Key Enablers

Governments should make better use of digital key enablers to boost eGovernment services
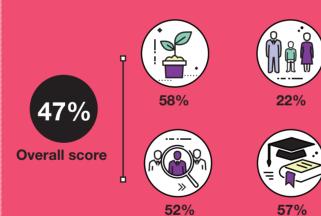
Digital post · eID · eDocuments · Authentic sources

52% Overall score

Modernisation of public administrations towards providing **faster** and **higher quality** services needs to rely on key **digital enablers**

Countries leading the way are

Malta · **Denmark** · **Estonia** · **Lithuania** · **Netherlands**

Varia

- National outperformance with regard to digital post solutions (on average a gap of 9 percentage points)
- Local and regional delivered services especially are deprived of pre-filled information

Legend

% Average of the scores achieved on the four life events

- Starting a business and early trading operations
- Family life
- Losing and finding a job
- Studying

Authentic sources

"Are online forms pre-filled with data the Government already knows?**"**

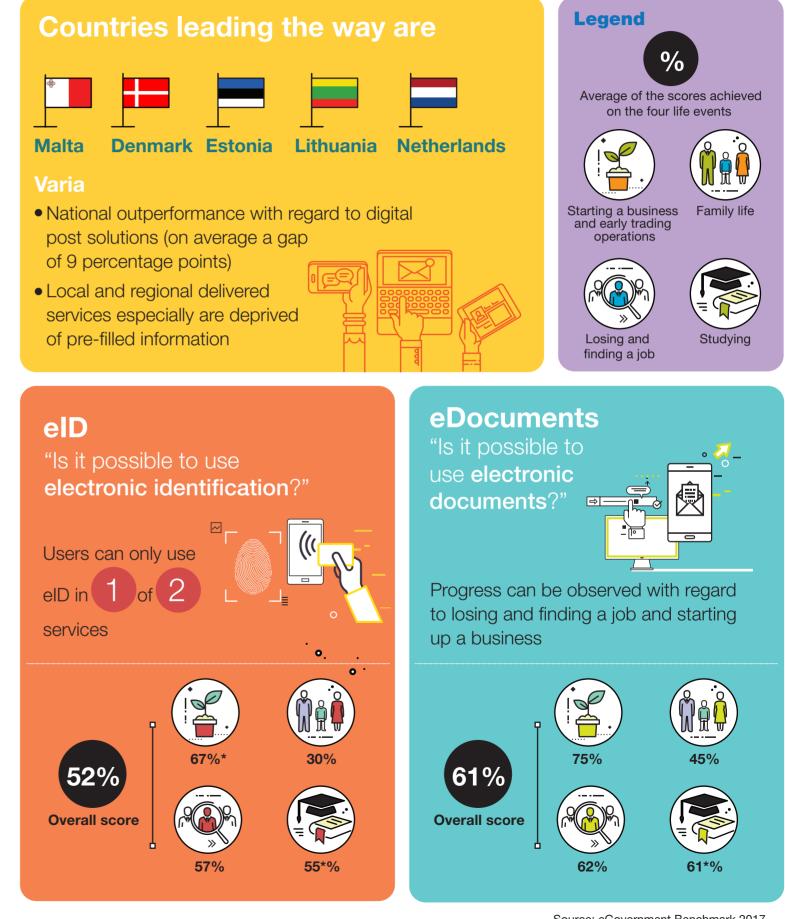Almost **1** in **2** **online forms** are pre-filled with data the government already knows

47% Overall score

- 58%
- 22%
- 52%
- 57%

eID

"Is it possible to use **electronic identification**?"

Users can only use eID in **1** of **2** services

52% Overall score

- 67%*
- 30%
- 57%
- 55%*%

eDocuments

"Is it possible to use **electronic documents**?"

Progress can be observed with regard to losing and finding a job and starting up a business

61% Overall score

- 75%
- 45%
- 62%
- 61%*%

Digital Post

"Is it possible to send and receive digital post only – and **reduce paper processes**?"

8 countries have enabled Digital Post across all services and life events

50% Overall score

- 54%
- 44%