businesses and their exploitation of online sales channels – (Digital in Private sector) is below the European average. On the other hand, the percentage of the citizens that make regular use of internet (ICT usage), Connectivity and Digital Skills of the population are in line with the European average.

Considerations

Penetration
On-track
Digitisation
On-track

Matching relative and absolute indicators, Hungary is On-track in both Penetration and Digitisation. Despite a low absolute performance in Penetration and Digitisation, those percentages are similar to the ones of other countries with comparable environmental characteristics.

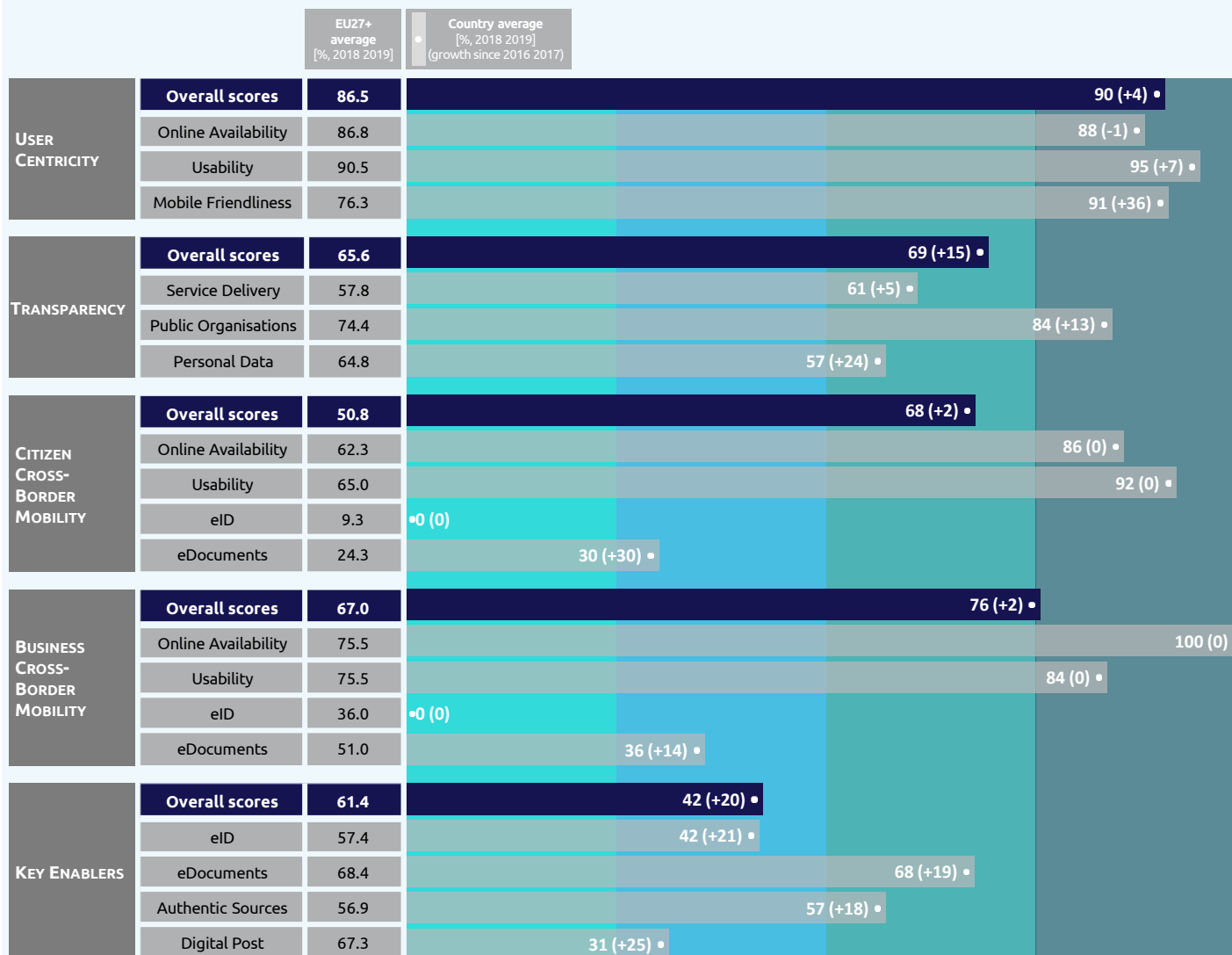


IRELAND

eGOVERNMENT STATE OF PLAY 2020



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, how the online journey is supported and if public websites are mobile friendly.

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

The top-level benchmarks for **Citizen and Business Cross-Border Mobility** indicates to what extent EU citizens can use online services another country.

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

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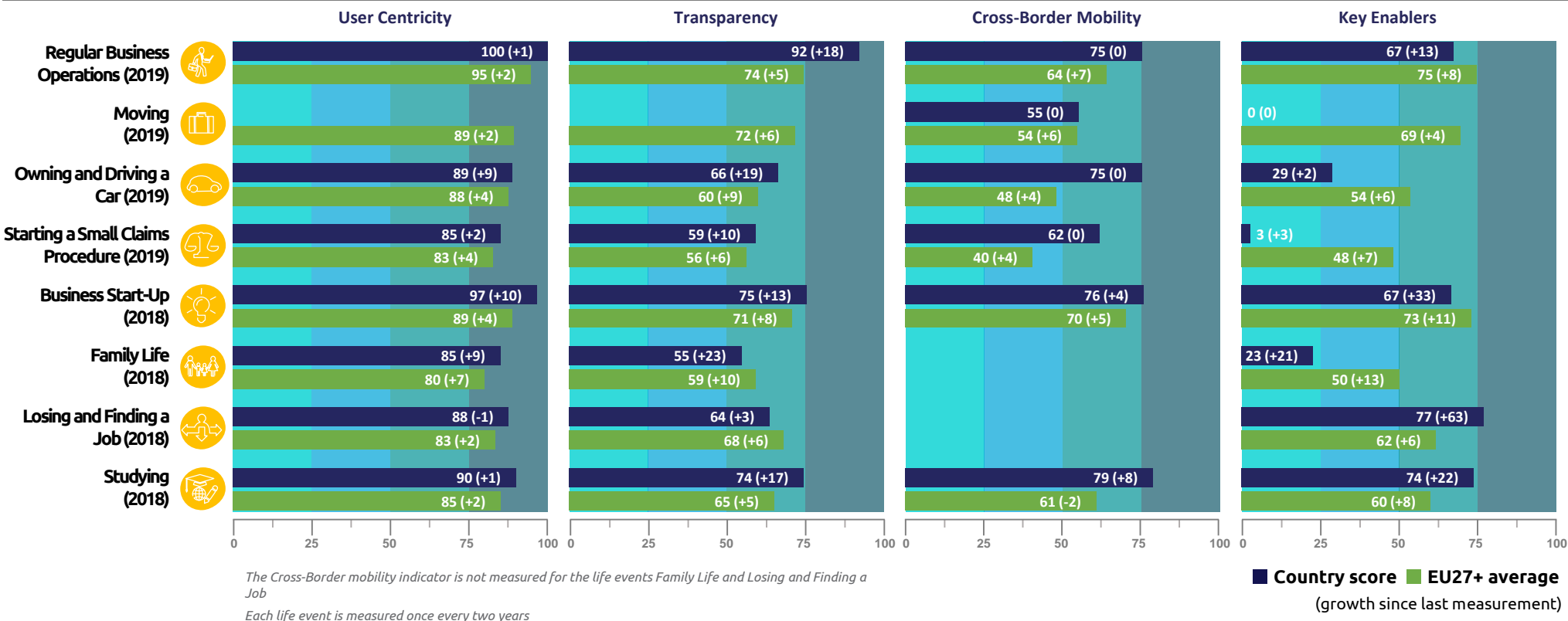
eDocuments: indicates if eDocuments can be transmitted from country A to country B.

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eGovernment performance of life events (domains)



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Studying (2018)

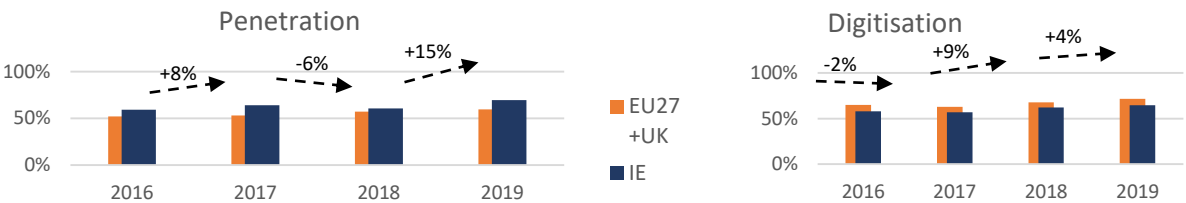
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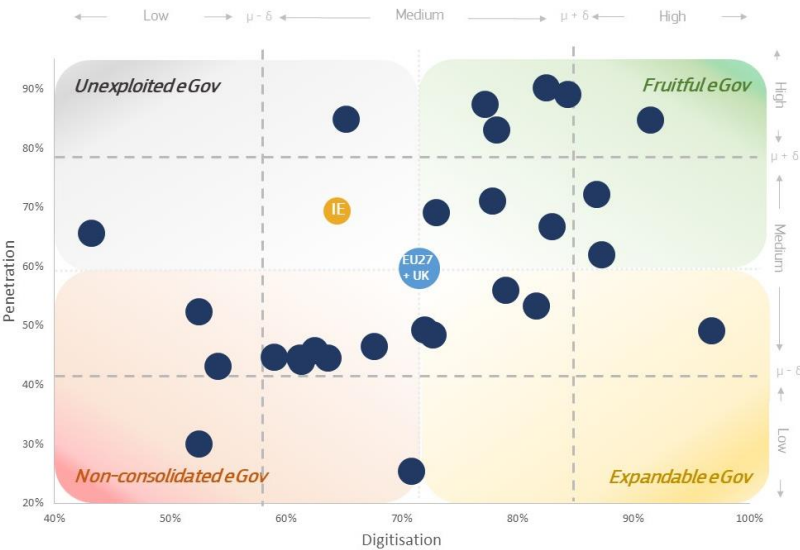
eGovernment Benchlearning performance

Performance

	Penetration	Digitisation
EU27+UK	60%	72%
IE	69%	65%

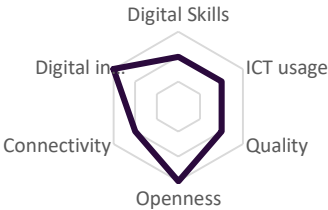


Ireland is characterised by a medium-high level of Penetration and a level of Digitisation slightly below the average. Therefore, Ireland is part of the Unexploited eGov scenario, a scenario that includes countries that might still be in an ongoing digitisation process, but with a high number of citizens using eGovernment services. During the last four years, Ireland managed to confirm itself above the European average in Penetration, whereas it is still slightly below the average level of Digitisation.



Relative Indicators and Environment

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU27 + UK	50%	58%	70%	69%	52%	44%
IE	56%	62%	78%	84%	46%	74%



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

Considerations

Penetration
On-track
Digitisation

Underperforming

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



ICELAND

eGOVERNMENT STATE OF PLAY 2020



eGovernment performance across policy priorities

		EU27+ average [%; 2018 2019]	Country average [%; 2018 2019] (growth since 2016 2017)
USER CENTRICITY	Overall scores	86.5	95 (+3) •
	Online Availability	86.8	95 (+4) •
	Usability	90.5	98 (0) •
	Mobile Friendliness	76.3	85 (-1) •
TRANSPARENCY	Overall scores	65.6	81 (+9) •
	Service Delivery	57.8	69 (+7) •
	Public Organisations	74.4	77 (+4) •
	Personal Data	64.8	96 (+16) •
CITIZEN CROSS-BORDER MOBILITY	Overall scores	50.8	46 (+9) •
	Online Availability	62.3	64 (+12) •
	Usability	65.0	42 (0) •
	eID	9.3	0 (0) •
	eDocuments	24.3	33 (+33) •
BUSINESS CROSS-BORDER MOBILITY	Overall scores	67.0	54 (+4) •
	Online Availability	75.5	68 (+10) •
	Usability	75.5	67 (0) •
	eID	36.0	14 (-20) •
	eDocuments	51.0	25 (+25) •
KEY ENABLERS	Overall scores	61.4	85 (+9) •
	eID	57.4	73 (+17) •
	eDocuments	68.4	83 (+4) •
	Authentic Sources	56.9	83 (+4) •
	Digital Post	67.3	100 (+12) •

How are services delivered?

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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 benchmarks for **Citizen and Business Cross-Border Mobility** indicates to what extent EU citizens can use online services another country.

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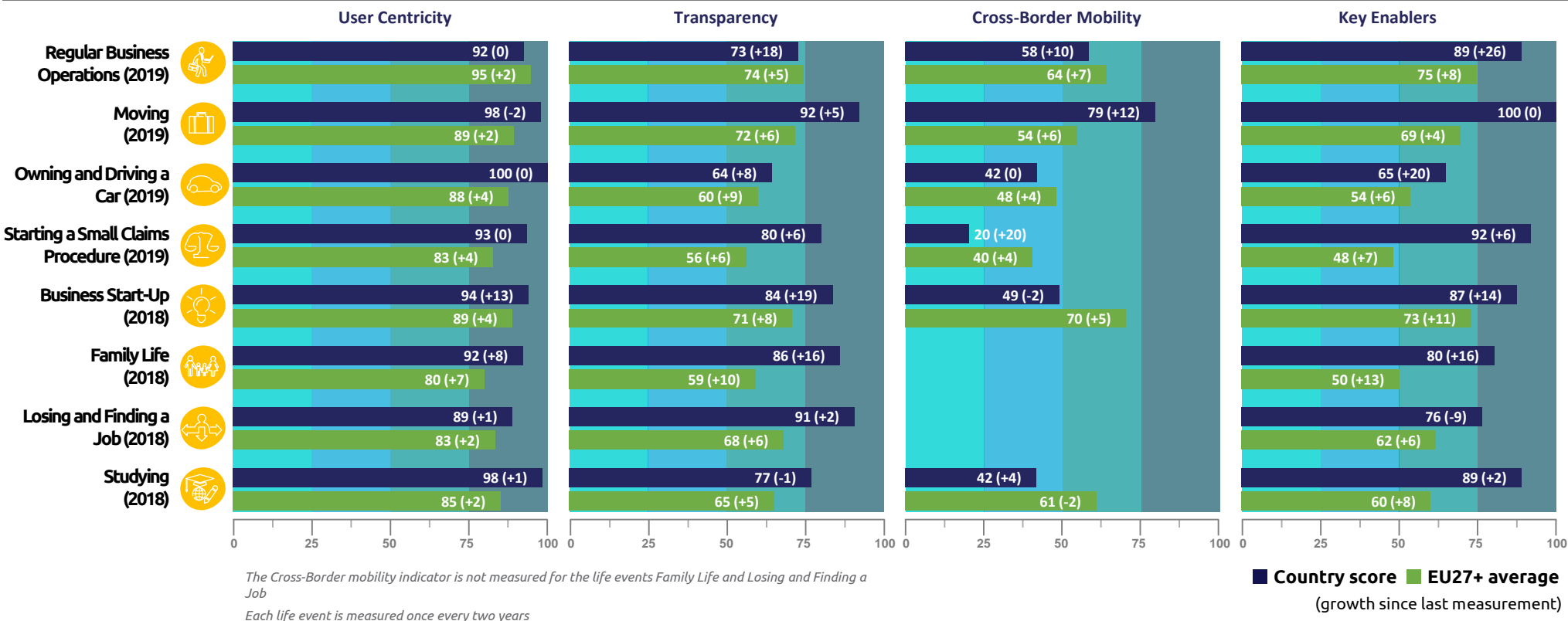
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eGovernment performance of life events (domains)



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ITALY

eGOVERNMENT STATE OF PLAY 2020



eGovernment performance across policy priorities

		EU27+ average [%; 2018 2019]	Country average [%; 2018 2019] (growth since 2016 2017)
USER CENTRICITY	Overall scores	86.5	92 (+5) •
	Online Availability	86.8	92 (+3) •
	Usability	90.5	100 (+4) •
	Mobile Friendliness	76.3	77 (+15) •
TRANSPARENCY	Overall scores	65.6	69 (+15) •
	Service Delivery	57.8	48 (+12) •
	Public Organisations	74.4	84 (+10) •
	Personal Data	64.8	76 (+23) •
CITIZEN CROSS-BORDER MOBILITY	Overall scores	50.8	39 (+11) •
	Online Availability	62.3	53 (+20) •
	Usability	65.0	42 (0) •
	eID	9.3	3 (+2)
	eDocuments	24.3	17 (+10) •
BUSINESS CROSS-BORDER MOBILITY	Overall scores	67.0	86 (+19) •
	Online Availability	75.5	92 (+22) •
	Usability	75.5	100 (0) •
	eID	36.0	67 (+66) •
	eDocuments	51.0	50 (0) •
KEY ENABLERS	Overall scores	61.4	62 (+7) •
	eID	57.4	50 (+2) •
	eDocuments	68.4	63 (-10) •
	Authentic Sources	56.9	48 (+16) •
	Digital Post	67.3	88 (+19) •

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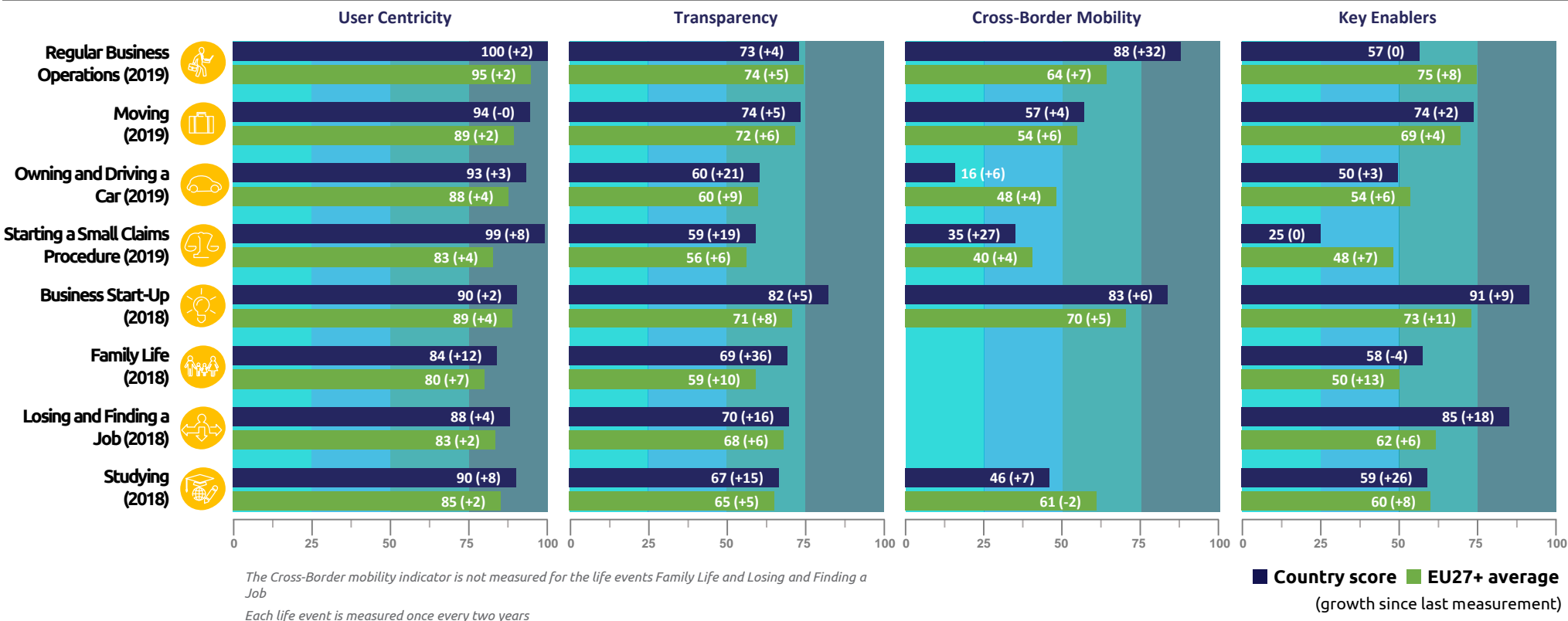
eDocuments: indicates if eDocuments can be transmitted from country A to country B.

The top-level benchmark **Key Enablers** indicate the extent to which 4 technical pre-conditions are available online.

These are: electronic Identification (**eID**), electronic documents (**eDocuments**), **Authentic Sources**, and **Digital Post**. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through personal mailboxes or other digital mail solutions.



eGovernment performance of life events (domains)



Life event descriptions

Regular Business Operations (2019)

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

Moving (2019)

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

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

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

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Family life (2018)

Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

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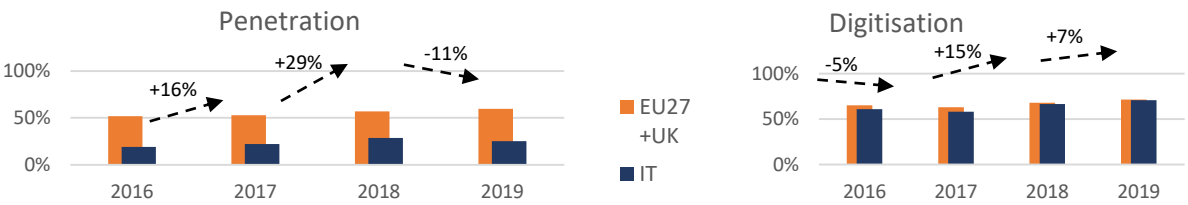
In this life event, comprising of 14 services, it is evaluated to what extent enrolment higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance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



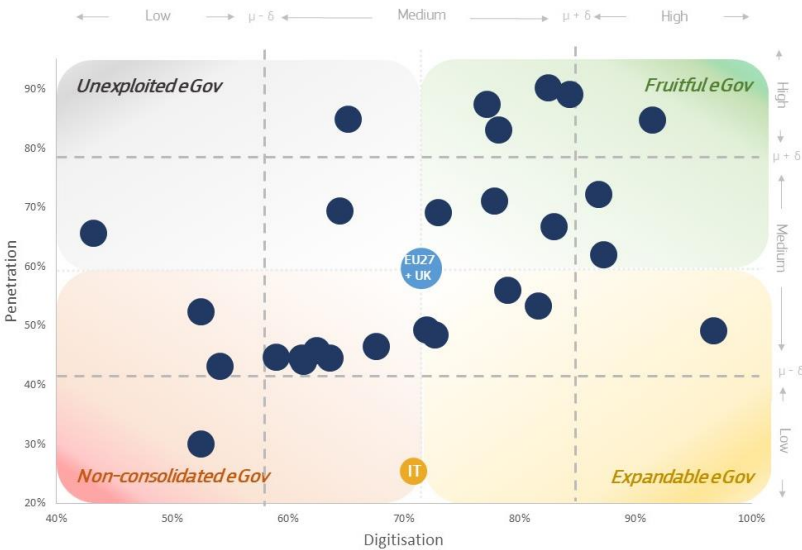
eGovernment Benchlearning performance

Performance

	Penetration	Digitisation
EU27+UK	60%	72%
IT	25%	71%

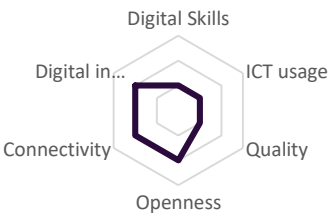


Italy is characterised by a low level of Penetration and a medium of Digitisation. Therefore, Italy is part of the Non-consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities. Italy is characterised by one of the lowest Penetration level in Europe (25%). On the other hand, the Digitisation level is close to the European average. The historical trends show that Italy is aligned to the European average for Digitisation, while its level of Penetration worsened in the last year.



Relative Indicators and Environment

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU27 + UK	50%	58%	70%	69%	52%	44%
IT	32%	44%	57%	74%	50%	31%



Italy seems to have an environment that could slow down eGovernment actions' effectiveness: looking at relative indicators, the openness of data and information (Openness), the Digitisation of businesses (Digital in the private sector) and the deployment of the broadband and its quality (Connectivity) are in line with European average. All the other characteristics (Digital skills, ICT usage and Quality) are low.

Considerations

Penetration
Underperforming
Digitisation
On-track

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



LITHUANIA

eGOVERNMENT STATE OF PLAY 2020



eGovernment performance across policy priorities

		EU27+ average [%; 2018 2019]	Country average [%; 2018 2019] (growth since 2016 2017)
USER CENTRICITY	Overall scores	86.5	92 (+3) •
	Online Availability	86.8	96 (+1) •
	Usability	90.5	98 (+5) •
	Mobile Friendliness	76.3	55 (+10) •
TRANSPARENCY	Overall scores	65.6	93 (+7) •
	Service Delivery	57.8	92 (+2) •
	Public Organisations	74.4	94 (+6) •
	Personal Data	64.8	93 (+14) •
CITIZEN CROSS-BORDER MOBILITY	Overall scores	50.8	31 (-1) •
	Online Availability	62.3	46 (-2) •
	Usability	65.0	33 (0) •
	eID	9.3	•0 (0)
	eDocuments	24.3	•0 (0)
BUSINESS CROSS-BORDER MOBILITY	Overall scores	67.0	70 (+6) •
	Online Availability	75.5	87 (0) •
	Usability	75.5	67 (+16) •
	eID	36.0	44 (+8) •
	eDocuments	51.0	37 (+4) •
KEY ENABLERS	Overall scores	61.4	92 (+6) •
	eID	57.4	87 (+2) •
	eDocuments	68.4	93 (+5) •
	Authentic Sources	56.9	88 (+3) •
	Digital Post	67.3	100 (+12) •

How are services delivered?

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

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

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Transparency of Public Organizations: indicates how transparent governments are about 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 benchmarks for **Citizen and Business Cross-Border Mobility** indicates to what extent EU citizens can use online services another country.

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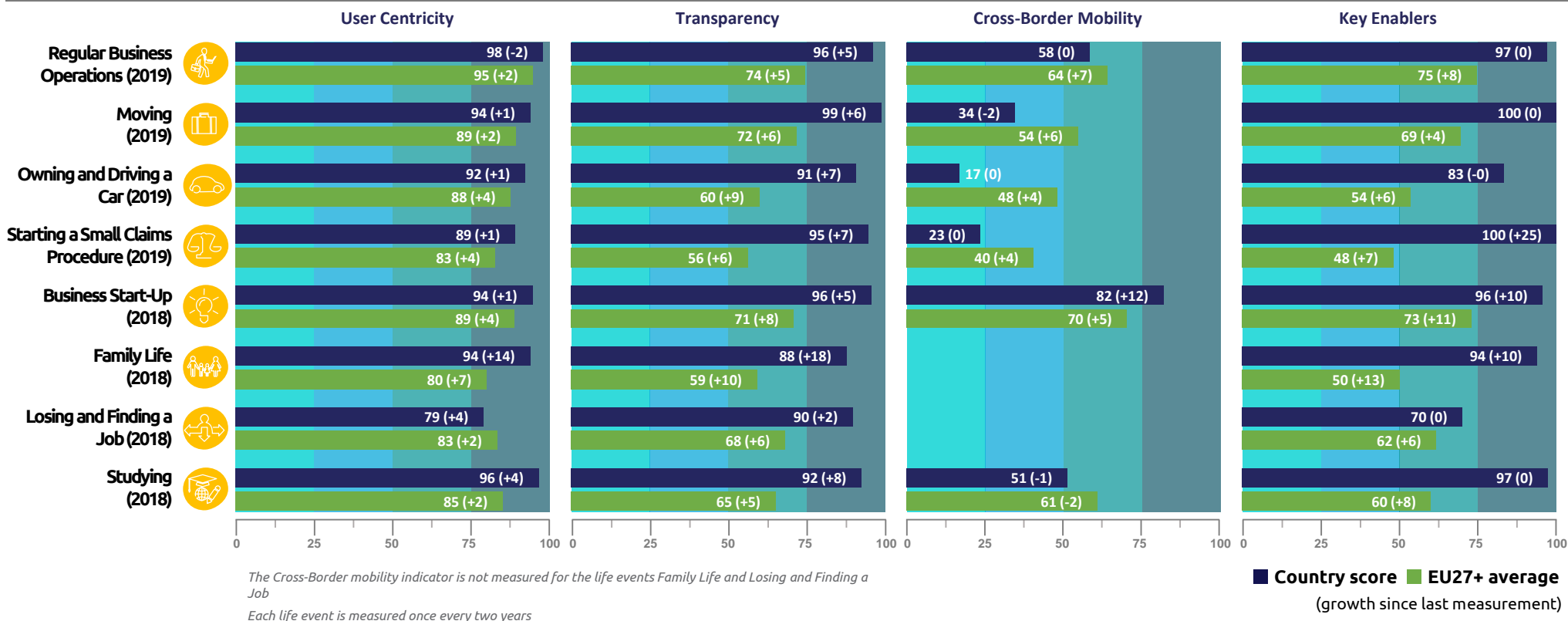
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eGovernment performance of life events (domains)



Life event descriptions

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Studying (2018)

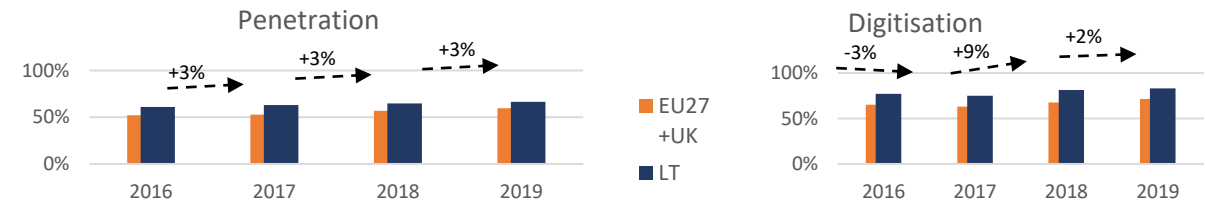
In this life event, comprising of 14 services, it is evaluated to what extent enrolment higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance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



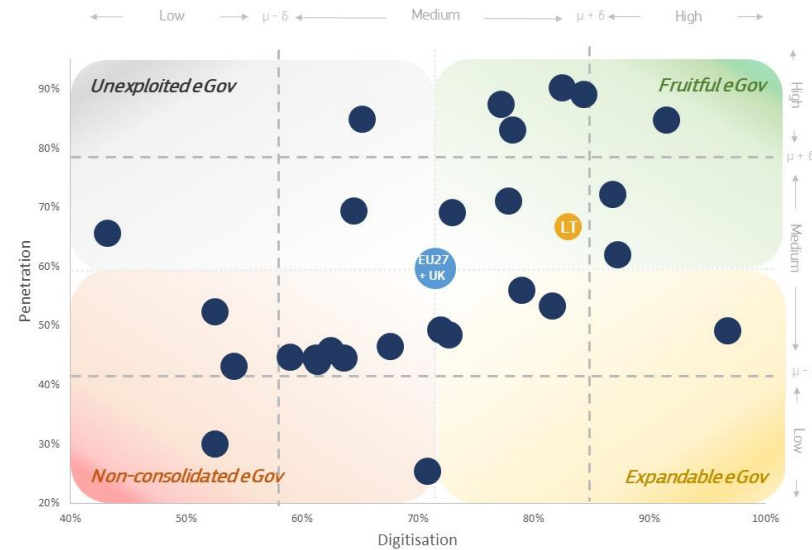
eGovernment Benchlearning performance

Performance

	Penetration	Digitisation
EU27+UK	60%	72%
LT	67%	83%

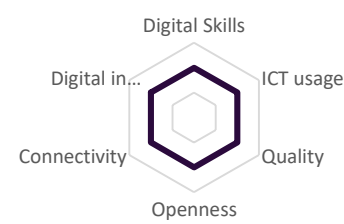


Lithuania is characterised by a medium-high level of Penetration and a medium-high level of Digitisation. Therefore, Lithuania is part of the Fruitful eGov scenario, a scenario that includes the best-in-class countries, which perform at a Digitisation and Penetration level above average. In the last years Lithuania grew as fast as the European average in Penetration and Digitisation.



Relative Indicators and Environment

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU27 + UK	50%	58%	70%	69%	52%	44%
LT	44%	57%	68%	61%	49%	49%



Lithuania's relative indicators show a country with almost all characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. The peculiarities of Lithuania are a low level of Openness, an indicator that identifies the openness of each country from an Open Government perspective, and a low level of user's digital skills.

Considerations

Penetration

Outperforming

Digitisation

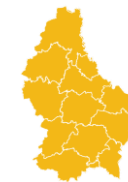
Outperforming

Lithuania is a country with almost all environmental characteristics in line with the European average. Furthermore is Outperforming in both Penetration and Digitisation. Looking at the results of the analysis, the Lithuania's government seems to have implemented good policies and strategies that enabled the country to have both high Digitisation of the front- and the back-offices and widespread digital services (Penetration).



LUXEMBOURG

eGOVERNMENT STATE OF PLAY 2020



eGovernment performance across policy priorities

		EU27+ average [%; 2018 2019]	Country average [%; 2018 2019] (growth since 2016 2017)
USER CENTRICITY	Overall scores	86.5	92 (+11) •
	Online Availability	86.8	90 (+8) •
	Usability	90.5	95 (+7) •
	Mobile Friendliness	76.3	97 (+32) •
TRANSPARENCY	Overall scores	65.6	73 (+23) •
	Service Delivery	57.8	60 (+22) •
	Public Organisations	74.4	65 (+2) •
	Personal Data	64.8	94 (+45) •
CITIZEN CROSS-BORDER MOBILITY	Overall scores	50.8	75 (+24) •
	Online Availability	62.3	84 (+11) •
	Usability	65.0	83 (+25) •
	eID	9.3	38 (+38) •
	eDocuments	24.3	56 (+56) •
BUSINESS CROSS-BORDER MOBILITY	Overall scores	67.0	91 (+26) •
	Online Availability	75.5	98 (+22) •
	Usability	75.5	84 (-16) •
	eID	36.0	78 (+72) •
	eDocuments	51.0	75 (+75) •
KEY ENABLERS	Overall scores	61.4	75 (+24) •
	eID	57.4	61 (+18) •
	eDocuments	68.4	71 (+30) •
	Authentic Sources	56.9	67 (+17) •
	Digital Post	67.3	100 (+31) •

How are services delivered?

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

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

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The top-level benchmark **Transparency** indicates to what extent governments are transparent regarding:

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

The top-level benchmarks for **Citizen and Business Cross-Border Mobility** indicates to what extent EU citizens can use online services 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.

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

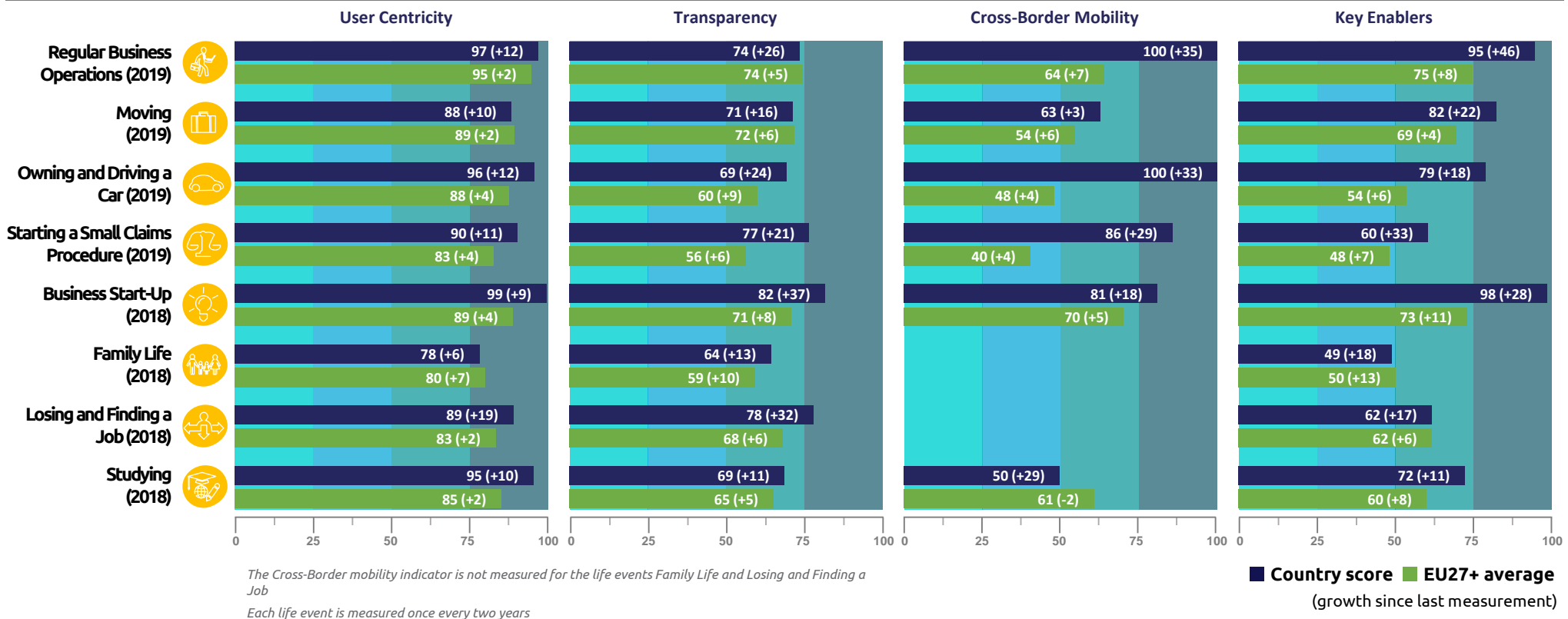
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eGovernment performance of life events (domains)



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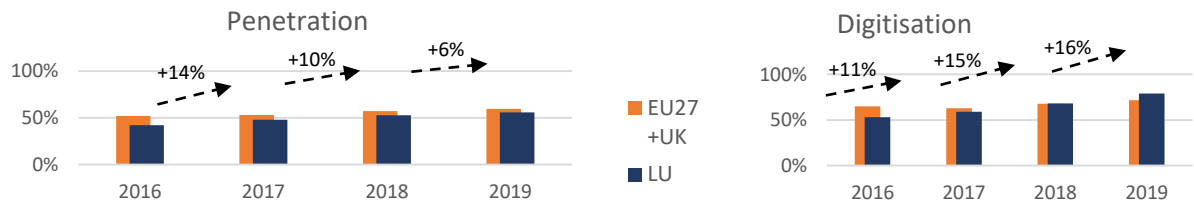
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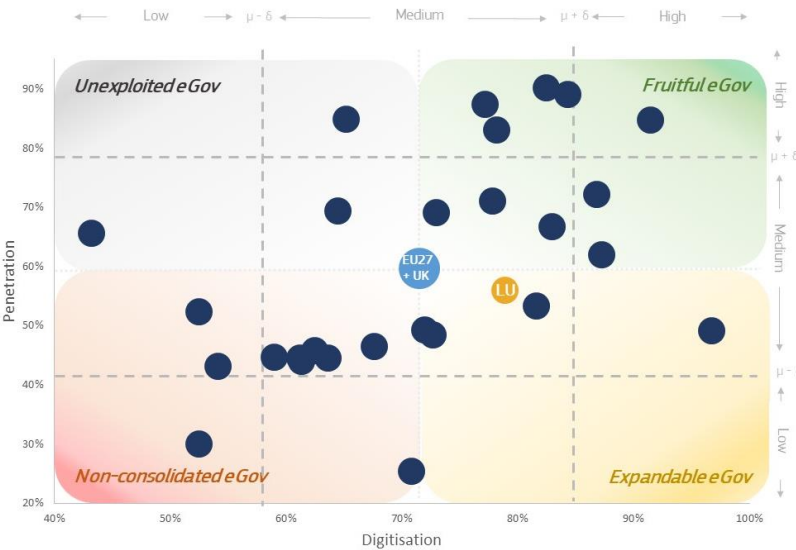
eGovernment Benchlearning performance

Performance

	Penetration	Digitisation
EU27+UK	60%	72%
LU	56%	79%

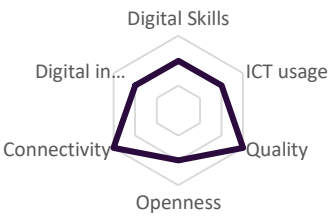


Luxembourg shows a medium level of Penetration and medium-high level of Digitisation. Therefore, Luxembourg is included in the Expandable eGov scenario, a scenario where the innovation process has been carried out efficiently, but there is the desirability to expand the number of online users, to realise all potential advantages. Across the last four years, Luxembourg obtained a sustained growth in both Penetration and Digitisation. In the latter indicator the country was able to rank better than the European average.



Relative Indicators and Environment

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU27 + UK	50%	58%	70%	69%	52%	44%
LU	58%	59%	84%	72%	63%	38%



Luxembourg's relative indicators show a country with almost all the environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) above the European average. It is close to the European average only in Digitisation of businesses and their exploitation of online sales channels (Digital in private sector) and in the ICT usage.

Considerations

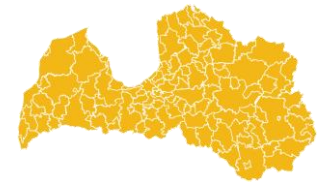
Penetration
On-track
Digitisation
On-track

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



LATVIA

eGOVERNMENT STATE OF PLAY 2020



eGovernment performance across policy priorities

		EU27+ average [%; 2018-2019]	Country average [%; 2018-2019] (growth since 2016-2017)
USER CENTRICITY	Overall scores	86.5	95 (+7) •
	Online Availability	86.8	96 (+6) •
	Usability	90.5	95 (0) •
	Mobile Friendliness	76.3	87 (+27) •
TRANSPARENCY	Overall scores	65.6	84 (+8) •
	Service Delivery	57.8	89 (+7) •
	Public Organisations	74.4	86 (+5) •
	Personal Data	64.8	78 (+13) •
CITIZEN CROSS-BORDER MOBILITY	Overall scores	50.8	66 (+3) •
	Online Availability	62.3	84 (+4) •
	Usability	65.0	92 (0) •
	eID	9.3	•0 (0)
	eDocuments	24.3	10 (+7) •
BUSINESS CROSS-BORDER MOBILITY	Overall scores	67.0	90 (+2) •
	Online Availability	75.5	83 (-7) •
	Usability	75.5	100 (0) •
	eID	36.0	93 (+48) •
	eDocuments	51.0	96 (-4) •
KEY ENABLERS	Overall scores	61.4	91 (+9) •
	eID	57.4	89 (+2) •
	eDocuments	68.4	90 (-0) •
	Authentic Sources	56.9	86 (+14) •
	Digital Post	67.3	100 (+19) •

How are services delivered?

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

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The top-level benchmarks for **Citizen and Business Cross-Border Mobility** indicates to what extent EU citizens can use online services another country.

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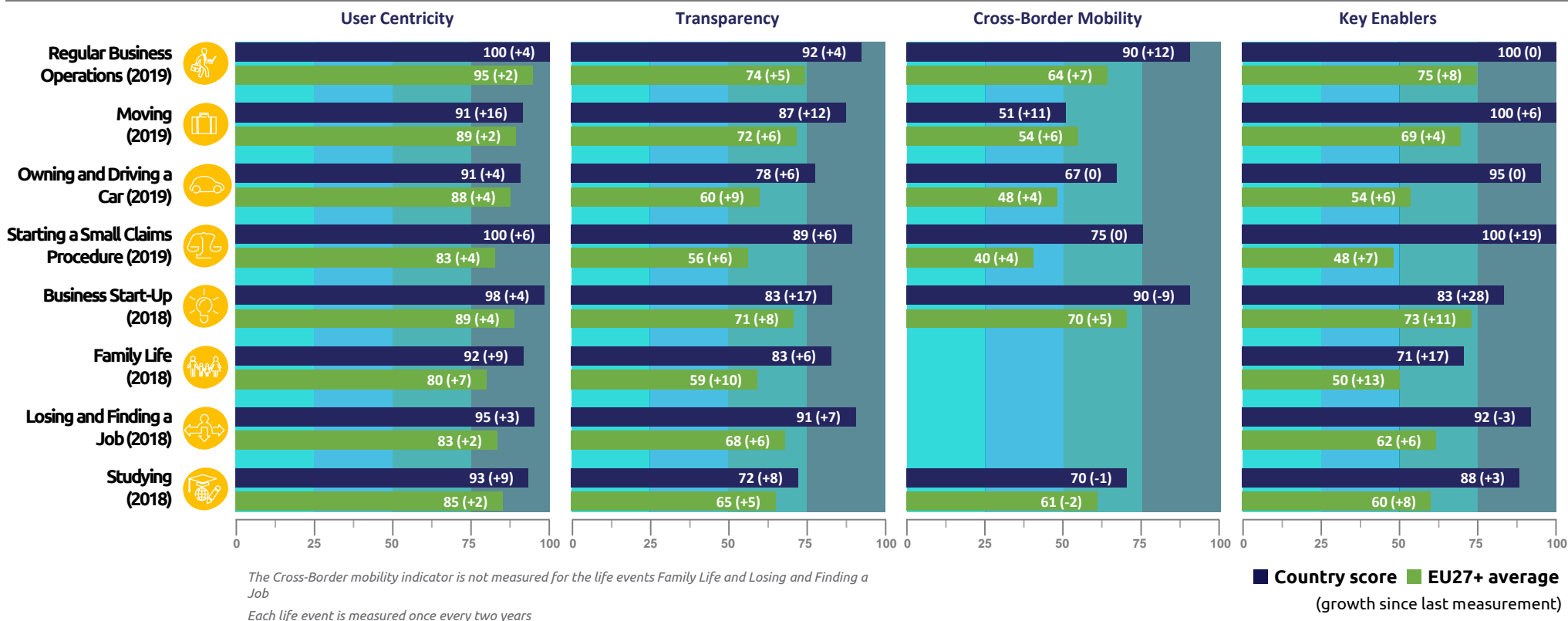
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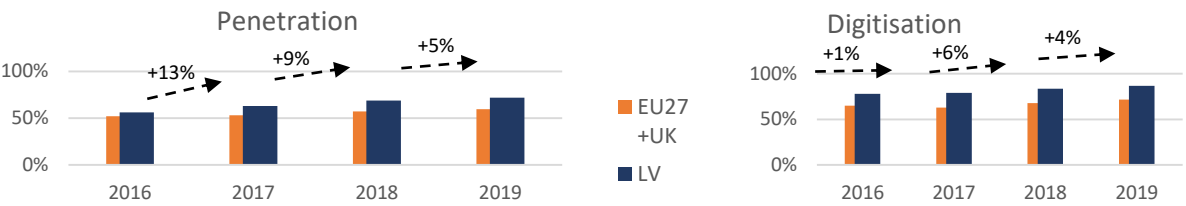
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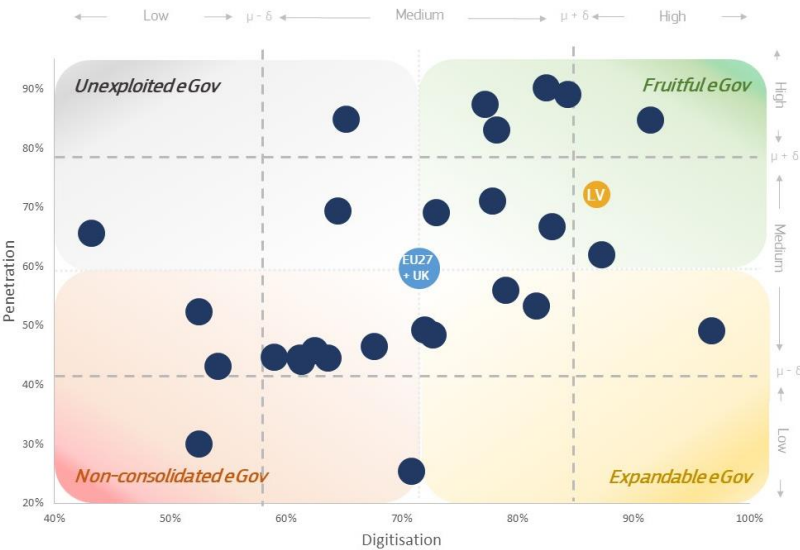
eGovernment Benchlearning performance

Performance

	Penetration	Digitisation
EU27+UK	60%	72%
LV	72%	87%

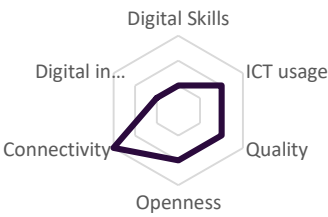


Latvia is characterised by a high level of Digitisation and medium-high level Penetration. Latvia is in the cluster of Fruitful eGov scenario, a scenario that includes the best-in-class countries, which perform at a Digitisation and Penetration level above average. In the last four years, Latvia always increased its performance, confirming a level of Penetration and Digitisation above the European average.



Relative Indicators and Environment

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU27 + UK	50%	58%	70%	69%	52%	44%
LV	35%	54%	67%	71%	62%	28%



Latvia’s relative indicators show a country with almost all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. The peculiarity of Latvia is a low level of Digital in private sector, an indicator that identifies the digitisation of businesses and their exploitation of online sales channels, as well as a low level of user’s digital skills.

Considerations

Penetration
Outperforming
Digitisation
Outperforming

Latvia is a country with almost all the environmental characteristics in line with the European average. Furthermore is Outperforming in both Penetration and Digitisation. Looking at the results of the analysis, Latvia has both high Digitisation of the front- and the back-offices and widespread digital services (Penetration).

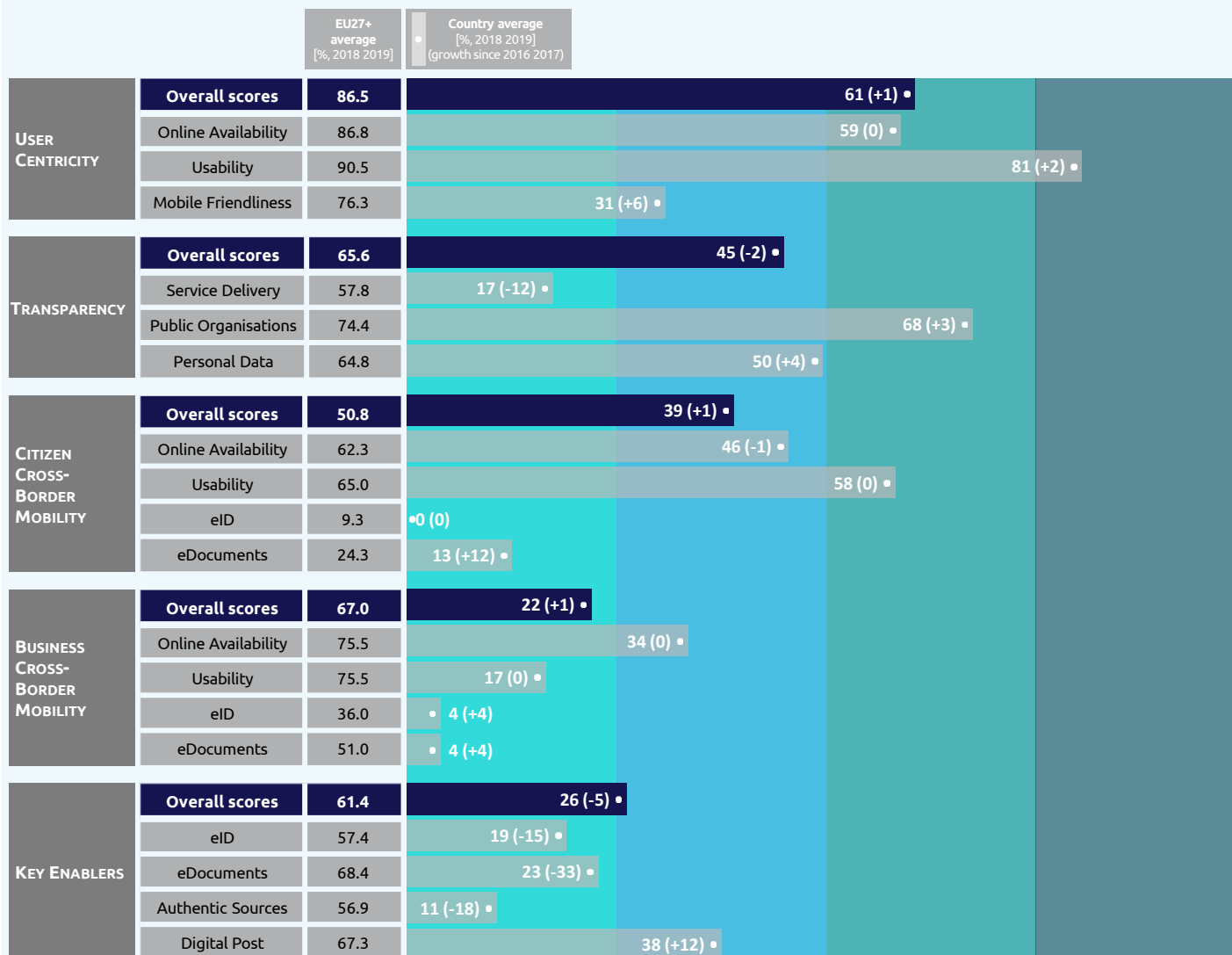


MONTENEGRO

eGOVERNMENT STATE OF PLAY 2020



eGovernment performance across policy priorities



How are services delivered?

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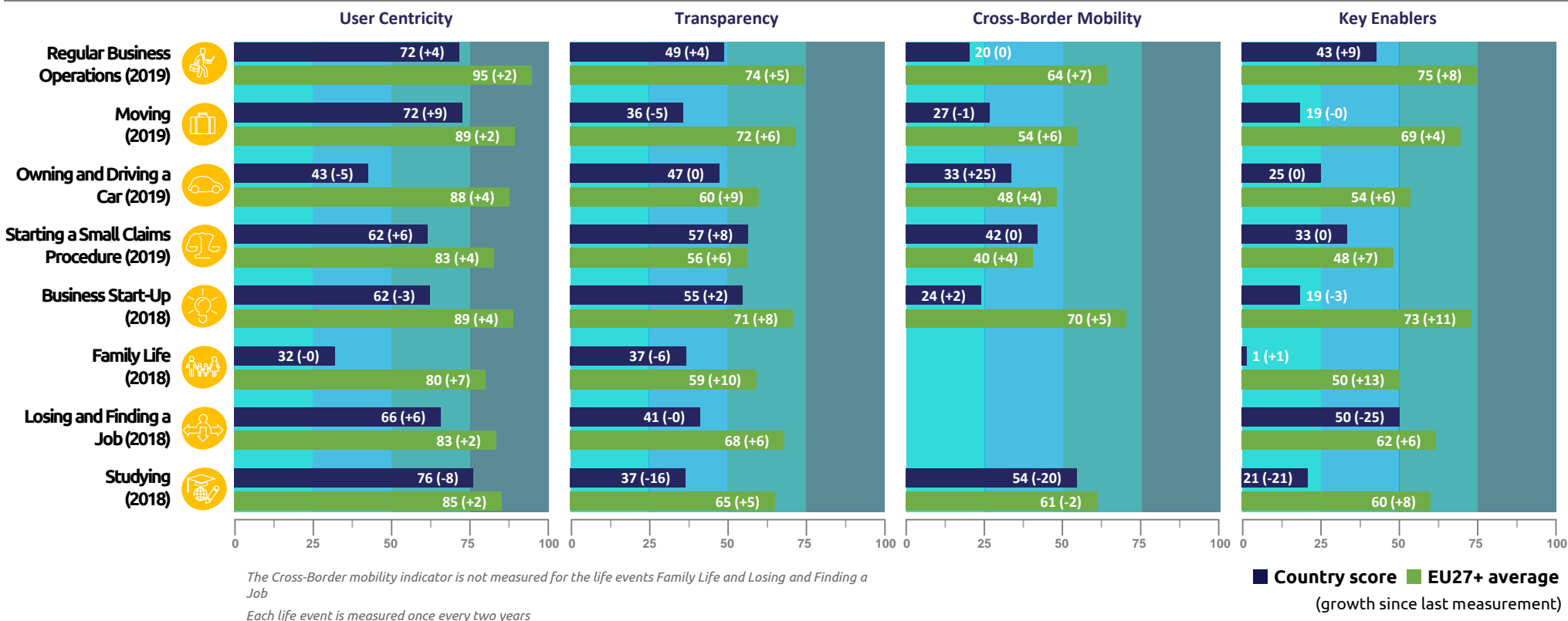
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eGovernment performance of life events (domains)



Life event descriptions

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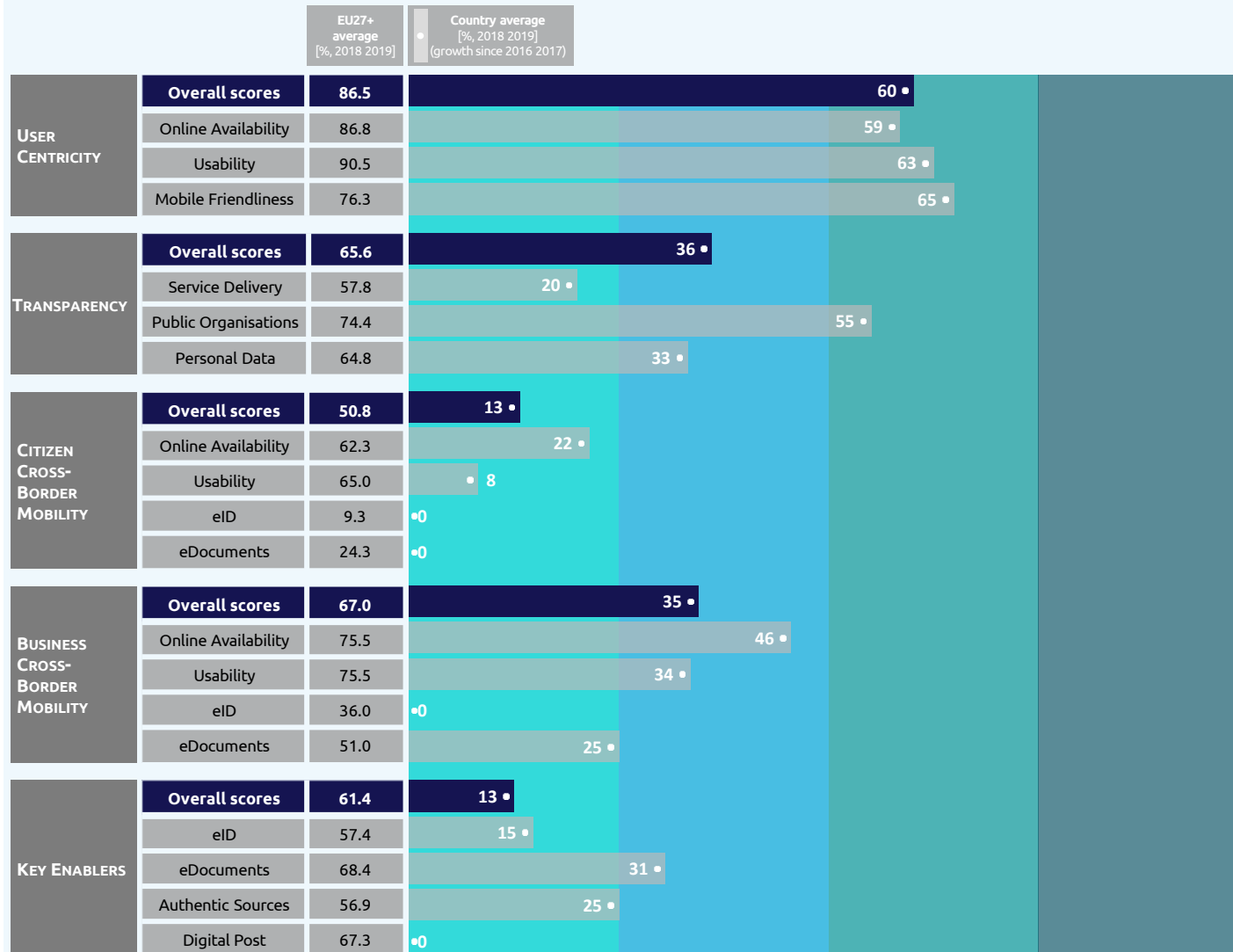


NORTH MACEDONIA

eGOVERNMENT STATE OF PLAY 2020



eGovernment performance across policy priorities



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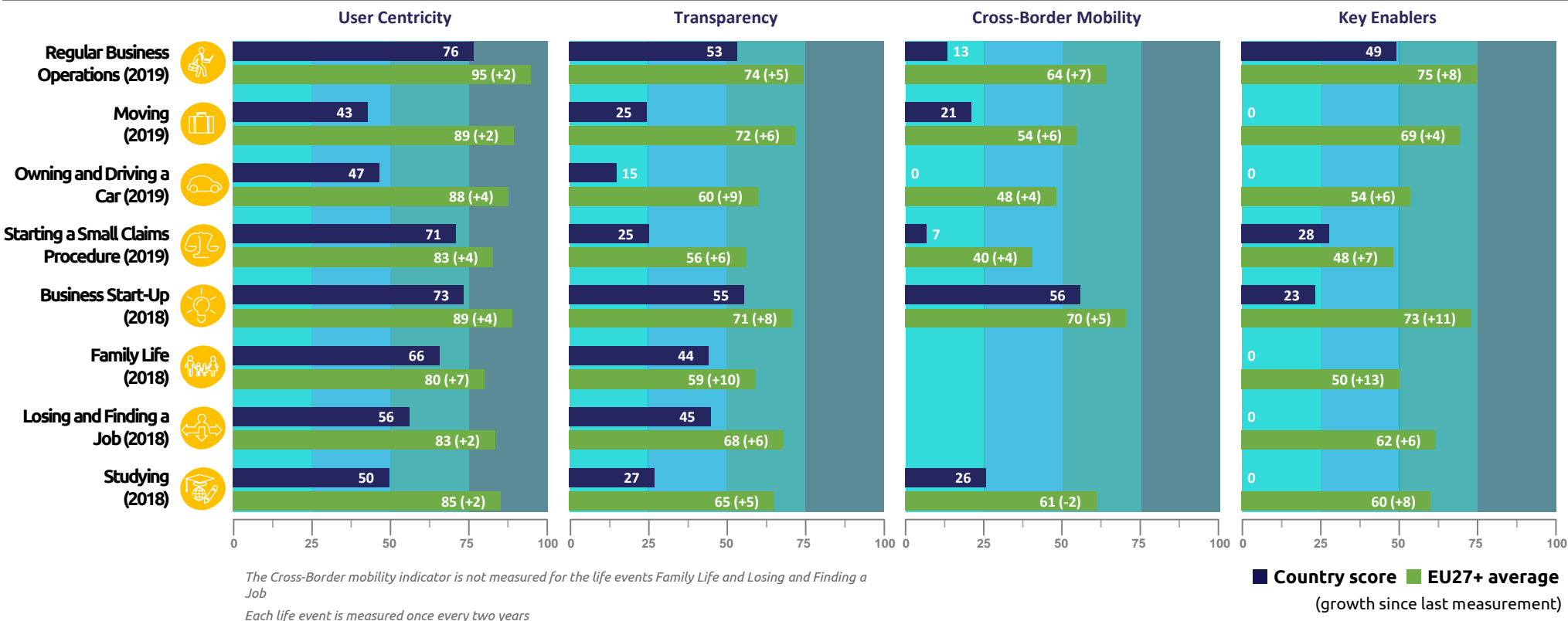
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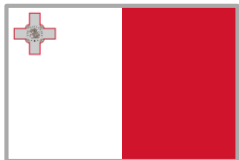
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MALTA

eGOVERNMENT STATE OF PLAY 2020



eGovernment performance across policy priorities

		EU27+ average [%; 2018 2019]	Country average [%; 2018 2019] (growth since 2016 2017)
USER CENTRICITY	Overall scores	86.5	99 (+1) •
	Online Availability	86.8	100 (0) •
	Usability	90.5	100 (0) •
	Mobile Friendliness	76.3	93 (+10) •
TRANSPARENCY	Overall scores	65.6	98 (+3) •
	Service Delivery	57.8	99 (0) •
	Public Organisations	74.4	96 (+1) •
	Personal Data	64.8	98 (+9) •
CITIZEN CROSS-BORDER MOBILITY	Overall scores	50.8	87 (0) •
	Online Availability	62.3	100 (0) •
	Usability	65.0	100 (0) •
	eID	9.3	45 (+1) •
	eDocuments	24.3	50 (-50) •
BUSINESS CROSS-BORDER MOBILITY	Overall scores	67.0	89 (0) •
	Online Availability	75.5	90 (0) •
	Usability	75.5	100 (0) •
	eID	36.0	75 (0) •
	eDocuments	51.0	100 (0) •
KEY ENABLERS	Overall scores	61.4	100 (+1) •
	eID	57.4	100 (+4) •
	eDocuments	68.4	100 (0) •
	Authentic Sources	56.9	100 (0) •
	Digital Post	67.3	100 (0) •

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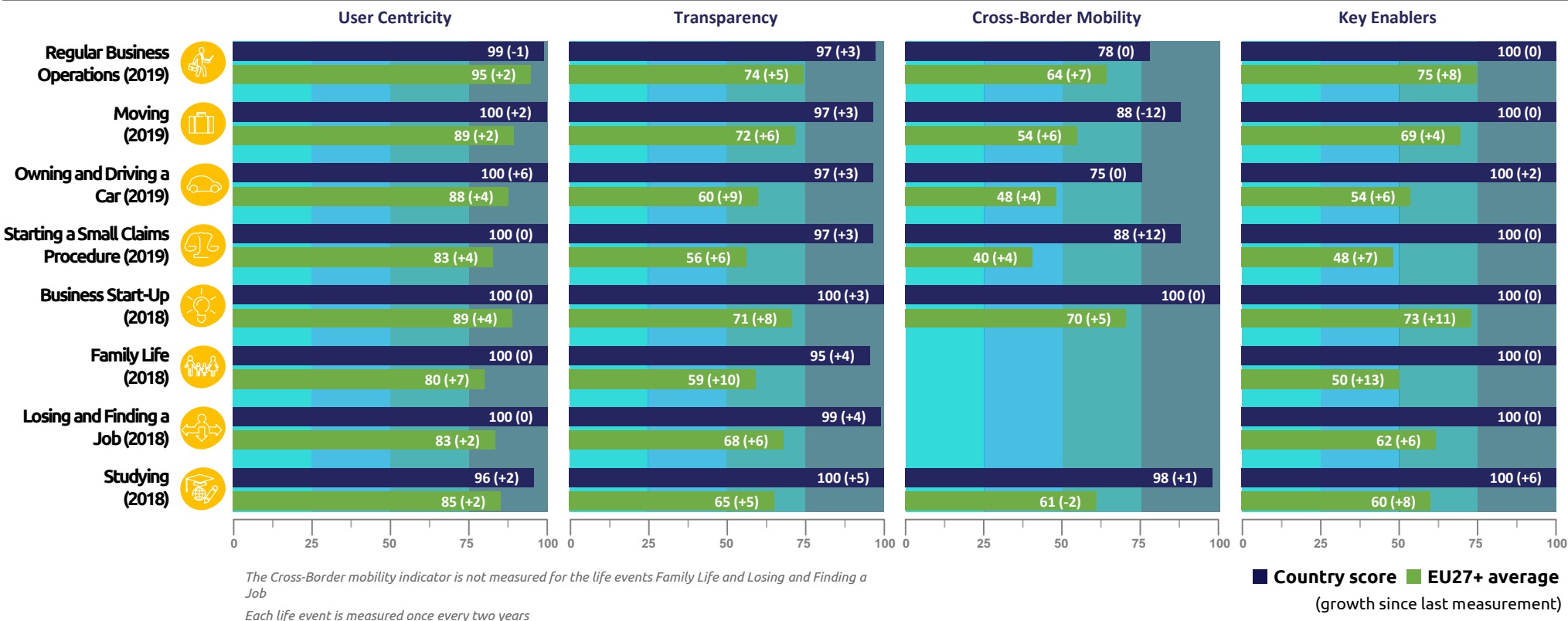
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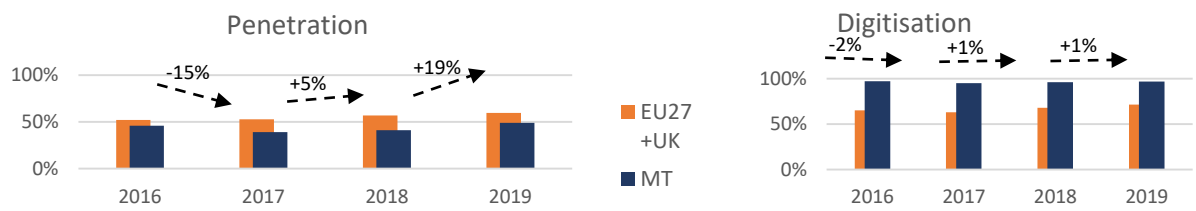
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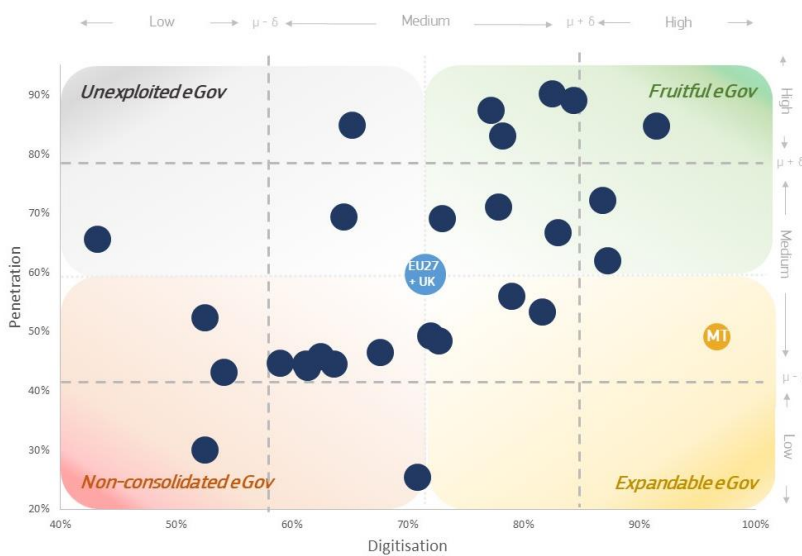
eGovernment Benchlearning performance

Performance

	Penetration	Digitisation
EU27+UK	60%	72%
MT	49%	97%

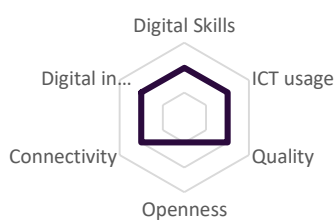


Malta is characterised by a medium-low level of Penetration and a very high level of Digitisation. Therefore, Malta is part of the Expandable eGov scenario, a scenario where the innovation process has been carried out efficiently, but there is the desirability to expand the number of online users, to realise all potential advantages. The highest European level of Digitisation of the back- and front-offices (97%) and a Penetration level only slightly lower than the European average characterise Malta. In the last year Malta improved significantly its Penetration level, whereas it is still below the European average.



Relative Indicators and Environment

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU27 + UK	50%	58%	70%	69%	52%	44%
MT	62%	66%	68%	57%	59%	55%



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

Considerations

Penetration
Underperforming
Digitisation
Overperforming

Matching relative and absolute indicators, Malta seems to have a very different position regarding the Penetration and the Digitisation level. Malta is the only European country Outperforming in Digitisation and at the same time Underperforming in Penetration. Malta, compared with countries with similar environmental characteristics, seems to have reached a satisfying level of digitisation of the front- and the back-offices. However, Malta's online services seem to be not so widespread all over the country.

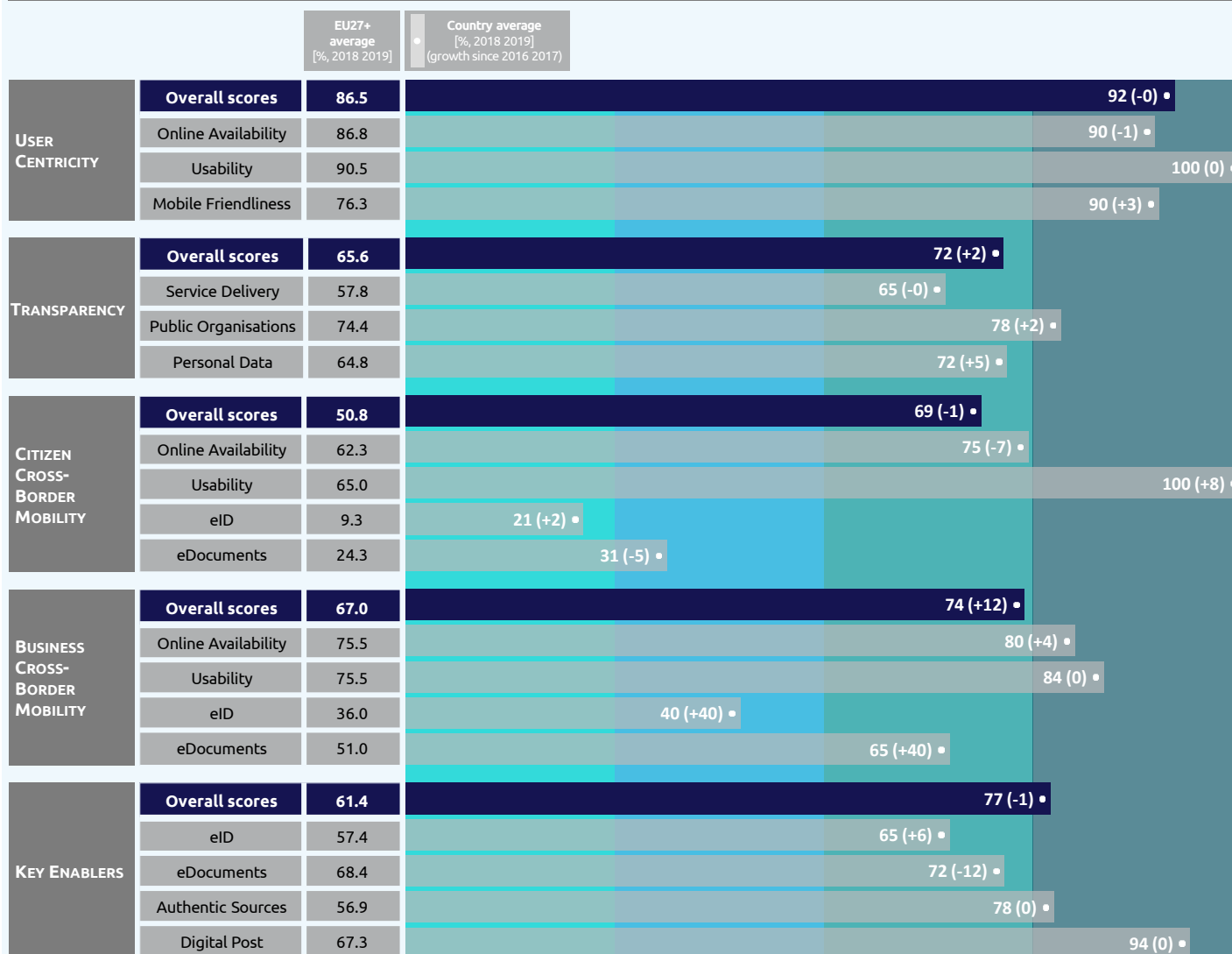


THE NETHERLANDS

eGOVERNMENT STATE OF PLAY 2020



eGovernment performance across policy priorities



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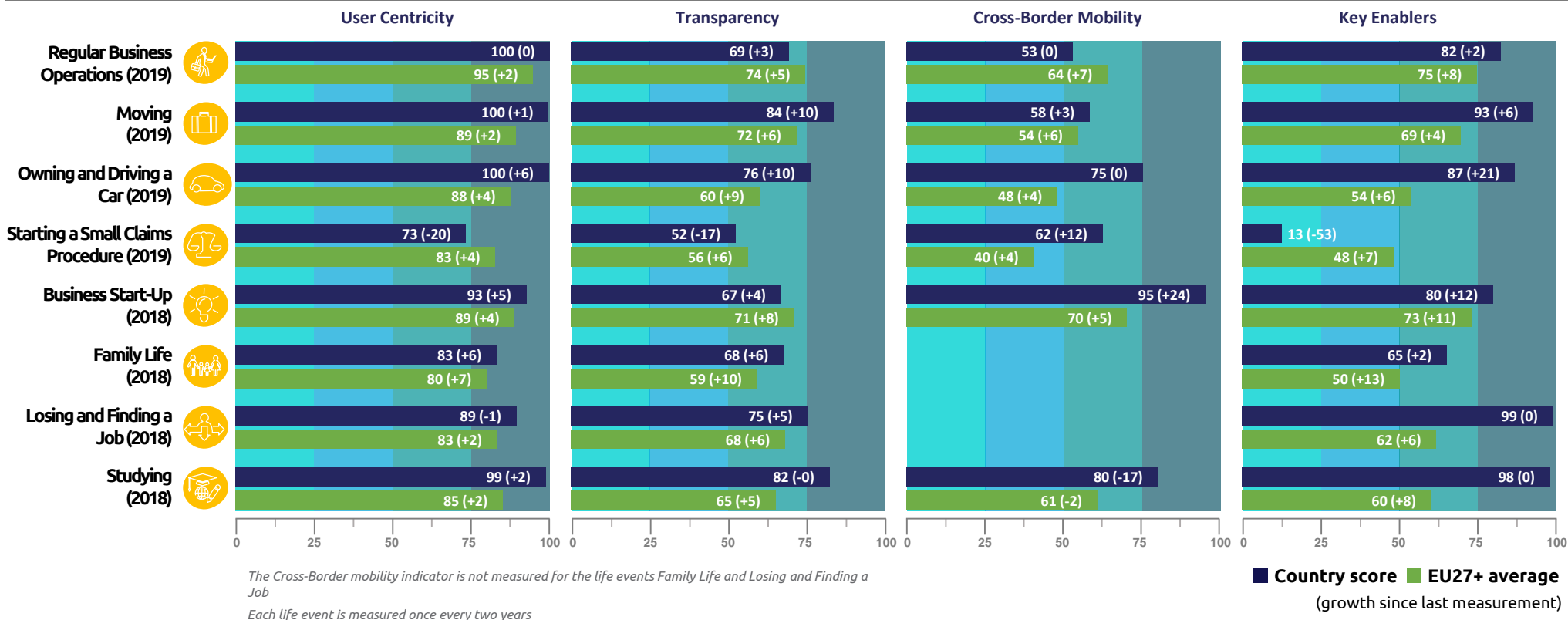
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eGovernment performance of life events (domains)



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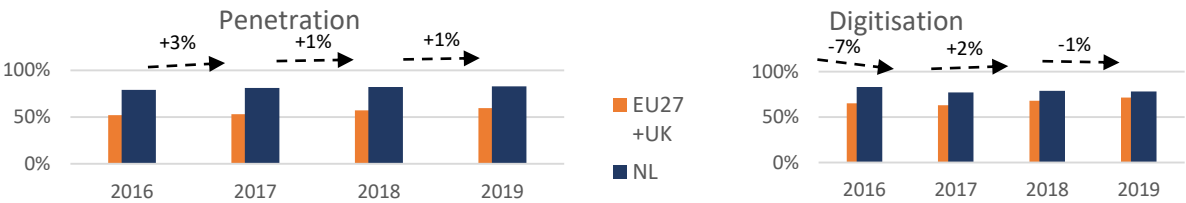
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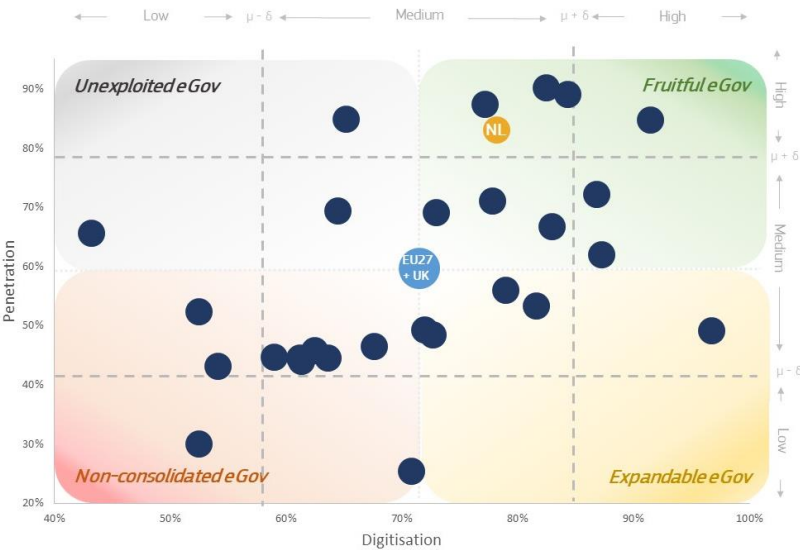
eGovernment Benchlearning performance

Performance

	Penetration	Digitisation
EU27+UK	60%	72%
NL	83%	78%

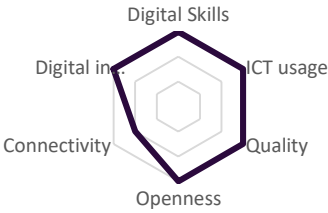


A high level of Penetration and medium-high level of Digitisation characterise the Netherlands. Therefore, the Netherlands is part of the Fruitful eGov scenario, a scenario that includes the best-in-class countries, which perform at a Digitisation and Penetration level above average. The Netherlands is one of the countries with better overall performances in terms of the widespread of online services (Penetration). In the recent years Netherlands performances had just a slight improvement, but the country remains significantly above the European levels.



Relative Indicators and Environment

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU27 + UK	50%	58%	70%	69%	52%	44%
NL	64%	75%	86%	80%	60%	66%



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

Considerations

Penetration
On-track
Digitisation
On-track

The Netherlands can be considered an On-track country, its performance in Penetration and Digitisation compared with countries with similar relative indicators scores are average. It means that the country reaches the expected level of back- and front-office digitisation and eGovernment services are widespread.



NORWAY

eGOVERNMENT STATE OF PLAY 2020



eGovernment performance across policy priorities

		EU27+ average [% 2018 2019]	Country average [% 2018 2019] (growth since 2016 2017)
USER CENTRICITY	Overall scores	86.5	94 (+3) •
	Online Availability	86.8	94 (+2) •
	Usability	90.5	95 (0) •
	Mobile Friendliness	76.3	92 (+13) •
TRANSPARENCY	Overall scores	65.6	73 (+5) •
	Service Delivery	57.8	63 (+6) •
	Public Organisations	74.4	85 (+2) •
	Personal Data	64.8	73 (+9) •
CITIZEN CROSS-BORDER MOBILITY	Overall scores	50.8	65 (+6) •
	Online Availability	62.3	77 (+3) •
	Usability	65.0	92 (+17) •
	eID	9.3	5 (0)
	eDocuments	24.3	27 (-11) •
BUSINESS CROSS-BORDER MOBILITY	Overall scores	67.0	85 (+2) •
	Online Availability	75.5	97 (+2) •
	Usability	75.5	100 (0) •
	eID	36.0	44 (+4) •
	eDocuments	51.0	46 (+5) •
KEY ENABLERS	Overall scores	61.4	83 (+7) •
	eID	57.4	73 (+8) •
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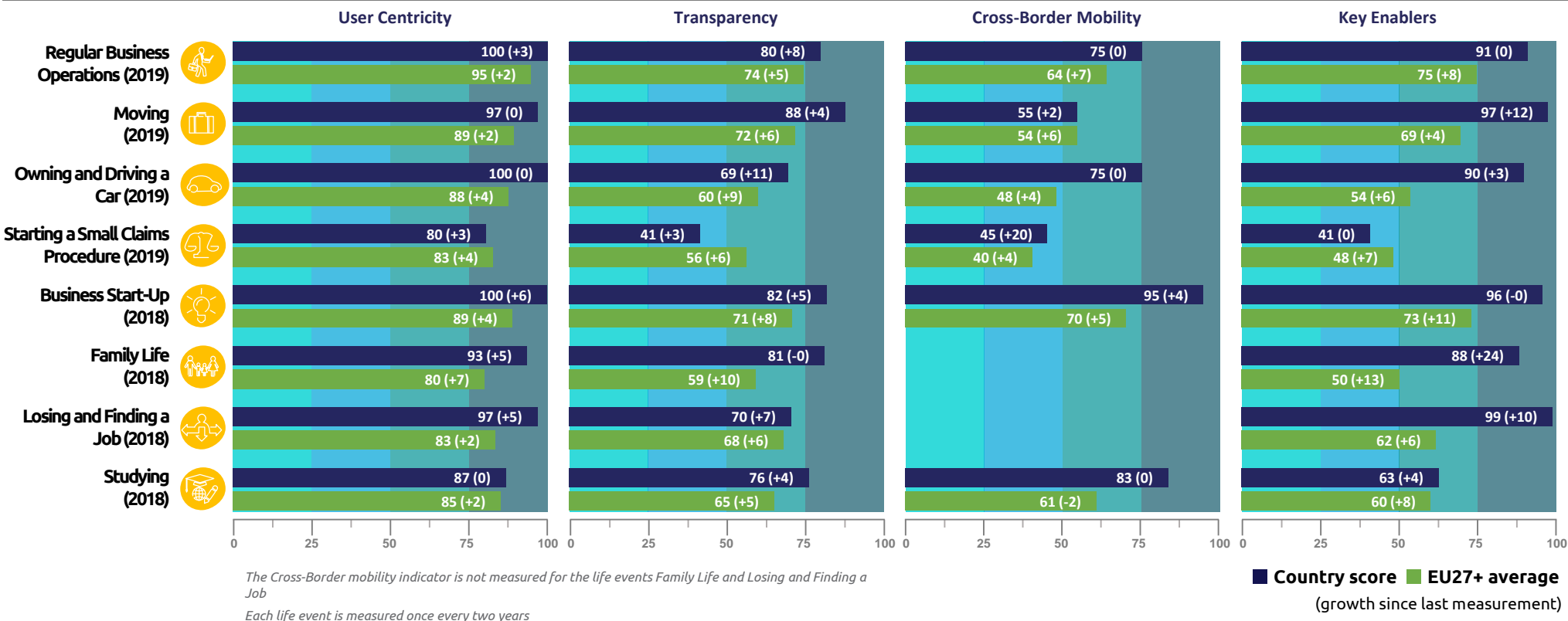
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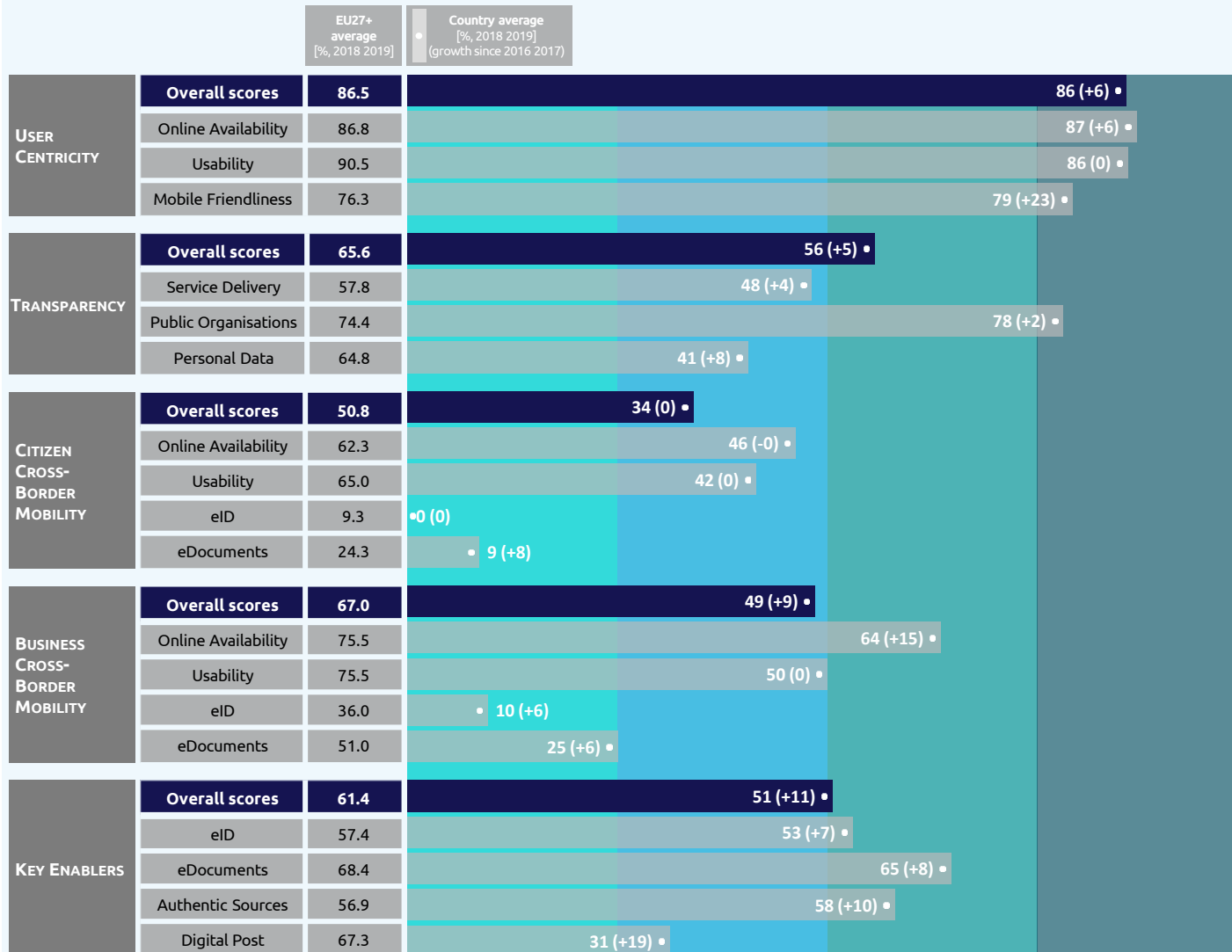


POLAND

eGOVERNMENT STATE OF PLAY 2020



eGovernment performance across policy priorities



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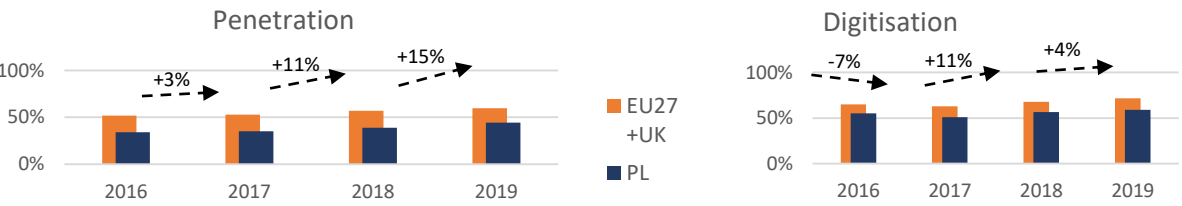
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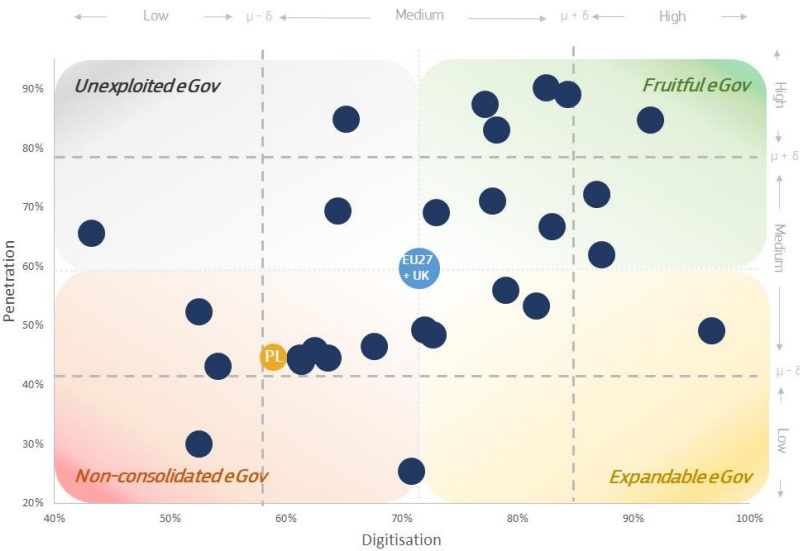
eGovernment Benchlearning performance

Performance

	Penetration	Digitisation
EU27+UK	60%	72%
PL	45%	59%

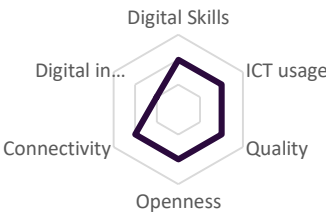


Poland is characterised by a medium-low level of Penetration and a medium-low level of Digitisation. Therefore, Poland is part of the Non consolidated eGov scenario, where countries are not fully exploiting ICT opportunities. In both Penetration and Digitisation Poland’s performances are lower than the European average. However, Poland’s performances, and especially the Penetration level, improved in the last years, but still not sufficient to be aligned with European average.



Relative Indicators and Environment

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU27 + UK	50%	58%	70%	69%	52%	44%
PL	37%	50%	62%	71%	51%	26%



Poland’s relative indicators show a country with almost all environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. In particular, the digitisation of businesses and their exploitation of the online sales channel (Digital in the private sector) and the deployment of broadband infrastructure and its user’s digital skills are both significantly below the average.

Considerations

Penetration
On-track
Digitisation
On-track

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



PORTUGAL

eGOVERNMENT STATE OF PLAY 2020



eGovernment performance across policy priorities

		EU27+ average [%; 2018 2019]	Country average [%; 2018 2019] (growth since 2016 2017)
USER CENTRICITY	Overall scores	86.5	95 (+2) •
	Online Availability	86.8	99 (+1) •
	Usability	90.5	98 (0) •
	Mobile Friendliness	76.3	69 (+5) •
TRANSPARENCY	Overall scores	65.6	80 (+10) •
	Service Delivery	57.8	75 (+10) •
	Public Organisations	74.4	82 (+5) •
	Personal Data	64.8	84 (+15) •
CITIZEN CROSS-BORDER MOBILITY	Overall scores	50.8	52 (+4) •
	Online Availability	62.3	67 (+5) •
	Usability	65.0	67 (0) •
	eID	9.3	5 (+5)
	eDocuments	24.3	8 (+8)
BUSINESS CROSS-BORDER MOBILITY	Overall scores	67.0	78 (0) •
	Online Availability	75.5	80 (0) •
	Usability	75.5	100 (0) •
	eID	36.0	50 (0) •
	eDocuments	51.0	100 (0) •
KEY ENABLERS	Overall scores	61.4	84 (+13) •
	eID	57.4	75 (+4) •
	eDocuments	68.4	91 (+2) •
	Authentic Sources	56.9	82 (+8) •
	Digital Post	67.3	88 (+38) •

How are services delivered?

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

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

Usability: indicates if support, help and (interactive) feedback functionalities are online.

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

The top-level benchmark **Transparency** indicates to what extent governments are transparent regarding:

Transparency of Public Organizations: indicates how transparent governments are about 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 benchmarks for **Citizen and Business Cross-Border Mobility** indicates to what extent EU citizens can use online services 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.

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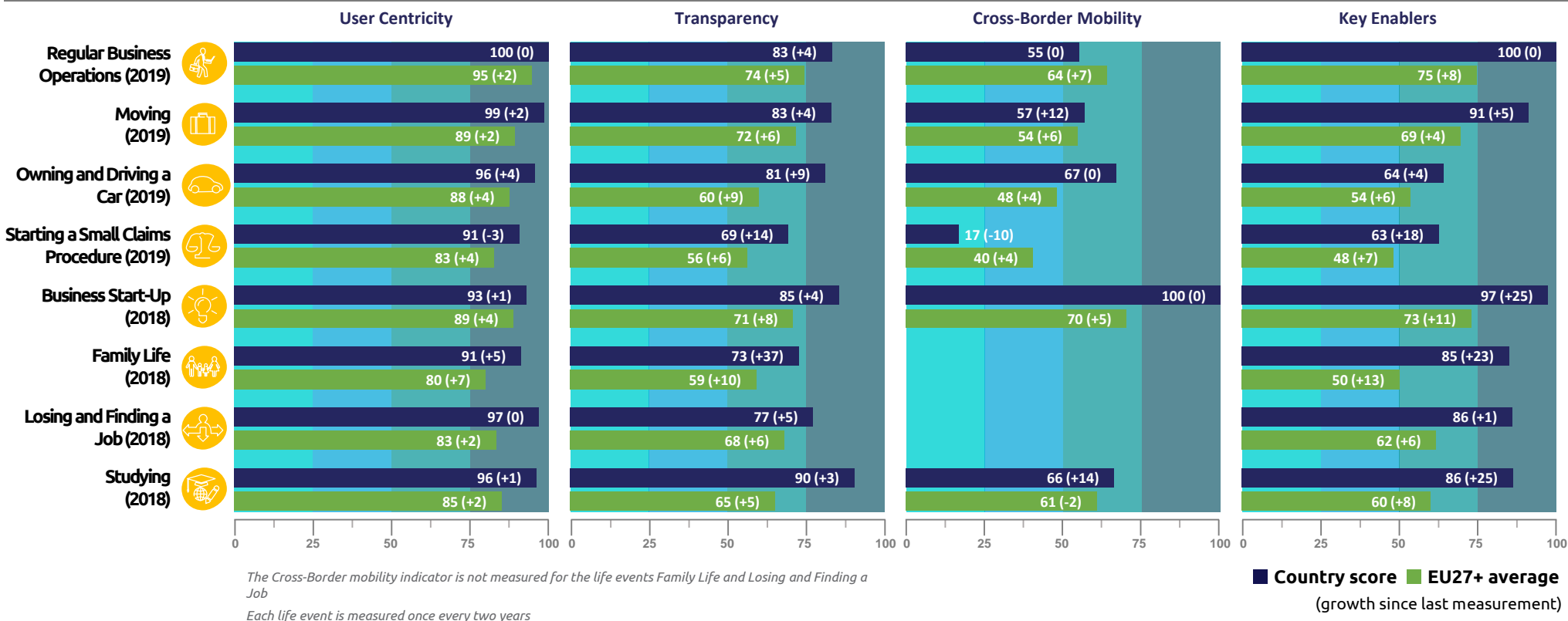
eDocuments: indicates if eDocuments can be transmitted from country A to country B.

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These are: electronic Identification (**eID**), electronic documents (**eDocuments**), **Authentic Sources**, and **Digital Post**. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through personal mailboxes or other digital mail solutions.



eGovernment performance of life events (domains)



Life event descriptions

Regular Business Operations (2019)

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

Moving (2019)

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

Owning and Driving a Car (2019)

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

Starting a Small Claims Procedure (2019)

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

Business Start-up and Early Trading Operations (2018)

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

Losing and Finding a Job (2018)

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

Family life (2018)

Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

Studying (2018)

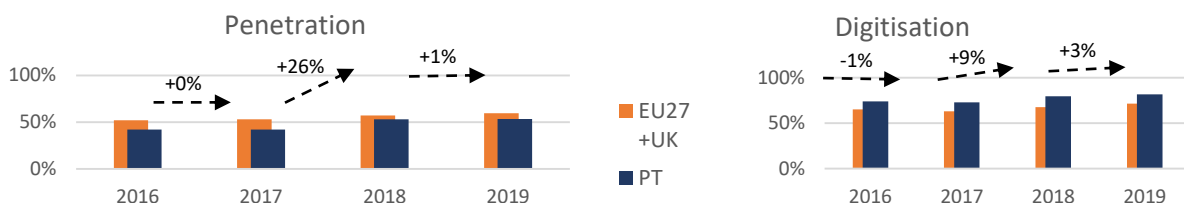
In this life event, comprising of 14 services, it is evaluated to what extent enrolment higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance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



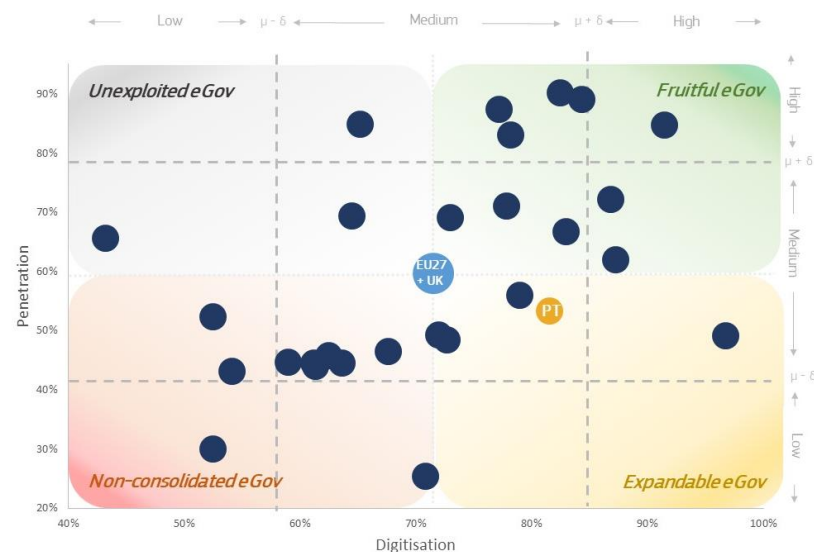
eGovernment Benchlearning performance

Performance

	Penetration	Digitisation
EU27+UK	60%	72%
PT	53%	82%

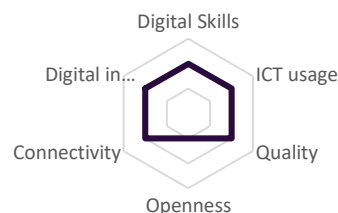


Portugal is characterised by a medium-high level of Digitisation and a medium level of Penetration. Therefore, Portugal is part of the Expandable eGov scenario, a scenario where the innovation process has been carried out efficiently, but there is the desirability to expand the number of online users, to realise all potential advantages. The country had a significant growth from 2017 to 2018 and its performances remained constant in 2019.



Relative Indicators and Environment

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU27 + UK	50%	58%	70%	69%	52%	44%
PT	38%	48%	69%	58%	54%	41%



Portugal's relative indicators show a country with almost all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. The peculiarity of Portugal is a low level of the Digital Skills of the population.

Considerations

Penetration

On-track

Digitisation

Outperforming

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

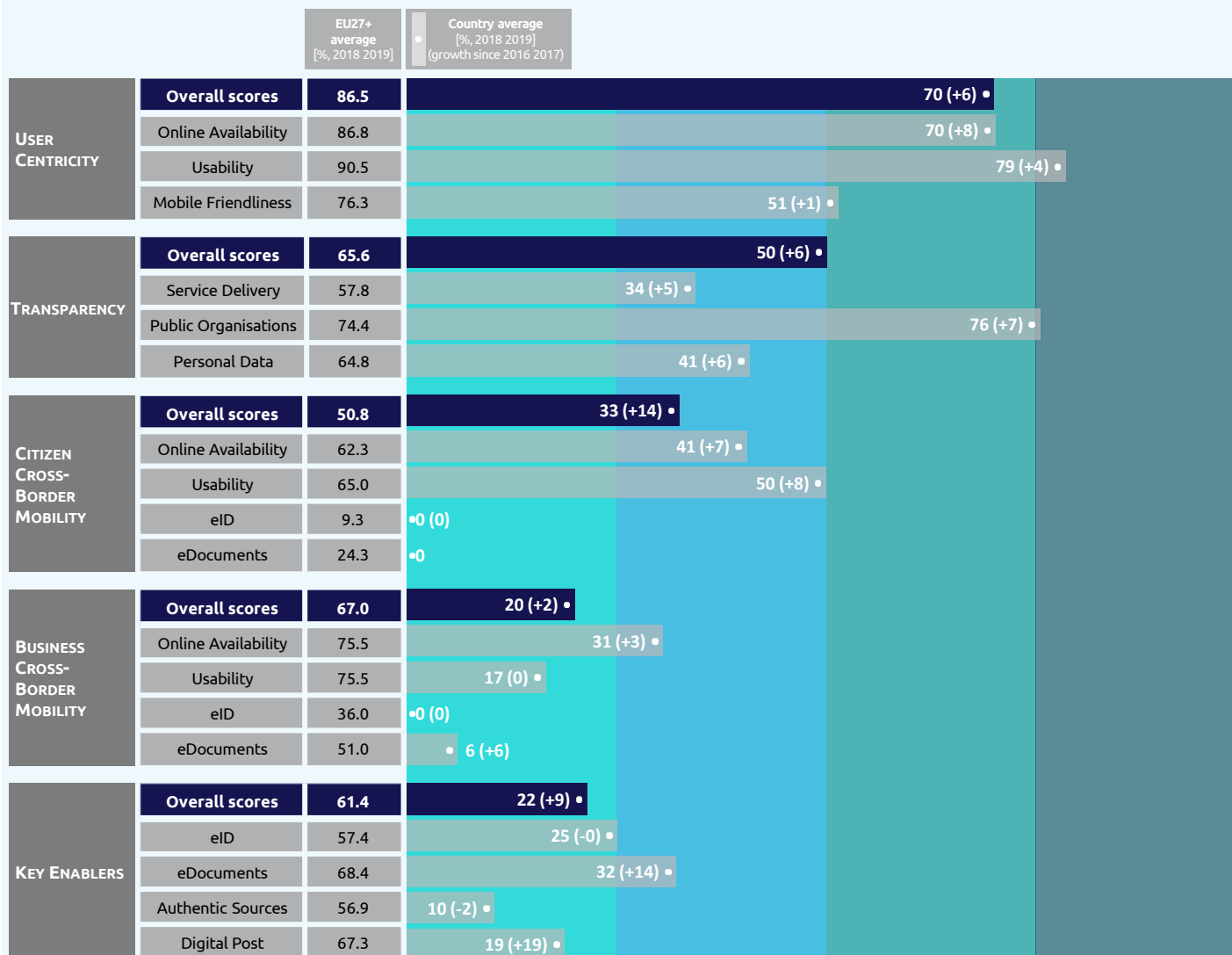


ROMANIA

eGOVERNMENT STATE OF PLAY 2020



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, how the online journey is supported and if public websites are mobile friendly.

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

Usability: indicates if support, help and (interactive) feedback functionalities are online.

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

The top-level benchmarks for **Citizen and Business Cross-Border Mobility** indicates to what extent EU citizens can use online services 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.

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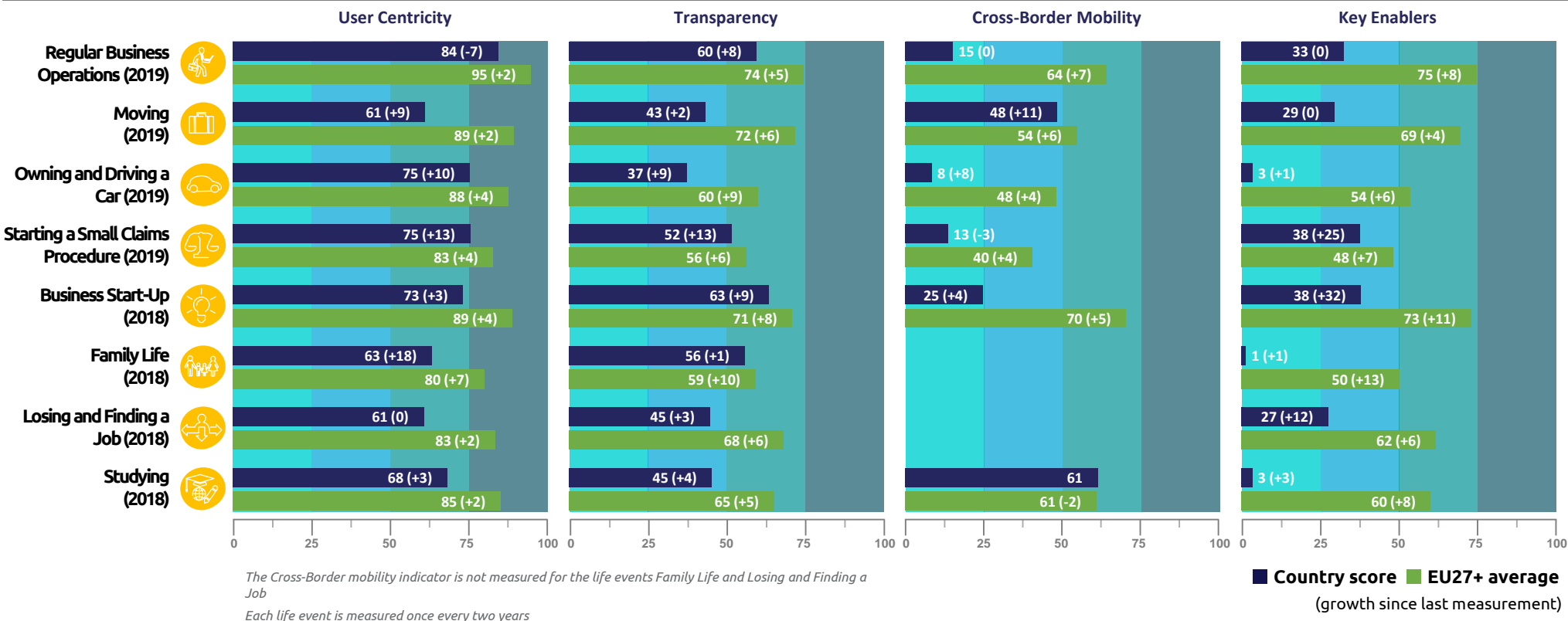
eDocuments: indicates if eDocuments can be transmitted from country A to country B.

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These are: electronic Identification (**eID**), electronic documents (**eDocuments**), **Authentic Sources**, and **Digital Post**. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through personal mailboxes or other digital mail solutions.



eGovernment performance of life events (domains)



Life event descriptions

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Family life (2018)

Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

Studying (2018)

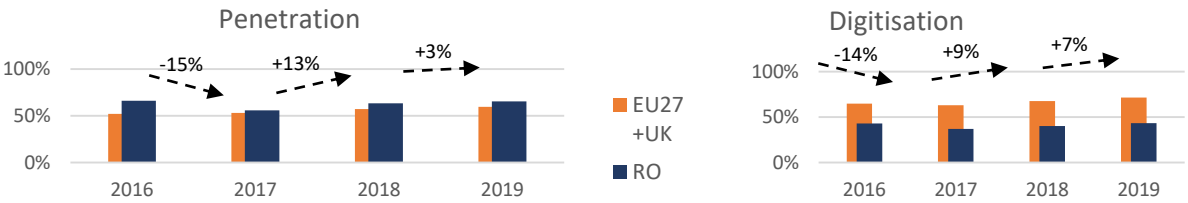
In this life event, comprising of 14 services, it is evaluated to what extent enrolment higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance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



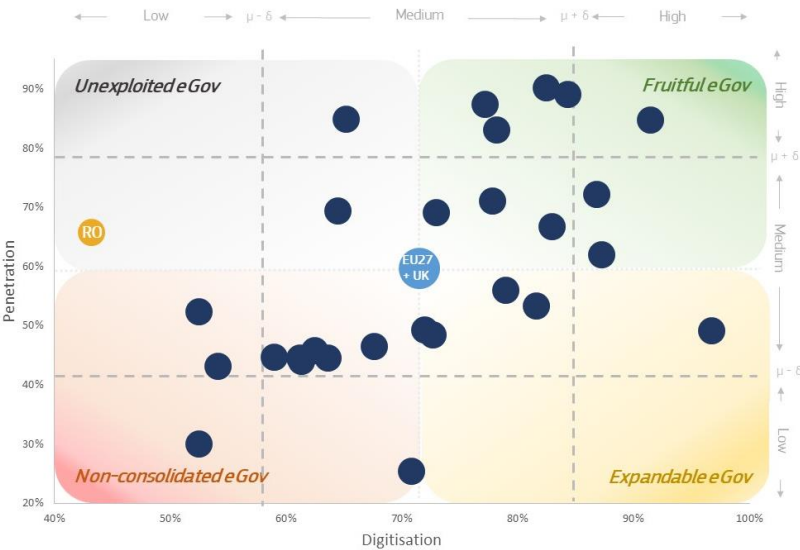
eGovernment Benchlearning performance

Performance

	Penetration	Digitisation
EU27+UK	60%	72%
RO	66%	43%

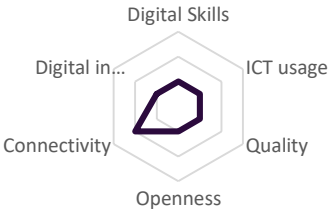


Romania has a medium-high Penetration level and a low Digitisation level. Therefore, Romania is part of the Unexploited eGov scenario, a scenario that includes countries that might still be in an ongoing digitisation process, but with a high number of citizens using eGovernment services. Romania in particular has the lowest level (43%) of back- and front- office digitisation (Digitisation), but widespread of eGovernment services (Penetration) above the average. In the last years, the performance levels have increased following the European trend.



Relative Indicators and Environment

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU27 + UK	50%	58%	70%	69%	52%	44%
RO	33%	36%	51%	58%	56%	25%



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

Considerations

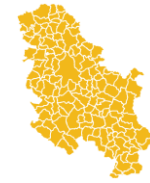
Penetration
Outperforming
Digitisation
Underperforming

By comparing performances of countries with similar relative indicator scores, Romania scores Outperforming in Penetration and is Underperforming in Digitisation. The Penetration level is higher than the one of the European countries with similar relative performances: Romania seems to have implemented good policies in order to increase eGovernment usage. On the other hand, the Digitisation level is still relatively low, also compared with similar country. Romania's eGovernment maturity process seems to be benefiting from a digitisation of the back- and the front- office.

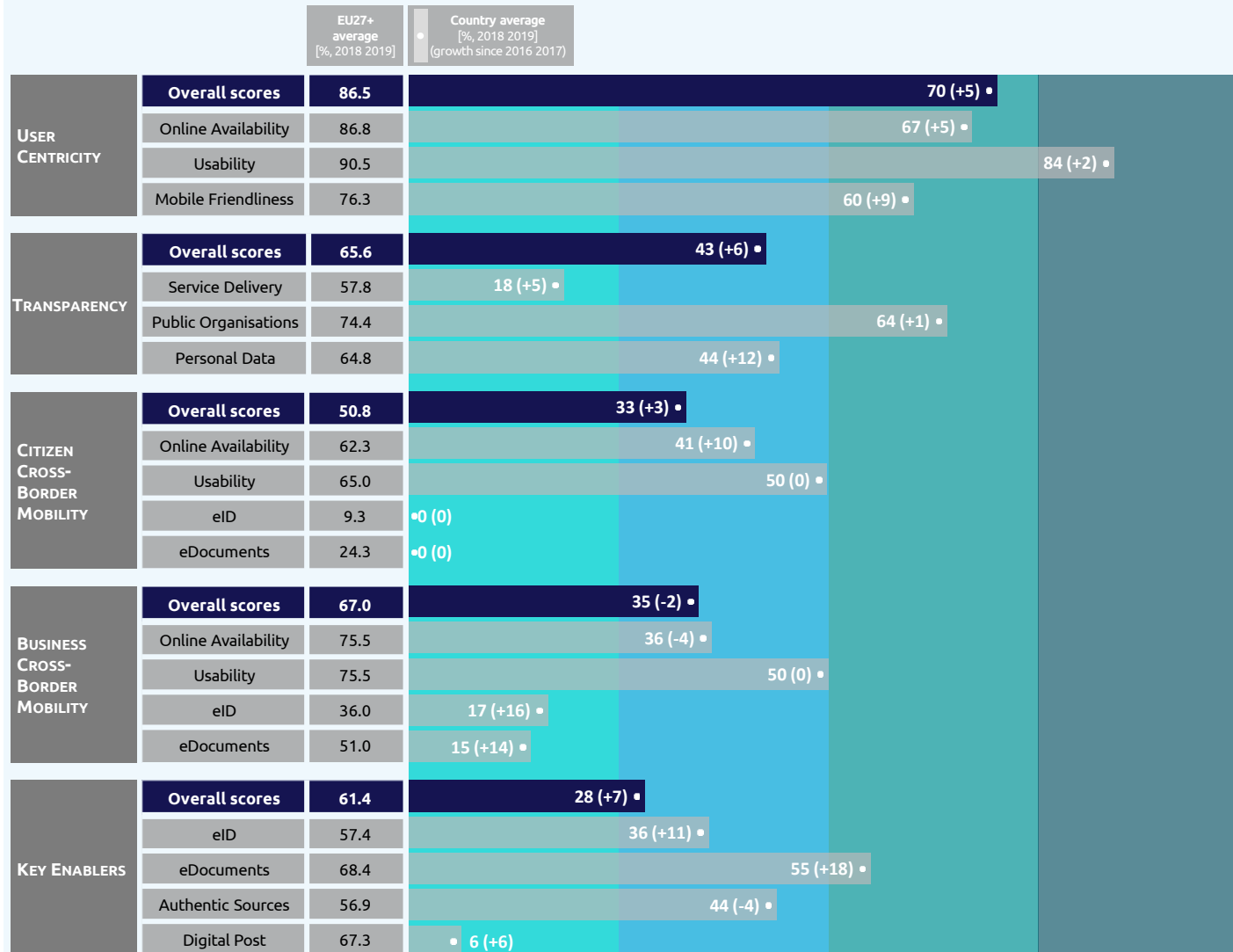


REPUBLIC OF SERBIA

eGOVERNMENT STATE OF PLAY 2020



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, how the online journey is supported and if public websites are mobile friendly.

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

Usability: indicates if support, help and (interactive) feedback functionalities are online.

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

The top-level benchmarks for **Citizen and Business Cross-Border Mobility** indicate to what extent EU citizens can use online services another country.

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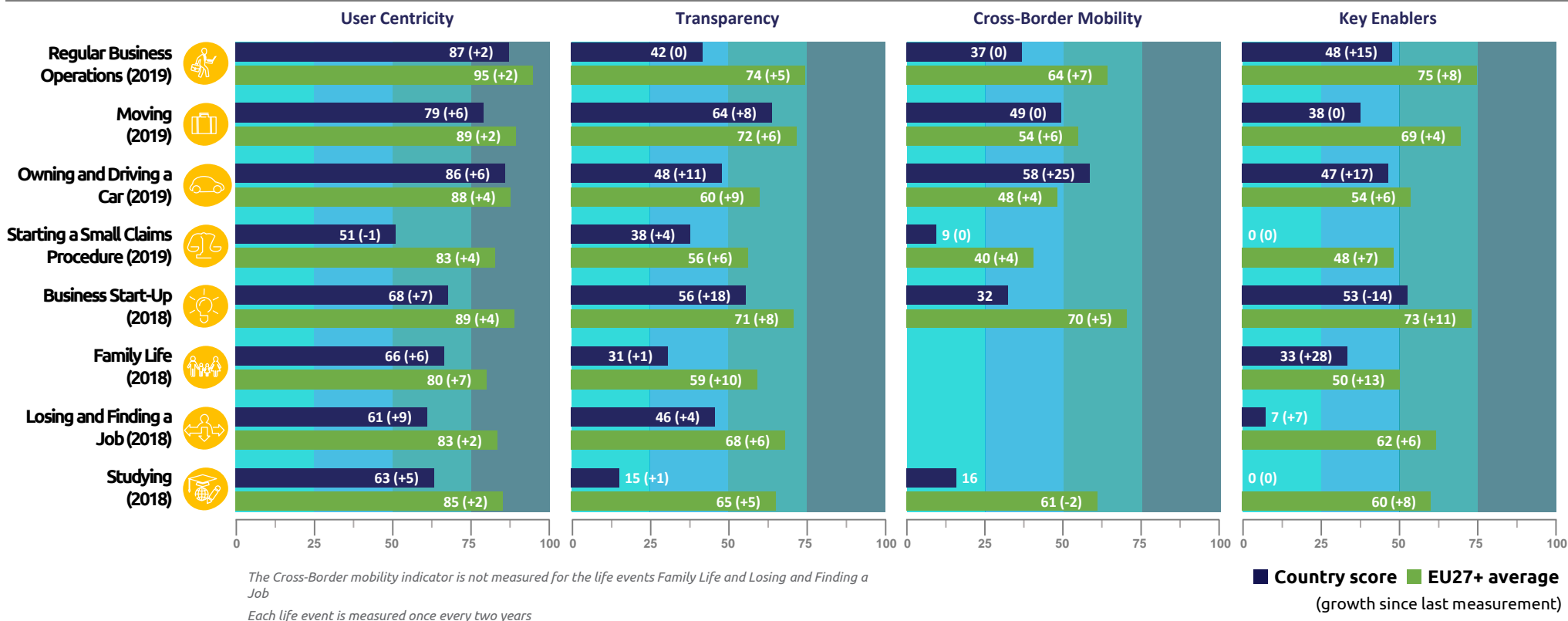
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The top-level benchmark **Key Enablers** indicate the extent to which 4 technical pre-conditions are available online.

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eGovernment performance of life events (domains)



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



SWEDEN

eGOVERNMENT STATE OF PLAY 2020



eGovernment performance across policy priorities

		EU27+ average [%; 2018 2019]	Country average [%; 2018 2019] (growth since 2016 2017)
USER CENTRICITY	Overall scores	86.5	92 (+2) •
	Online Availability	86.8	92 (+2) •
	Usability	90.5	93 (0) •
	Mobile Friendliness	76.3	91 (+13) •
TRANSPARENCY	Overall scores	65.6	72 (+5) •
	Service Delivery	57.8	66 (+11) •
	Public Organisations	74.4	76 (+2) •
	Personal Data	64.8	75 (+4) •
CITIZEN CROSS-BORDER MOBILITY	Overall scores	50.8	75 (+1) •
	Online Availability	62.3	99 (+2) •
	Usability	65.0	84 (0) •
	eID	9.3	•0 (0)
	eDocuments	24.3	50 (0) •
BUSINESS CROSS-BORDER MOBILITY	Overall scores	67.0	77 (0) •
	Online Availability	75.5	90 (0) •
	Usability	75.5	84 (0) •
	eID	36.0	34 (+2) •
	eDocuments	51.0	100 (0) •
KEY ENABLERS	Overall scores	61.4	69 (+2) •
	eID	57.4	56 (+3) •
	eDocuments	68.4	69 (+4) •
	Authentic Sources	56.9	76 (+2) •
	Digital Post	67.3	75 (0) •

How are services delivered?

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The top-level benchmarks for **Citizen and Business Cross-Border Mobility** indicates to what extent EU citizens can use online services another country.

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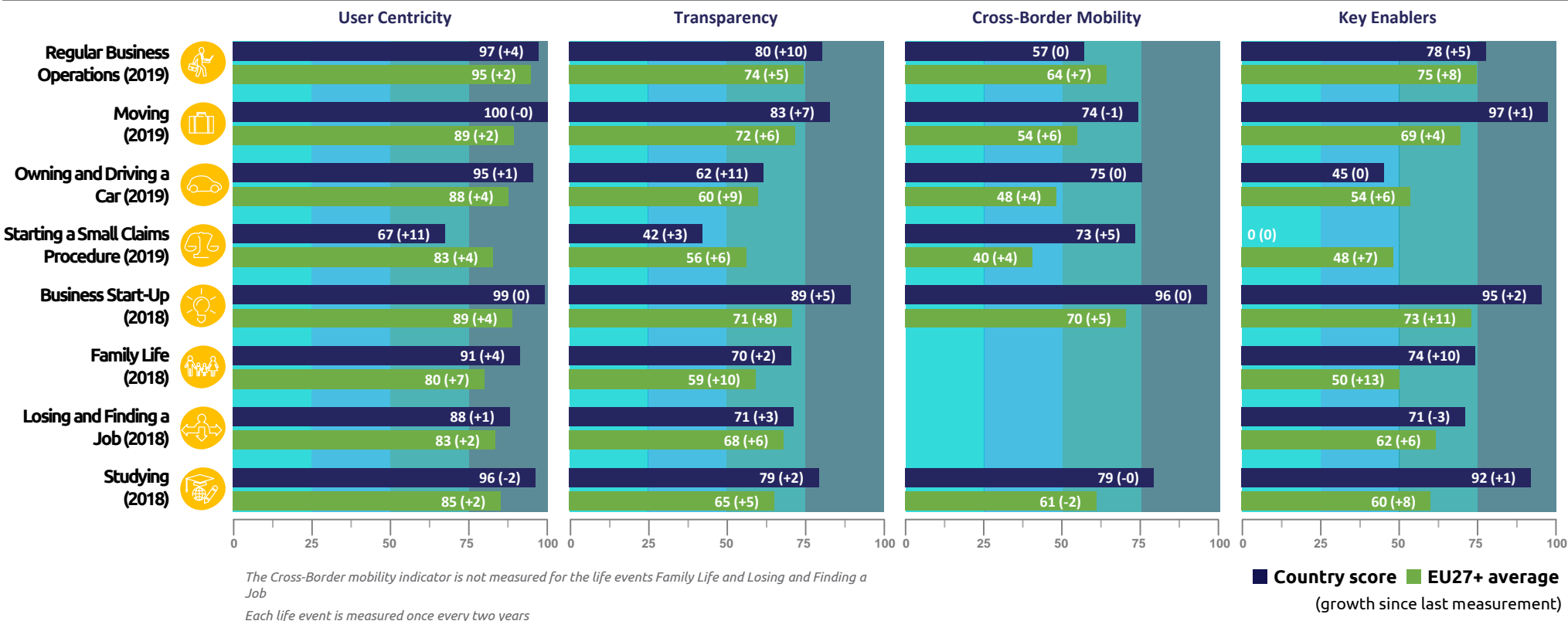
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eGovernment performance of life events (domains)



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Studying (2018)

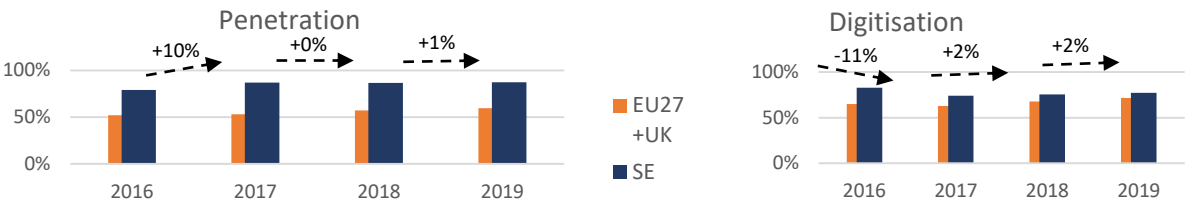
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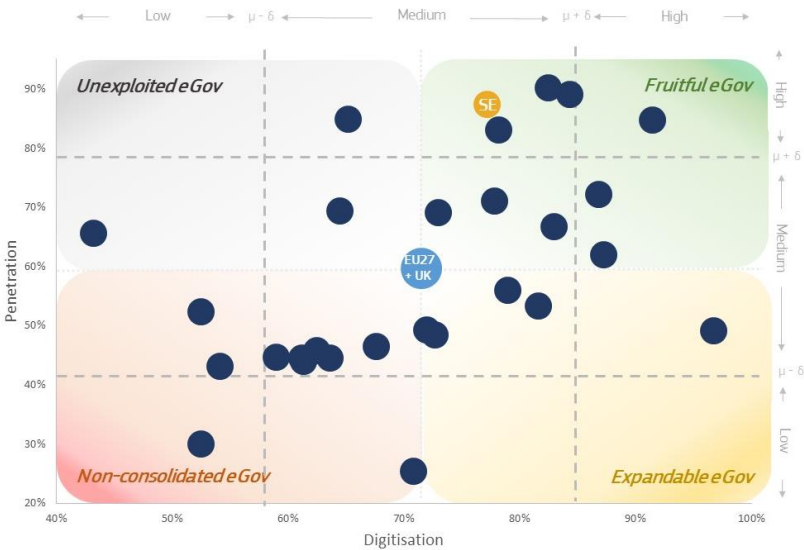
eGovernment Benchlearning performance

Performance

	Penetration	Digitisation
EU27+UK	60%	72%
SE	87%	77%

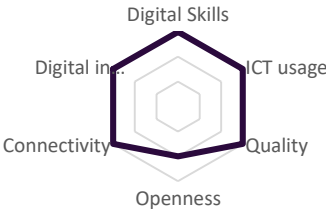


A medium-high level of Digitisation and a high level of Penetration characterise Sweden. Sweden is part of the Fruitful eGov scenario, that includes the best-in-class countries, which perform at a Digitisation and Penetration level above average. Sweden among the countries with better overall performances in terms of eGovernment maturity: it has one of the highest Penetration performance (87%) and one of the highest Digitisation level of back- and front-office (77%). Over the last two years Sweden’s performances had a slightly positive growth.



Relative Indicators and Environment

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU27 + UK	50%	58%	70%	69%	52%	44%
SE	72%	76%	86%	69%	64%	62%



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

Considerations

Penetration
On-track
Digitisation
On-track

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



SLOVENIA

eGOVERNMENT STATE OF PLAY 2020



eGovernment performance across policy priorities

		EU27+ average [%; 2018 2019]	Country average [%; 2018 2019] (growth since 2016 2017)
USER CENTRICITY	Overall scores	86.5	89 (+8) •
	Online Availability	86.8	91 (+7) •
	Usability	90.5	91 (+11) •
	Mobile Friendliness	76.3	69 (+14) •
TRANSPARENCY	Overall scores	65.6	70 (+26) •
	Service Delivery	57.8	75 (+29) •
	Public Organisations	74.4	70 (+12) •
	Personal Data	64.8	65 (+36) •
CITIZEN CROSS-BORDER MOBILITY	Overall scores	50.8	67 (+7) •
	Online Availability	62.3	74 (+12) •
	Usability	65.0	100 (0) •
	eID	9.3	23 (-1) •
	eDocuments	24.3	25 (+4) •
BUSINESS CROSS-BORDER MOBILITY	Overall scores	67.0	59 (+10) •
	Online Availability	75.5	66 (+3) •
	Usability	75.5	67 (+16) •
	eID	36.0	44 (+6) •
	eDocuments	51.0	27 (+26) •
KEY ENABLERS	Overall scores	61.4	63 (+25) •
	eID	57.4	65 (+15) •
	eDocuments	68.4	80 (+28) •
	Authentic Sources	56.9	64 (+13) •
	Digital Post	67.3	44 (+44) •

How are services delivered?

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

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

Usability: indicates if support, help and (interactive) feedback functionalities are online.

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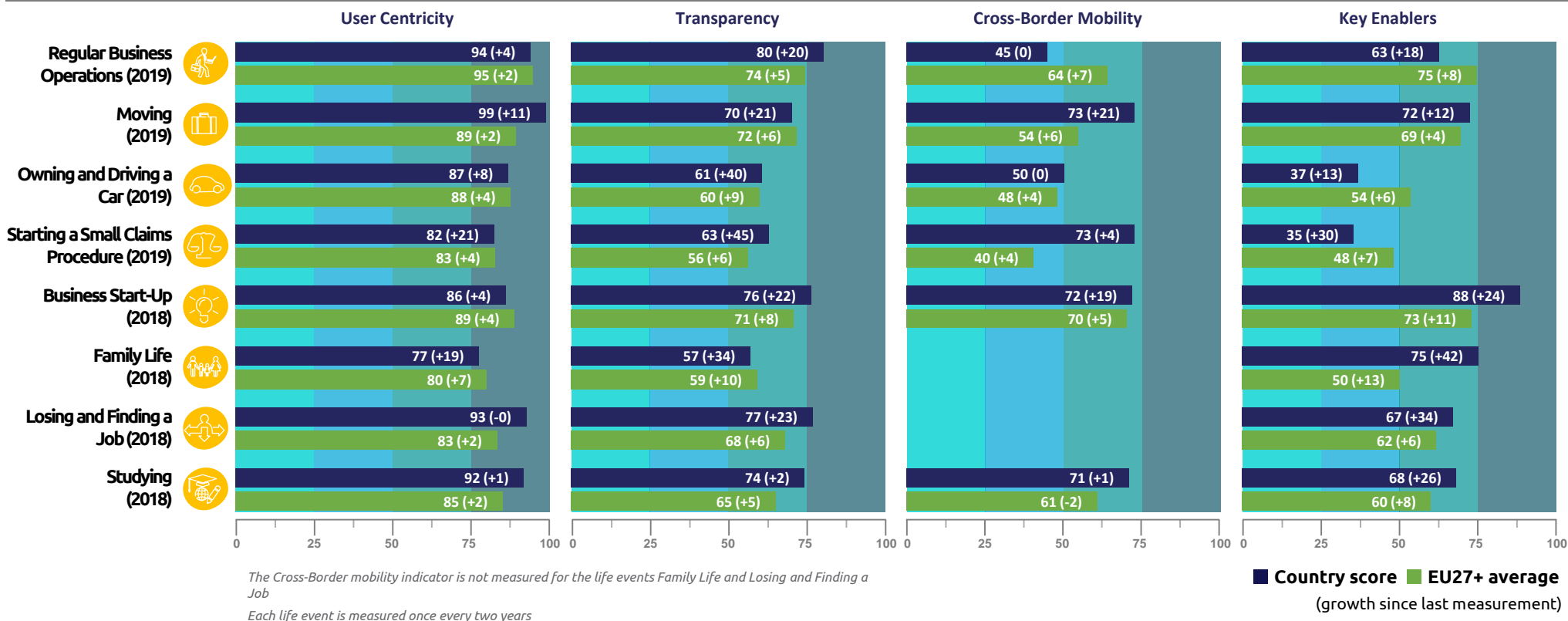
eDocuments: indicates if eDocuments can be transmitted from country A to country B.

The top-level benchmark **Key Enablers** indicate the extent to which 4 technical pre-conditions are available online.

These are: electronic Identification (**eID**), electronic documents (**eDocuments**), **Authentic Sources**, and **Digital Post**. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through personal mailboxes or other digital mail solutions.



eGovernment performance of life events (domains)



Life event descriptions

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Family life (2018)

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Studying (2018)

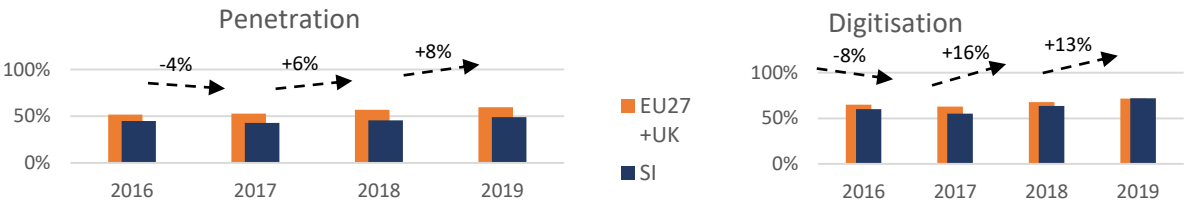
In this life event, comprising of 14 services, it is evaluated to what extent enrolment higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance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



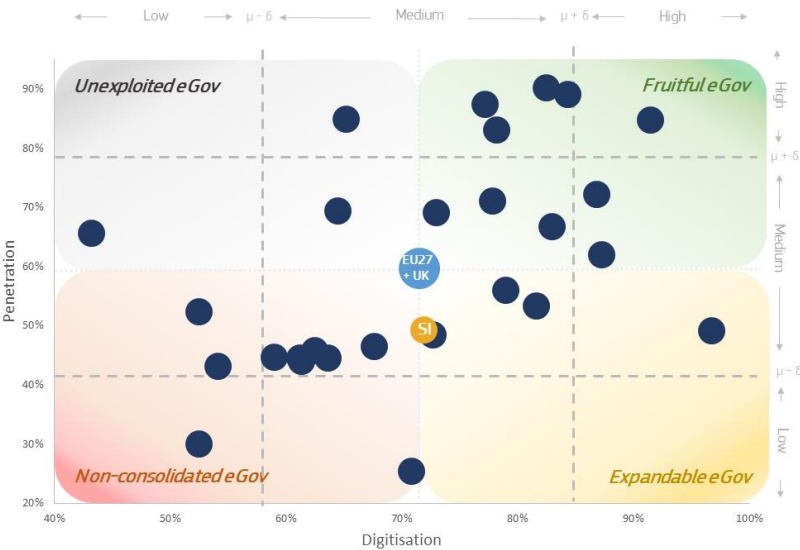
eGovernment Benchlearning performance

Performance

	Penetration	Digitisation
EU27+UK	60%	72%
SI	49%	72%

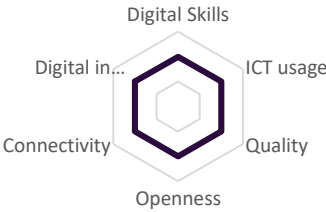


Slovenia is characterised by a medium-low level of Penetration and average level of Digitisation. Therefore, Slovenia is part of the Expandable eGov scenario, where the innovation process has been carried out efficiently, but there is the desirability to expand the number of online users, to realise all potential advantages. In the last years, Slovenia managed to reach the European average levels of Digitisation, while it remained above the average in Penetration.



Relative Indicators and Environment

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU27 + UK	50%	58%	70%	69%	52%	44%
SI	48%	52%	67%	72%	50%	41%



Slovenia relative indicators shows a country with all the digital infrastructural characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. By looking more in detail at the numbers, Openness is the only indicator which is slightly above the European average. All others are slightly below average.

Considerations

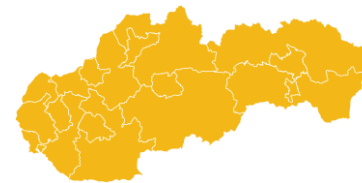
Penetration
On-track
Digitisation
On-track

Matching relative and absolute indicators, Slovenia has the same On-track position regarding the Penetration and the Digitisation level. Digitisation is in line with the performance of other European countries with similar environment. Instead, regarding the Penetration level, despite having a low level of Penetration, Slovenia seems performing similar to other countries with a similar environment.

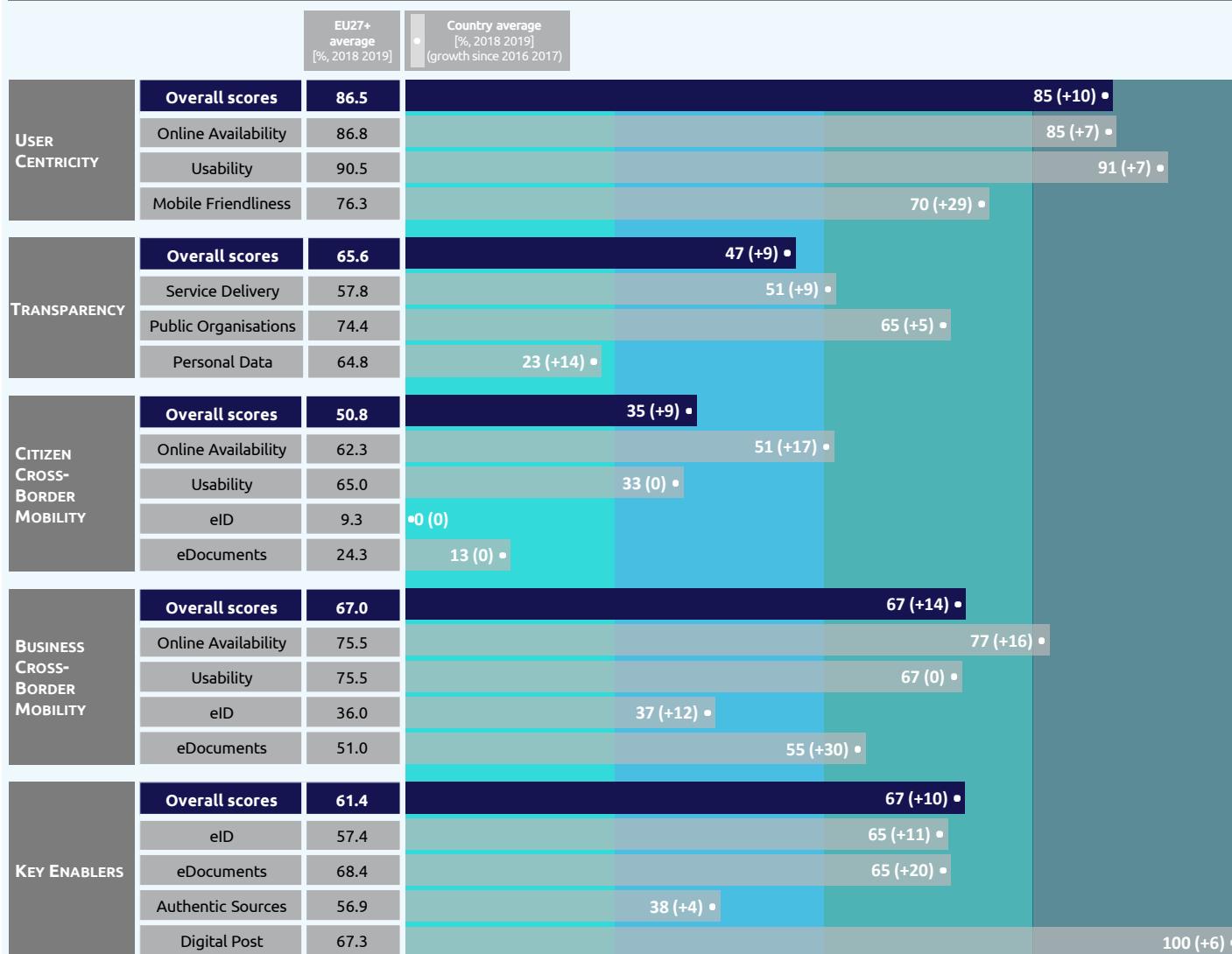


SLOVAKIA

eGOVERNMENT STATE OF PLAY 2020



eGovernment performance across policy priorities



How are services delivered?

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The top-level benchmarks for **Citizen and Business Cross-Border Mobility** indicates to what extent EU citizens can use online services another country.

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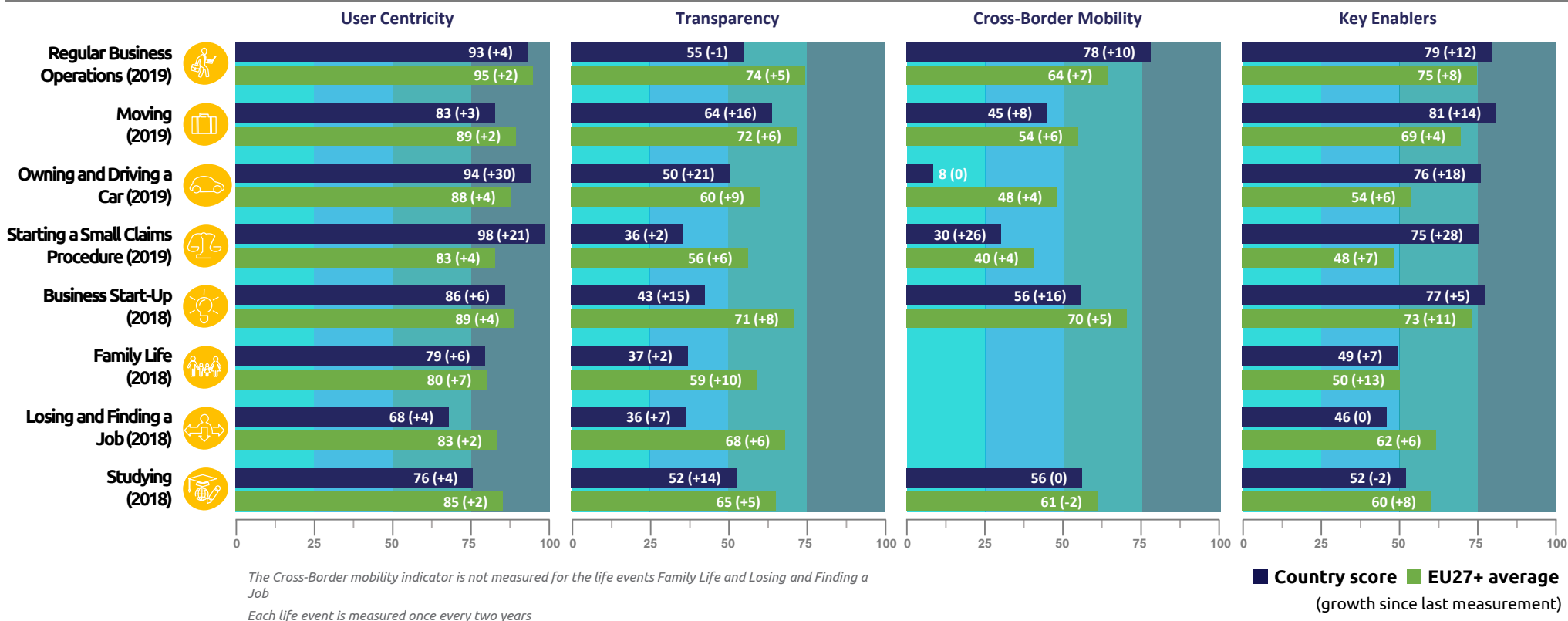
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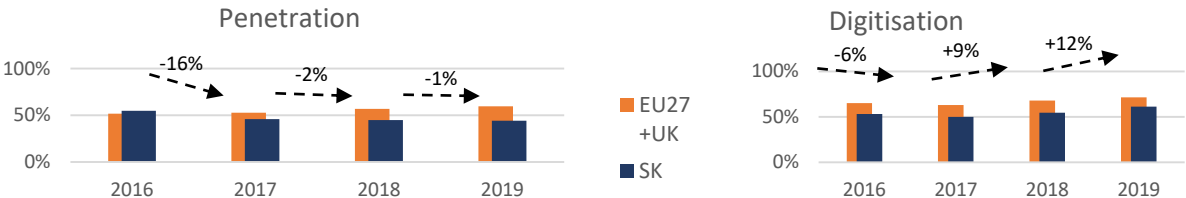
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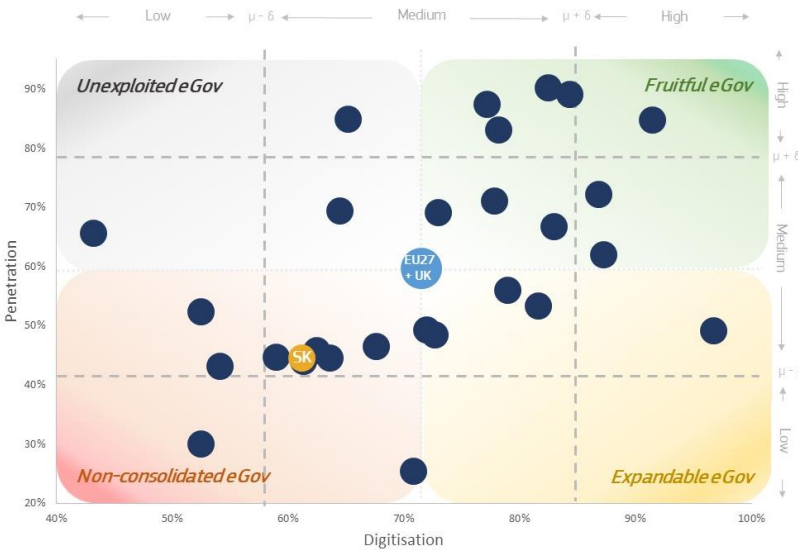
eGovernment Benchlearning performance

Performance

	Penetration	Digitisation
EU27+UK	60%	72%
SK	44%	61%

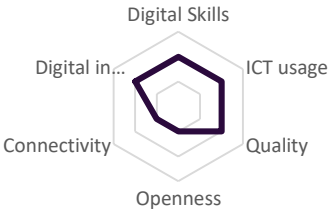


Slovakia is characterised by a medium-low level of both Digitisation and Penetration. Therefore, Slovakia is part of the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities. Nevertheless, Slovakia’s levels of performances both in Digitisation and Penetration are only slightly lower than the European average. Considering the last four years, Slovakia’s level of Penetration decreased, enlarging its distance from the European, whereas its level of Digitisation strongly increased.



Relative Indicators and Environment

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU27 + UK	50%	58%	70%	69%	52%	44%
SK	46%	53%	60%	50%	47%	33%



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

Considerations

Penetration
On-track
Digitisation
On-track

By comparing performances of countries with similar relative indicator scores, Slovakia is On-track in Penetration and Underperforming in Digitisation. Despite a low absolute performance in Penetration, that percentage is similar to the one of other countries with comparable environmental characteristics. On the other hand, the Digitisation level is still relatively low, also compared with similar countries. Slovakia’s eGovernment maturity process seems to be benefiting from a digitisation of the back- and the front- office.



TURKEY

eGOVERNMENT STATE OF PLAY 2020



eGovernment performance across policy priorities

		EU27+ average [%; 2018 2019]	Country average [%; 2018 2019] (growth since 2016 2017)
USER CENTRICITY	Overall scores	86.5	90 (+5) •
	Online Availability	86.8	91 (+4) •
	Usability	90.5	100 (+4) •
	Mobile Friendliness	76.3	68 (+17) •
TRANSPARENCY	Overall scores	65.6	62 (+6) •
	Service Delivery	57.8	66 (+8) •
	Public Organisations	74.4	69 (+1) •
	Personal Data	64.8	50 (+8) •
CITIZEN CROSS-BORDER MOBILITY	Overall scores	50.8	54 (+19) •
	Online Availability	62.3	58 (+21) •
	Usability	65.0	92 (+25) •
	eID	9.3	6 (+6)
	eDocuments	24.3	13 (+12) •
BUSINESS CROSS-BORDER MOBILITY	Overall scores	67.0	29 (+11) •
	Online Availability	75.5	33 (+4) •
	Usability	75.5	50 (+34) •
	eID	36.0	0 (0)
	eDocuments	51.0	0 (0)
KEY ENABLERS	Overall scores	61.4	73 (+18) •
	eID	57.4	72 (+9) •
	eDocuments	68.4	67 (+12) •
	Authentic Sources	56.9	60 (+2) •
	Digital Post	67.3	94 (+50) •

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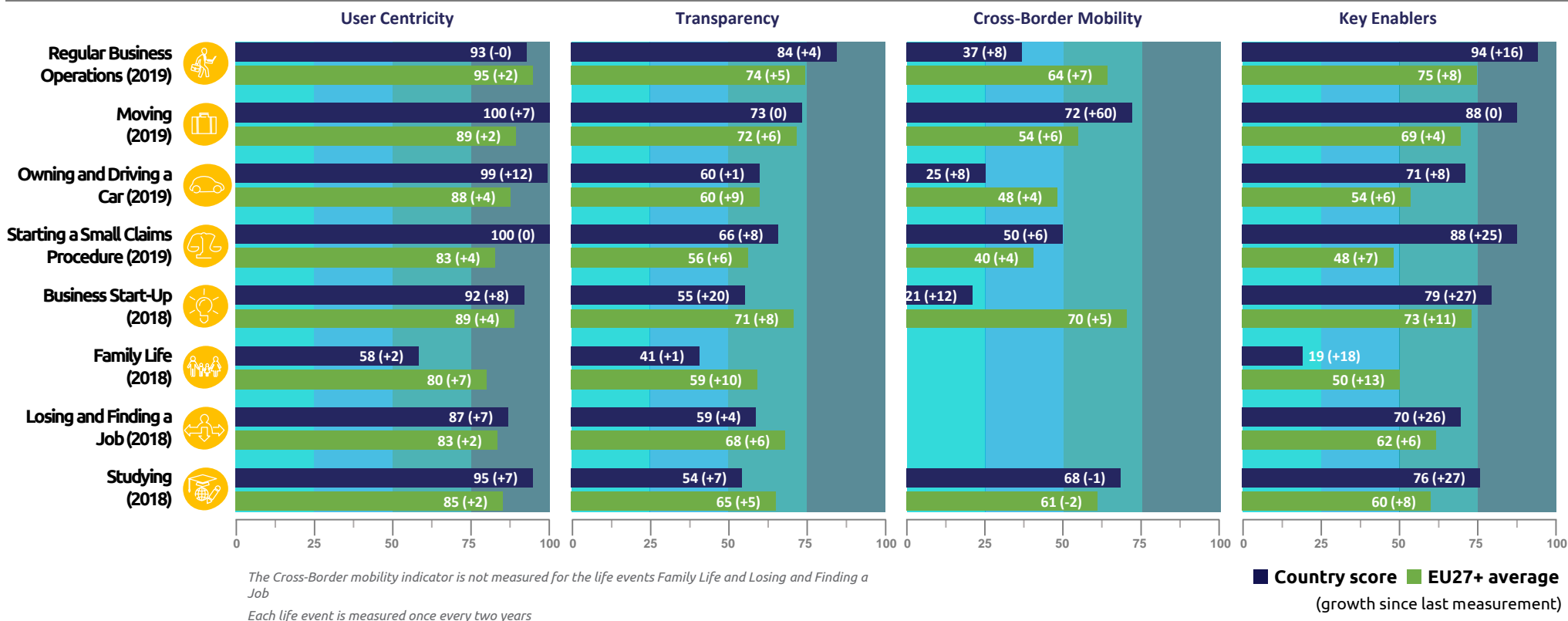
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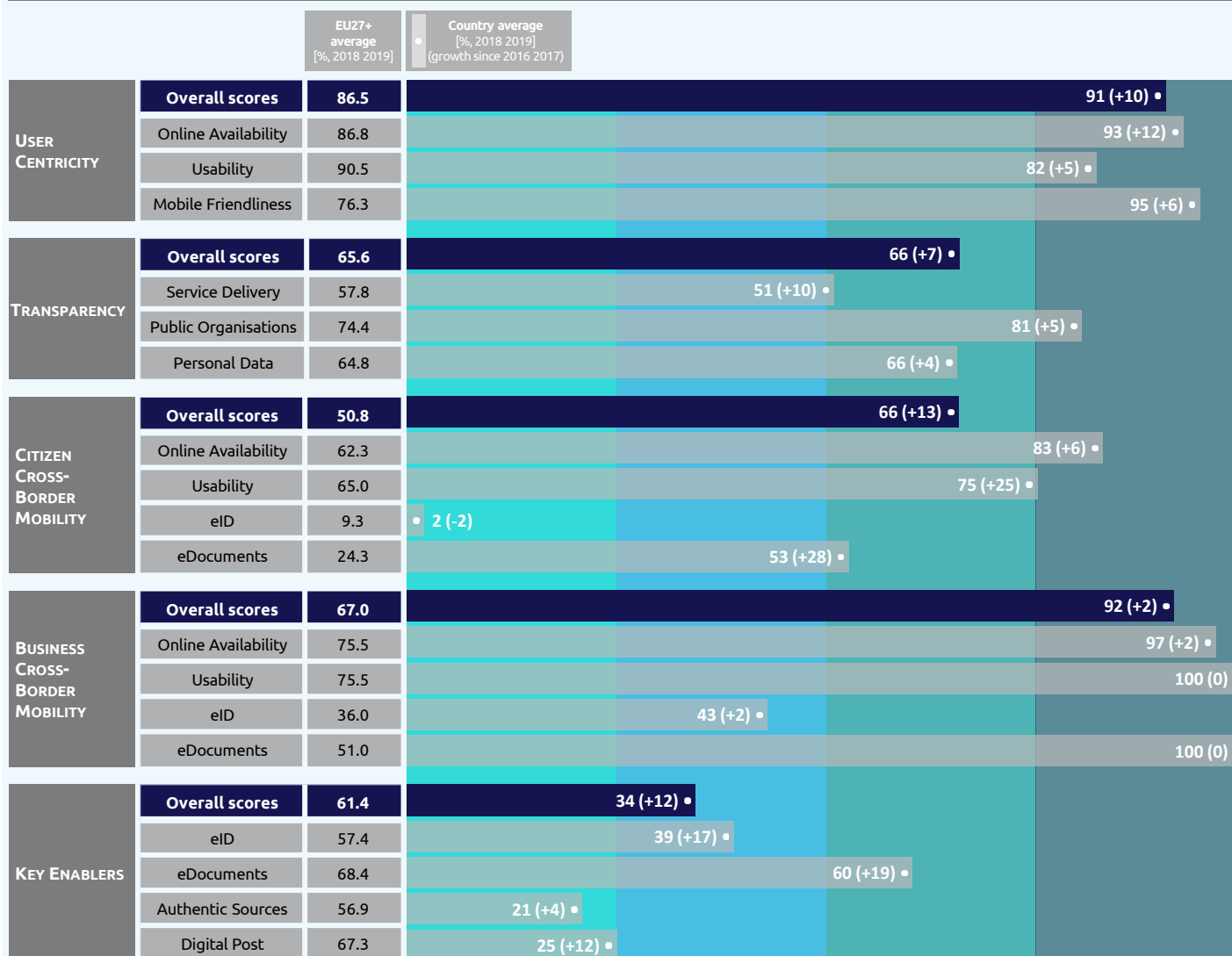


UNITED KINGDOM

eGOVERNMENT STATE OF PLAY 2020



eGovernment performance across policy priorities



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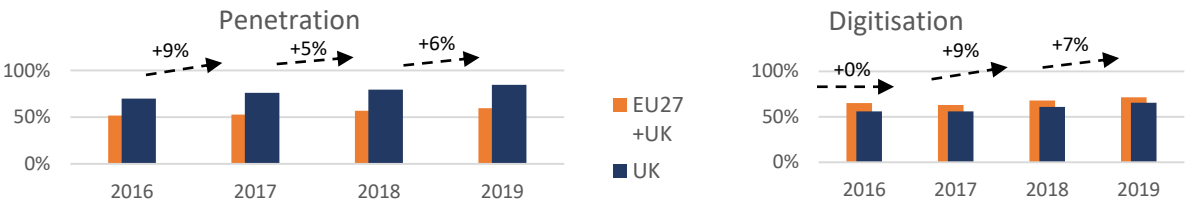
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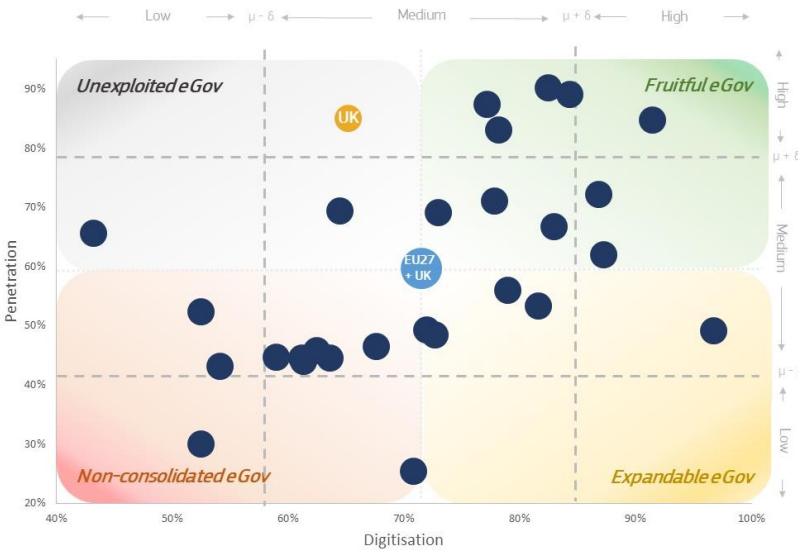
eGovernment Benchlearning performance

Performance

	Penetration	Digitisation
EU27+UK	60%	72%
UK	85%	65%

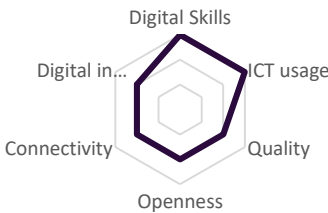


The United Kingdom is characterised by a high level of Penetration and a medium level of Digitisation. Therefore, the United Kingdom is part of the Unexploited eGov scenario, a scenario that includes countries that might still be in an ongoing digitisation process but have a high number of citizens using eGovernment services. In Digitisation, the United Kingdom’s performances are slightly lower than the European average. In Penetration, the United Kingdom’s performance is 25% higher than the European average. In both performance indicators, the United Kingdom had a constant growth.



Relative Indicators and Environment

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU27 + UK	50%	58%	70%	69%	52%	44%
UK	63%	73%	80%	69%	49%	54%



United Kingdom’s relative indicators show a country with almost all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. Only User characteristics (Digital Skills and ICT Usage) indicators are significantly above the European average.

Considerations

Penetration
Outperforming
Digitisation
Underperforming

By comparing performances of countries with similar relative indicator scores, the United Kingdom scores Outperforming in Penetration and is Underperforming in Digitisation. The Penetration level is higher than the one of the European countries with similar relative performances: the United Kingdom seems to have implemented good policies in order to increase eGovernment usage. On the other hand, the Digitisation level is still relatively low, also compared with similar country. The United Kingdom’s eGovernment maturity process seems to be benefiting from a digitisation of the back- and the front- office.

Performance

A table that reports all the absolute indicators' percentage (Penetration and Digitisation) for the country selected with respect to the European average.

- **Penetration:** the extent to which online eGovernment services are widespread.
- **Digitisation:** a proxy for the digitisation level of the back- and front-office.

In addition, two following graphs represent the historical trend concerning Penetration and Digitization performances in the time period from 2016 to 2019. At the bottom, a short text explains the performance's results reported above in both the table and the graphs.

Penetration vs Digitisation

The Penetration vs Digitisation graph highlighting the country of the specific factsheet.

- **Non-consolidated eGovernment:** a government does not utilise ICT opportunities yet, but might be aiming to benefit from it in the future.
- **Unexploited eGovernment:** a government might still be in an ongoing digitisation process, but has a high number of citizens using eGovernment services.
- **Expandable eGovernment:** a government innovates efficiently, but the number of online users has to be expanded to realise all the potential benefits.
- **Fruitful eGovernment:** indicates a successful process of innovation. Countries in this scenario have achieved an efficient and effective way of working.

Relative indicators

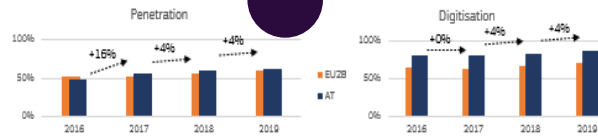
A table that reports all the relative indicators' percentage for the country selected and the European average.

- **Digital skills:** citizen's skills needed to realise the potential offered by a digital society.
- **ICT usage:** the overall level of citizens' usage of ICT instruments.
- **Quality:** the quality of governments' action.
- **Openness:** openness of data and information.
- **Connectivity:** the deployment of the broadband and its quality.
- **Digital in the private sector:** digitisation of businesses and their exploitation of the online sales channel.

eGovernment benchmarking analysis

Performance

	PERFORMANCE	DIGITISATION
EU 28	60%	72%
AT	62%	87%



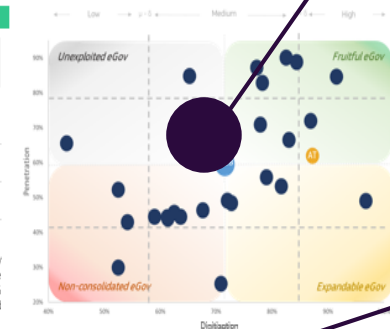
Austria is characterised by a high level of Digitisation and medium level Penetration. Austria is in the cluster of Fruitful eGov scenario, a scenario that includes the best-in-class countries, which perform at a Digitisation and Penetration level above average. In Penetration Austria's performances only slightly higher than the European average. Nonetheless, Digitisation is 15% higher than the European average. Austria displays a positive trend through the years, growing in both penetration and Digitisation.

Relative Indicators and Environment

	USER CHARACTERISTICS		GOVERNMENT CHARACTERISTICS		DIGITAL CONTEXT CHARACTERISTICS	
	Digital Skills		Quality	Openness	Connectivity	Digital in the private sector
EU28	50%		70%	69%	52%	44%
AT	57%		81%	72%	50%	41%

Considerations

Penetration - Outperforming
Digitisation - Average
Matching Relative and Absolute indicators show that Austria has reached a satisfactory level of digitisation of its front- and back-offices. On the other side, Austria's performances in Penetration are in line with other countries in the same environment.



Environment

A radar chart that contains the environmental characteristics of the country on a three step scale: low, medium, high; and a short text that explains the environmental's results reported in the radar chart.

- **Low:** countries with a percentage lower than $\mu - \delta$ (where μ is the European average and δ is the standard deviation).
- **Medium:** countries with a percentage in line with the European average (between $\mu - \delta$ and $\mu + \delta$).
- **High:** countries with a high relative indicator's value (above $\mu + \delta$).

Considerations

A short text that reports some final considerations about the specific country. Crossing absolute and relative indicators, it shows and explains the relative performances of the country in both Penetration and Digitisation.

- **On-track countries:** countries for which the score on the absolute indicators is in line with the European trend.
- **Underperforming countries:** countries for which the score on the absolute indicators is lower than the European trend.
- **Outperforming countries:** countries for which the score on the absolute indicators is higher than the European trend.

The table below describes all the indicators used for the analysis

Dimension	Indicator	Description	Source
Penetration		Internet use: submitting completed forms (last twelve months: Percentage of individuals who need to submit official forms to administrative authorities)	European Commission's calculations based on Eurostat data
Digitisation		On-track of: User Centric Government, Transparent Government, Citizen and Business (3:1) Mobility and Key Enablers	eGovernment Benchmark - Mystery Shopping
ICT usage	Use of Internet	The Use of Internet dimension accounts for the variety of activities performed by citizens already online. Such activities range from consumption of online content (videos, music, games, etc.) to modern communication activities, online shopping and banking.	Eurostat – ICT Householder survey
Digital Skills	Human Capital	The Human Capital dimension measures the skills needed to take advantage of the possibilities offered by a digital society. Such skills go from basic user skills that enable individuals to interact online and consume digital goods and services, to advanced skills that empower the workforce to take advantage of technology for enhanced productivity and economic growth.	Eurostat – ICT Households survey, Labour force survey and education statistics
Quality	Regulatory quality	Regulatory Quality captures perceptions of the ability of the government to formulate and implement sound policies and regulations that permit and promote private sector development. This estimate gives the country's score on the aggregate indicator, in units of a standard normal distribution.	World Bank - 2017
	Rule of law	Rule of Law captures perceptions of the extent to which citizens have confidence in and obey the rules of society, and in particular the quality of contract enforcement, property rights, the police, and the courts, as well as the likelihood of crime and violence. This estimate gives the country's score on the aggregate indicator, in units of a standard normal distribution.	World Bank - 2017
	Government effectiveness	Government Effectiveness captures perceptions of the quality of public services, the quality of the civil service and the degree of its independence from political pressures, the quality of policy formulation and implementation, and the credibility of the government's commitment to such policies. This estimate gives the country's score on the aggregate indicator, in units of a standard normal distribution.	World Bank - 2017
	Corruption Perception Index	The Corruption Perceptions Index measures the perceived levels of public sector corruption worldwide.	Transparency International - 2018
Openness	Open Data	This indicator measures to what extent countries have an Open Data policy in place (including the transposition of the revised PSI Directive), the estimated political, social and economic impact of Open Data and the characteristics (functionalities, data availability and usage) of the national data portal.	European Data Portal – Portal Maturity Score
	Voice and accountability	Voice and Accountability captures perceptions of the extent to which country's citizens are able to select their government, as well as freedom of expression, freedom of association, and a free media. This estimate gives the country's score on the aggregate indicator, in units of a standard normal distribution.	World Bank - 2017
Connectivity	Connectivity	The Connectivity dimension measures the deployment of broadband infrastructure and its quality. Access to fast broadband-enabled services is a necessary condition for competitiveness.	Broadband coverage in Europe – Communications Committee survey, Eurostat – ICT survey
Digital in the private sector	Integration of Digital Technology	The Integration of Digital Technology dimension measures the digitisation of businesses and their use of the online sales channel. By adopting digital technology businesses can enhance efficiency, reduce costs and better engage customers, collaborators and business partners. Furthermore, the Internet as a sales outlet offers access to wider markets and potential for growth.	Eurostat – ICT Enterprises survey



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