



eGovernment Benchmark 2025

insight report

Building Online, User-Friendly,
and Interoperable Services

INSIGHT REPORT

Written by Capgemini, Sogeti, IDC and Politecnico di Milano
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Communications Networks, Content and Technology
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Executive Summary

Government services play a key role in the lives of European Union (EU) citizens, influencing how they live, work, study and travel. Therefore, the digitalisation of these services is a key priority. Every year, the eGovernment Benchmark provides a comprehensive assessment of the digitalisation of public services in Europe, assessing the EU's progress in delivering online services to citizens and entrepreneurs. In particular, the benchmark tracks the EU's advancement towards achieving the European Commission's Digital Decade target of providing all public sector services online by 2030.



The eGovernment Benchmark delineates the latest developments across key digital public services in the 27 European Union Member States (EU27). To measure whether public services are online and what online features are offered, an EU-wide network of Mystery Shoppers visited and analysed 14,104 websites over the course of November 2024. Their evaluation focused on 98 services related to 9 life events (key moments in individuals' lives that rely on services offered by different public sector bodies), namely: moving, transport, starting a small claims procedure, family, career, studying, health, starting a business and conducting regular business operations. The assessment was based on a robust methodological approach, including 20 indicators collectively providing insight into various aspects of eGovernment performance in different domains. These indicators were assessed through 51 different survey questions, designed to gather detailed information on the performance of digital public services.

The eGovernment Benchmark indicators feed into the assessment of digital public services across three dimensions, namely Online Service Delivery, Interoperability Signifiers and User-Friendly Portals. Based on these, the eGovernment Benchmark specifically tracks the two Digital Decade Key Performance Indicators (KPIs) for the Digital Public Services dimension:

- 1. Online provision of key public services for citizens:** This KPI measures the share of administrative steps that can be done fully online for major life events such as moving, transport, starting a small claims procedure, family, career, studying, and health. In 2024, this indicator averages 82 for the EU27 Member States. For citizens, the Transport and Moving life events are among the highest performers, while the Family and Health life events are among the lowest.
- 2. Online provision of key public services for businesses:** This KPI measures the share of administrative steps needed to start a business and conduct regular business operations that can be done fully online. In 2024, this indicator averages 86 for the EU27 Member States. The Regular Business Operations and Business Start-Up life events compose the score for digital public services for businesses. While both life events achieve nearly perfect scores for national users, they show notable gaps in cross-border online availability

In addition to the two Digital Decade KPIs, four auxiliary indicators provide additional insight into how easily and safely users can access and operate online government services. These auxiliary indicators are:

- 1. Pre-filled Forms:** Measures the share of administrative steps that present prefilled data in online forms. In 2024, the average score of all Member States sits at 71 points.
- 2. Transparency of Service Delivery, Design, and Personal Data:** Assesses the extent to which service processes are transparent, services are designed with user involvement, and users can manage their personal data. In 2024, the average score of all Member States sits at 69 points.
- 3. User Support:** Measures the availability of online support, help features, and feedback mechanisms for both national and cross-border users. In 2024, the average score of all Member States sits at 89 points.
- 4. Mobile Friendliness:** Assesses the responsiveness of national service websites to mobile screens. In 2024, the average score of all Member States sits at 96 points.

The 2025 edition of the eGovernment Benchmark aligned with the Single Digital Gateway Regulation (SDGR), enabling an assessment of the Regulation's implementation across all EU Member States. In 2024, 93% of the SDGR procedures can be fully completed online. However, despite such positive results, the benchmark's measurements reveal that there are no occurrences yet of Once-Only Technical System (OOTS) implementations; hence, citizens or entrepreneurs are still unable to automatically retrieve necessary documents from a trusted source in another Member State. Moreover, an assessment of digitalisation in delivery of output indicates a notable disparity between national and cross-border users upon the completion of a service procedure, with the former being provided with an acknowledgement of receipt, digital outputs, and confirmations relatively more often.



Cybersecurity, artificial intelligence (AI) in live support and web accessibility also serve as drivers and accelerators for the delivery and uptake of eGovernment services. In these areas, despite some positive results, room for improvement continues to exist. Countering cyber-attacks and protecting the data of citizens and businesses in the EU is a top priority. However, the study's findings on cybersecurity show that further action is needed. Fewer than 1% of government websites pass all 13 basic security criteria tests, indicating that the vast majority of EU government service websites fall short of cybersecurity standards, exposing websites, users, and their data to significant risks. More robust cybersecurity could strengthen trust and encourage more citizens to choose online channels over physical service exchanges.

The growing prominence of AI-induced activities and operations in the EU has various regulatory implications, as well as opportunities to improve user experience. AI-powered models can be leveraged to streamline access to services and guide users through the digital process. The eGovernment Benchmark landscaped available automated live support functionalities - often powered through AI chatbot - on portal websites across the EU27. Across the life events measured, 43% of portals offer an automated

live support function, with the Regular Business Operations portals having the highest percentage in this area. Ultimately, higher web accessibility levels of government websites would allow a wider range of citizens to benefit from online government services. In 2024, more than half (57%) of all websites violate at least one of the eight selected Web Content Accessibility Guidelines (WCAG) criteria and are therefore not compliant with accessibility requirements. As a result, users with impairments, such as those who rely on screen readers, need high contrast, or navigate using a keyboard, may face barriers when trying to access digital services, potentially excluding them from essential government support.

In sum, while European governments have made steps forward in the digitalisation of their public services, several gaps remain in service delivery. The Digital Decade KPIs reveal a persistent difference in online service availability for entrepreneurs and citizens, with a 4-point gap between the two indicators. On a broader level, despite national-level progress, cross-border online availability remains significantly lower, especially in the *Health* life event. This gap is also reflected in the score for *Delivery of Output*, where the indicator scores 76 points for national users, whereas it drops to 51 points for cross-border users. To conclude, the 2024 results shows promising progress towards the Digital Decade's goals, but achieving a fully inclusive and high-quality digital public sector by 2030 will require targeted efforts to close persistent gaps across Member States, life events, and user groups.



Glossary of key terminology

eGovernment: electronic government (also digital government).

Dimensions: the three pillars against which indicators for eGovernment are aggregated and measured.

- **Online Service Delivery** – To what extent are services provided online? How mobile friendly are they? And are public administrations clear about how their services are delivered?
- **Interoperability Signifiers** – Are authentication enablers in place for (cross-border) users? Are public administrations clear on the way people's personal data is being processed? And to what extent is the output of services digitized?
- **User Friendly Portals** – What online support and feedback mechanisms are in place? Are public administrations transparent about policy making and digital service design? Are services accessible for everybody, delivered without technical constraints and secure? And to what extent can users find the relevant websites?

Life event: a package of government services, usually provided by multiple agencies, that support citizens or entrepreneurs through key points of their lives, such as the birth of a child or starting a business. The eGovernment Benchmark covers nine life events (government domains):

- **For businesses:** *Business Start-Up and Regular Business Operations.*
- **For citizens:** *Career, Studying, Family, Health, Moving, Transport and Starting a Small Claims Procedure.*

Life event services: services within a user journey for national and cross-border users.

- **Informational services:** services and procedures that provide users with adequate and personalised insight into their situation.
- **Transactional services:** services and procedures needed to fulfil the essential requirements of a life event, such as registration.
- **Portal websites:** eGovernment websites that gather and provide information and services from multiple public administrations, also known as one-stop-shops.
- **National users:** citizens and entrepreneurs that seek information and services in their own country.
- **Cross-border users:** citizens or entrepreneurs that seek information and services in a European country other than their own.

Method: the way in which we collected the data.

- **Mystery Shopping:** the primary type of data collection in the eGovernment Benchmark – a proven evaluation method that makes the user journey and experience the primary focus of attention.
- **Automated tools:** online tests through which websites are entered and assessed on a number of criteria.



Introducing the eGovernment Benchmark

“The eGovernment Benchmark is key to **tracking** continued improvements in online public services”

European Commission, Directorate-General for Communications Networks, Content and Technology

1. Introducing the eGovernment Benchmark

Using data collected in 2024, the 2025 edition of the eGovernment Benchmark Insight Report provides a comprehensive assessment of Europe's progress in digital public service delivery. It examines where the European Union (EU) currently stands on its digital transformation journey and identifies what is needed to reach the targets set out in the Digital Decade Policy Programme. This report presents the performance, progress, and underlying drivers of the two Key Performance Indicators used to monitor digital public services (digital public services for citizens and digital public services for businesses), along with four auxiliary indicators that fall under the Digitalisation of Public Services dimension (pre-filled forms, mobile friendliness, transparency of service delivery, design and persona data, and user support). In addition, the report highlights several accelerators that support the delivery of digital public services. These include indicators measured through the eGovernment Benchmark, such as those related to the Single Digital Gateway Regulation (SDGR), as well as aspects of cybersecurity, the use of artificial intelligence in live support functionalities, and web accessibility. All 27 Member States of the European Union participated in the 2024 data collection, and they are referred to collectively as the 'EU' or 'EU27' throughout this report.

The Digital Decade Policy Programme:

The EU's [Digital Decade Policy Programme \(DDPP\)](#)¹ is designed to accelerate the digital transformation of Europe through to 2030. This comprehensive framework includes measurable goals oriented towards four focus areas (connectivity, digital skills, digital business, digital public services), each with its own targets. The DDPP allows the EU and its Member States to work together to reach 2030 targets and objectives².

The eGovernment Benchmark not only allows policy makers, experts and practitioners across the European Union (EU) to monitor the maturity of EU digital public services, but it also specifically tracks two Key Performance Indicators (KPIs) that are part of the monitoring system of the DDPP for the Digital Public Services dimension³.

The two KPIs are:

1. *Online provision of key public services for citizens*, measured as the share of administrative steps that can be done fully online for major life events. The following life events are considered: moving; transport; starting a small claims procedure; family; career; studying; health.
2. *Online provision of key public services for businesses*, measured as the share of administrative steps needed to start a business and conduct regular business operations, which can be done fully online.

The Digital Public Services dimension of the Digital Decade Policy Programme also comprise two more indicators that are *not* measured by the eGovernment Benchmark:

- e-Health: 100% of citizens have access to medical records online
- Digital Identity: 100% of citizens have access to digital ID

While there is seemingly an overlap between the eGovernment Benchmark and the e-Health and digital identity indicators, these indicators are collected through different methodologies and offer varying levels of detail and varying types of results. While the indicators from the eGovernment Benchmark represent the extent to which services and their supporting functionalities are available, the Digital Identity provides insight on uptake. The 2025 eGovernment benchmark methodological paper also elaborates the distinctions between this Benchmark and the Digital Decade 2024: eHealth Indicator Study⁴, highlighting how the latter complements the former.

Methodological update and strategic alignment

The eGovernment Benchmark has become an internationally recognised study that looks at how platforms for citizens, businesses and all user segments (start-ups, students, unemployed, families, etc.) continue to improve. The rapid changes in the digital landscape underline the necessity to frequently assess and, where necessary, update the data collection and reporting method of the eGovernment Benchmark. In this light, this year's study is based on three

¹ See online: https://commission.europa.eu/strategy-and-policy/priorities-2019-2024/europe-fit-digital-age/europes-digital-decade-digital-targets-2030_en

² Progress can be explored interactively through the [Digital Decade DESI visualisation tool](#).

³ For further details, see Commission [Implementing decision - 2023/1353 - EN - EUR-Lex](#).

⁴ See online: <https://digital-strategy.ec.europa.eu/en/library/digital-decade-2024-ehealth-indicator-study>

key dimensions (Online Service Delivery, Interoperability Signifiers and User Friendly Portals) to align with current policy priorities. Moreover, the updated methodology is based on an annual measurement (previously biennial) of all the life events of all the services included in the Benchmark, to ensure the most accurate reporting of Digital Decade targets. This adapted framework determines that the eGovernment Benchmark study evaluates online public services in all the nine life events, on three key dimensions, with 20 underlying indicators, comprising 51 questions in total. The three key dimensions can be described by the following key questions:

- 1. Online Service Delivery:** To what extent are services provided online? How mobile friendly are they? And are public administrations clear about how their services are delivered?
- 2. Interoperability Signifiers:** Are authentication enablers in place for (cross-border) users? Are public administrations clear on the way people's personal data is being processed? And to what extent is the output of services digitized?
- 3. User Friendly Portals:** What online support and feedback mechanisms are in place? Are public administrations transparent about policy making and digital service design? Are services accessible for everybody, delivered without technical constraints and secure? And to what extent can users find the relevant websites?

The eGovernment Benchmark's 2025 methodology also further aligned the study with the Single Digital Gateway Regulation (SDGR) framework⁵, which helps in establishing a systematic approach to Member States' measurement of their progress towards the 2030 Digital Decade targets.

The eGovernment Benchmark methodology in a nutshell

To present an in-depth view on eGovernment performance, the analysis covers **98 services across nine life events** – sequences of digital services that the average citizen and business are likely to require.

The services are related to *Business Start-up, Regular Business Operations, Health, Moving, Starting a Small Claims Procedure, Transport, Career, Family, and Studying*. All services in these areas were assessed in **November 2024**.

Well-trained **Mystery Shoppers** – citizens from the participating countries – evaluated the life events by visiting and assessing government websites using a standardised survey.

Across the EU27, Mystery Shoppers assessed **14,104 websites**: 7,243 websites and 660 portals from their own governments, 3,805 cross-border websites and 653 portals from other European countries, as well as 1,743 websites / apps for mobile users. Across the countries, this equates to 522 websites per country on average. Additional automated open tools shed light on *Mobile Friendliness, Accessibility Foundations, Speed and performance, Security and Findability*.

The study covers **2,389 public administrations**: 1,345 central, 508 regional and 688 local government bodies.

Relevant policy priorities driving eGovernment services

In addition to the Digital Decade Policy Programme, the eGovernment Benchmark methodology is linked to multiple European policy plans and actions aiming to further the EU's vision for a better digital future. These include:

The Interoperable Europe Act

The European Commission defines public sector interoperability as seamless cooperation across borders, sectors, and organisational boundaries to enhance citizen and business interaction with administrations⁶. The Interoperable Europe Act aims to strengthen cross-border data flows and create a network of interconnected digital public administrations, potentially saving up to €6.3 billion for citizens and €19 billion for businesses. It establishes a cooperation framework to facilitate secure cross-border data exchange and adoption of shared digital solutions, primarily open-source, to address administrative burdens. Through the indicators of *eID, Cross-border eID* and *Pre-Filled Forms*, the eGovernment Benchmark measures provide insight on the state of interoperability across the EU27.

Declaration on Digital Rights and Principles

In 2022, the European Union unveiled its Declaration on European Digital Rights and Principles. This declaration is designed to provide citizens with a clear understanding of their digital rights and offer guidance to EU Member States. Its goal is to ensure that everyone in the EU can fully embrace and benefit from the digital transformation.

The Single Digital Gateway Regulation

The Single Digital Gateway Regulation (SDGR) facilitates online access to information, administrative procedures, and assistance services that EU citizens and businesses may need in another EU country. Part of the SDGR is the the Once Only Technical System (OOTS), which enables the sharing of information between public administrations across borders between EU countries. It is cross-sectoral and can be expanded beyond the current scope of life events set out in the Single Digital Gateway Regulation. The eGovernment Benchmark framework includes an aggregate score for the SDGR indicators, which include *Delivery of Output, Cross-border Delivery of Output, OOTS*, and *Cross-border ePayments*.

Other relevant policy initiatives

- The Web Accessibility Directive provides people with disabilities with better access to the websites and mobile apps of public services.
- The eIDAS regulation is a key enabler for secure cross-border transactions and ensures that people and businesses can use their own national electronic identification scheme (eIDs) to access public services available online in other EU countries.
- The European AI Act is designed to harmonise rules for the development, deployment and use of artificial intelligence across the European Union. It aims to foster trustworthy and human-centric AI, while ensuring a high level of protection for health, safety and fundamental rights.

European Declaration on Digital Rights and Principles

1. Putting people and their rights at the centre of the digital transformation
2. Supporting solidarity and inclusion
3. Ensuring freedom of choice online
4. Fostering participation in the digital public space
5. Increasing safety, security and empowerment of individuals
6. Promoting the sustainability of the digital future



⁵ See online: https://single-market-economy.ec.europa.eu/single-market/single-digital-gateway_en

⁶ New interoperable Europe Act: https://ec.europa.eu/commission/presscorner/detail/en/ip_22_6907

Digital Decade Policy Programme

“ I believe the 2020s can be Europe’s Digital Decade. A decade when Europe becomes a global leader in the digital world.”

Ursula von der Leyen,
President of the European Commission



2. Digital public services for citizens and businesses

The eGovernment Benchmark indicators *Online Availability*⁷ and *Cross-border Online Availability*⁸ contribute to the two *Digital Decade KPIs Digital Public Services for Citizens and Digital Public Services for Businesses*. These KPIs measure the extent to which services or information concerning services for citizens and businesses are provided online and via a government portal. As such, they help track the Digital Decade target of achieving 100% online accessibility for key public services, ensuring that citizens and businesses within the European Union can interact with public administrations online whenever relevant.

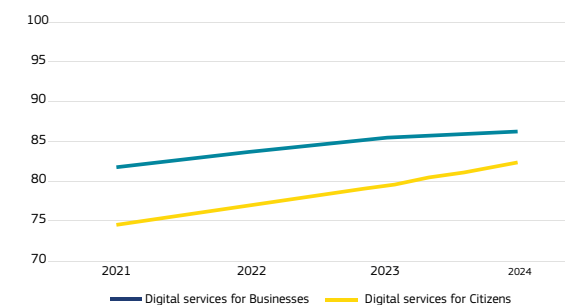


Figure 1: Progress of Digital Decade indicators Digital Services for Businesses & Citizens based on data from 2022 to 2024

Figure 1 shows a clear progression over the past few years in the score of services that are digitally available for both businesses and citizens⁹. Between the past two assessments (2024 and 2023), the *Digital Services for Businesses* DDPP KPI progressed to 86 points (with an increase of 1 point), whereas the *Digital Services for Citizens* DDPP KPI progressed to 82 points (with an increase of 3 points).¹⁰ These scores and their progression indicate that while the scores for citizens lag slightly behind those for businesses, the gap is gradually narrowing, with citizen related services demonstrating notable improvements since the previous assessment.

Digital public services for citizens

As shown in Figure 2, the 2024 score for *Digital Public Services for Citizens* across the EU27 is 82 points. This score is underpinned by the 93-point score on the Online Availability indicator and 71-point score on the cross-border online availability indicator. The 22-point gap between national and cross-border online availability suggests that while national services for citizens are widely accessible online there is still room for improvement in ensuring the same level of availability for cross-border users.

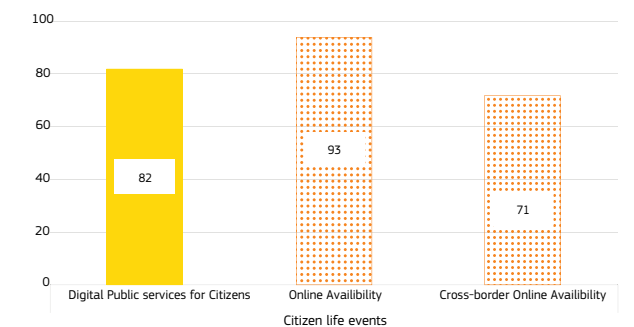


Figure 2: 2024 scores of the Digital Decade Digital Public Services for Citizens KPI and its underlying indicators

As displayed in Figure 3, an examination of the underlying life event scores, and their progress since the 2023 assessment, provides insights into which domains of services are driving the overall performance in 2024. The following two sections elaborate on these scores and their progress.

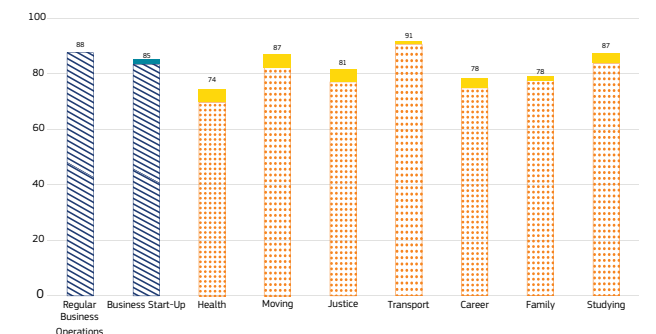


Figure 3: 2024 scores of life events in the Digital Decade Digital Public Services for Citizens KPI

⁷ The Online Availability indicator is defined as the extent to which informational and transactional services and information concerning these services is provided online and can be reached via a portal website.

⁸ The Cross-border online availability indicator is defined as the extent to which informational and transactional services and information concerning these services is provided online for users from other European countries.

⁹ As the most recent method update introduced 2 new scored services, the yearly comparison between 2023 and 2024 cannot be entirely attributed to recent developments. These new services may have had a slight impact on the score changes.

¹⁰ For 2022, we used the Digital Decade auxiliary indicators for Digital Public Services for Citizens and Businesses, which were adopted as Digital Decade targets from 2023 and onwards.

Life event measurements

What is measured for citizens:

- **Starting a Small Claims Procedure (Justice):** A citizen life event related to the justice domain, covering services around: preparing claim, issuing claim and monitoring status and appeal.
- **Transport:** For car owners, this life event includes services related to the transport domain, covering services around: buying a car, and taxes, certificates, permits and public transport.
- **Moving:** For those moving into a new residence, this life event relates to the housing domain, covering services around: find, adapt and move to a new house, and moving and living abroad.
- **Health:** For citizens that require healthcare services, this life event includes services related to obtaining basic healthcare, searching for relevant healthcare providers, applying for the European Health Insurance Card (EHIC), receiving e-consultations, and accessing digital medical records.
- **Career:** For citizens seeking services in the employment domain, this life event assesses whether they can register as unemployed online; whether information on unemployment benefits and entitlements is available; and whether these can be applied for online. Similarly, assistance services for finding a job are assessed, along with information on retirement as well as online pension claims.
- **Studying:** For students, this life event includes services such as information on the enrolment process in university programmes in the country of origin and abroad; whether application procedures for student loans and other financing schemes are available; and if, for students already enrolled, they can track grades

online.

- **Family:** For parents, the services in this life event relate to the social protection domain, covering services around: birth, marriage, personal documents and registering death.

What is measured for businesses:

- **Regular Business Operations:** For entrepreneurs, this life event includes services from the economic affairs domain. This includes services around: tax and corporate finance, VAT and business changes. In addition, it includes information on working conditions for employees, and whether businesses can change employee status online.
- **Business Start-Up:** For citizens looking to start a business or those already in the process, this life event falls under the economic affairs domain. It encompasses services related to orientation, administrative requirements, basic registration, tax matters, insurance matters, hiring the first employee, and requesting an environmental permit.



As displayed in Figure 3 the *Transport* life event is the highest scoring citizen-related life event with 91 points, marking a modest 1-point increase since the 2023 assessment. This strong performance is primarily driven by the life event's strong score in the *Online availability* (96 points) indicator. Specifically contributing to this result are the *Apply for government support for alternative fuelled car* and *Declare vehicle/road tax* services, both of which achieved perfect (100 points) scores on the Online Availability indicator. Simply put, this means that in all countries where these services are applicable, they are fully accessible to citizens through digital channels. In addition, the *Transport* life event achieves 87 points for *Cross-border Online Availability*, which is the highest score on *Cross-border Online Availability* across all life events in 2024.

In second place is the *Moving* life event with 87 points, representing the largest improvement since 2023 (+ 5 points). This growth is primarily driven by an excellent Online Availability score of 96 points, and a significant 10-point increase in *Cross-border Online Availability*, which now stands at 78 points. In addition to increases in all services in this life event, a key contributor to this improvement in Cross-border Online Availability is the inclusion of the new cross-border service *Register you signing out from old municipality*. As this year's assessment is more closely aligned with the SDGR regulation, this service, which was previously only assessed for national users, is now evaluated on the cross-border level as well. Therefore, the strong performance of this new service (94 points) significantly contributed to an increase in the *Moving* life event's Cross-border Online Availability score.

The *Studying* life event also ranks among the top performers, achieving 86 points in 2024. This is a 3-point increase since the 2023 assessment. This performance is supported by a 5-point increase in the underlying *Online Availability* indicator (95 points), and a 2-point increase in the *Cross-border Online Availability* indicator (80 points). This overall improvement can be partly attributed to notable increases in two services relating to student grants. Notably the service *Apply for student grants* saw a 12-point increase in Cross-border Online Availability score. Additionally, the service *Apply for portability of student grant (abroad)*, which measures whether students can maintain their grants while temporarily studying abroad, registered a 10-point increase in its Online Availability score. These developments have not only contributed to improvements in the *Studying* life event's score but also reflect tangible improvements in the digital experience of students living and studying across Europe.

The *Justice* life event scores 79 points in 2024, reflecting a 2-point improvement since the previous year. Both underlying indicators contributed to this progress, with

Online availability (95 points) and *Cross-border online availability* (67 points) each increasing by 4 points. Similarly, the *Career* life event also scores 79 points with a 4-point increase since 2023, the second largest increase among all life events. This increase is driven by a 5-point increase in the underlying *Cross-border Online Availability* (64 points) indicator and a 2-point increase in the *Online availability* (93 points) indicator.

The *Family* life event ranks as the second lowest scoring life event. With a score of 78 points in 2024, this life event experienced an incremental decrease (-1 point) since the 2023 assessment. This change is primarily due to the inclusion of a newly evaluated cross-border service *Obtain birth certificate*. The addition of this cross-border service contributed to a 4-point decrease in the underlying *Cross-Border Online availability* indicator, now standing at 68 points. However, this is partially offset by improvements in the national service provision of this service. In particular, the national version of the *Obtain Birth Certificate* service saw a 4-point increase in its *Online Availability* indicator. This contributed to a 2-point increase in the average score of the *Online Availability* indicator across all services in the Family life event, which now stand at 87 points.

Finally, the *Health* life event recorded the lowest score among all life events in 2024, with 71 points, an improvement of 2 points compared to 2023. This is largely driven by a 5-point increase in the *Online Availability* indicator, which now stands at 92 points. The *Cross-border Online Availability* indicator also improved, rising by 4 points to 55 points in 2024. However, despite this progress, Health remains the lowest scoring life event on the *Cross-border Online Availability* indicator, suggesting ongoing challenges in cross-border service delivery for health services.

Among all cross-border services evaluated under the Health life event, the service of *Applying for e-consultations with hospital doctors (tele-consultation)* stands out as the most underperforming. This service entails providing citizens with the necessary information and digital channels needed to consult hospital-based medical professionals remotely (e.g., discussing test results, scans, medical concerns). In 2024, this service scored just 28 points for *Cross-border Online Availability*, which is 43 points below the EU average for Cross-border Online availability across all life events. This significant gap highlights a critical area for improvement, emphasising the need to ensure that EU citizens can seamlessly access tele-consultation services when residing or traveling abroad.

Mapping of the eGovernment Benchmark to the eHealth Indicator Study

In 2021, a Health life event was added to the eGovernment Benchmark following discussions between the European Commission and Member States. In 2023, the European Commission introduced the eHealth Indicator Study to track access to electronic health records in the EU as part of the Digital Decade targets. While their names suggest similarities, the two studies differ significantly in scope and depth, with only minimal overlap.

The main similarity between the two studies is that one of the 95 services measured by the eGovernment Benchmark assesses whether information on and access to electronic health records is available for citizens online. This “Apply to Electronic Health Records” service in the Health life event of the eGovernment Benchmark is evaluated based on several criteria, including online access to medical records, eID authentication, smartphone compatibility, etc. The eHealth Indicator Study assesses online healthcare developments including access to electronic health records in greater depth, as the full study focuses on eHealth.

Moreover, the two studies collect data with fundamentally different methodologies. The eGovernment Benchmark combines mystery shopping and automated testing, while the eHealth Indicator Study relies on surveys completed by government representatives. Essentially, the eGovernment Benchmark assesses services from the perspective of citizens and patients, whereas the eHealth Indicator Study reflects the perspective of the service providers (i.e., the government and healthcare institutions). To ensure consistency, the studies are cross-checked, and any discrepancies are evaluated by the research teams. If needed, they seek further clarification from country representatives.

Digital public services for businesses

The 2024 eGovernment Benchmark data reveals that the score for *Digital Public Services for Businesses* across the EU27 is 86 points. As displayed in Figure 4, this score is underpinned by the 99-point score on the *Online Availability* indicator and 74-point score on the *Cross-border Online Availability* indicator. Similar to citizen related services, the 25-point gap between national and cross-border online availability suggests that while national services are widely accessible online there is still room for improvement in ensuring the same level of availability for cross-border entrepreneurs.

An examination of the underlying life event scores provides insights into which domains of services for entrepreneurs drive the overall score. This strong performance in business-related services is particularly driven by high scores for services in the *Regular Business Operations* life event which achieves 88 points in 2024, with no changes in score since the 2023 assessment. The underlying Online Availability indicator for the *Regular Business Operations* life event achieves an impressive 99 points in 2024. This is supported by the fact that 6 out of 11 *Regular Business Operations* services are fully accessible to entrepreneurs online across the EU27. As for the remaining 5 services, *Register new address with competent authority* scored a near perfect 99 points, while *Register illness of employee with competent administration*, *Register the end of a contract of an employee with competent authority*, *Report the termination of business activity* services, all scored 98 points. The lowest scoring service is *Appeal against VAT decision*, with 95 points. In addition, the underlying *Cross-border Online Availability* receives a score of 76 points in 2024, which remains unchanged from the 2023 assessment.

The *Business Start-Up* life event achieves 84 points, a 1-point increase since the 2023 assessment. This strong performance is driven by high scores in the underlying online availability indicator which acquires a score of 98 points in 2024 and a 1-point increase since the 2023 assessment. In addition, the underlying *Cross-border Online Availability* indicator acquires a score of 71 points, which is a 2-point increase since the previous assessment.

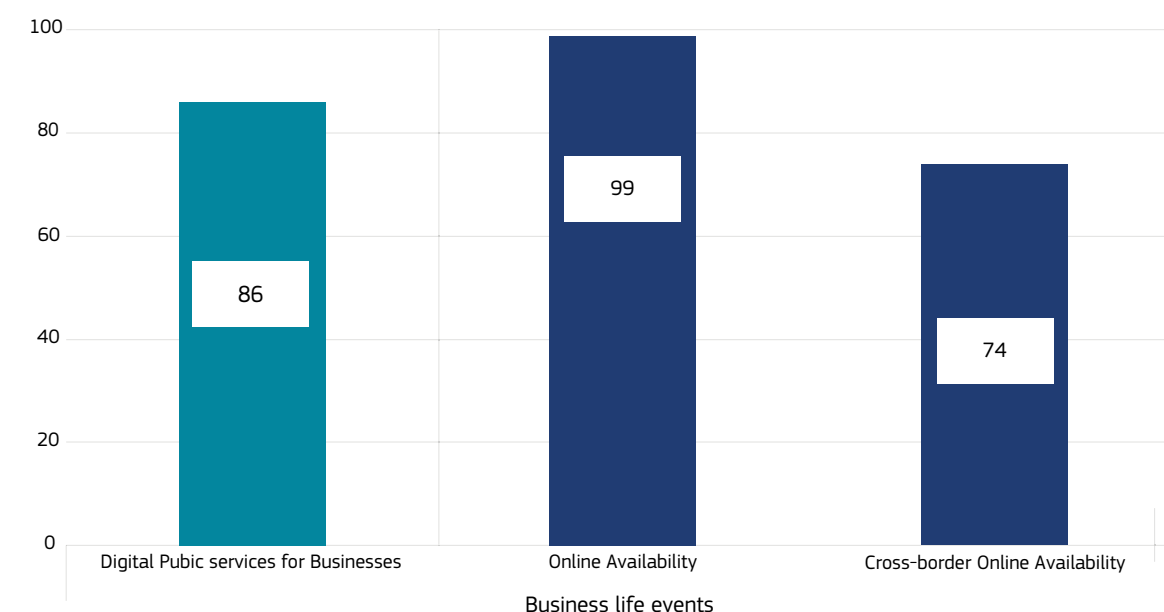


Figure 4: 2024 scores of the Digital Decade Digital Public Services for Businesses KPI and its underlying indicators

Within the *Business-Start Up* life event, the *Obtain pollution/environmental permit* service is the lowest performing service within the *Regular Business Operations*, with a score of 68 points in the *Digital Public Services for Businesses KPI*. This service involves providing information and facilitating the online form needed to apply for the environmental permit, generally including the submission of supporting documents (e.g. engineering reports, geological evaluations and financial assurance instruments). This service particularly underperforms in terms of *Cross-border Online Availability*, acquiring a score of 43 points across the EU27 in 2024.

Overall, all services between the two business life events underperform in terms of *Cross-border Online Availability* relative to their national *Online Availability* score. On average, there is a 25-point gap between the two, indicating a significant barrier for entrepreneurs operating across borders. This highlights the need for Member States to improve cross-border accessibility of essential digital services, ensuring that entrepreneurs residing outside their home country within the EU can efficiently navigate administrative procedures. Enhancing this access will not only support business mobility and regulatory compliance but also contribute to a more integrated European economy.



Digital Decade auxiliary indicators

“Our digital transition will not be complete without the digitalisation of public services”

Margrethe Vestager,
Former Executive Vice-President for
A Europe Fit for the Digital Age and Competition

3. Auxiliary indicators

In addition to informing the two Digital Decade KPIs on the availability of key public services, the eGovernment Benchmark also provides data for four auxiliary indicators under the dimension of *Digitalisation of public services* of the Digital Decade Policy Programme. They are *Pre-filled Forms*, *Transparency of service delivery, design and personal data*, *User Support*, and *Mobile Friendliness*. While not KPIs themselves, these indicators complement the headline targets and help monitor progress in a more granular and operational manner.

Pre-filled Forms

The Pre-Filled Forms auxiliary indicator, measures the share of administrative steps that present pre-filled data, already known to public administrations, in online forms to the user. In other words, it shows how often citizens or businesses do not have to re-enter information that the government already has (e.g., names, addresses, company details) because the system fills it in for them using trusted government databases. This indicator, which is derived from the eGovernment Benchmark's *Pre-Filled Forms* indicator, is a single score describing the number of services requesting data through a form which present already available data to the user.

In 2024 this indicator stands at 71,0 points. As displayed in Figure 5, this is a very slight increase (below 1 point) from the 2023 data, demonstrating that pre-filling capabilities across the EU have barely improved in the past year. However, on the level of individual life events, specific improvements can be noted, such as in the Justice (+ 4 points), Moving (+ 3 points), and Family (+ 2 points) life events. In contrast, the Transport life event (51 points) remains the lowest scoring life event since previous measurements. This highlights a particular need for EU27 Member States to improve pre-filling capabilities in public services especially in the transport domain.

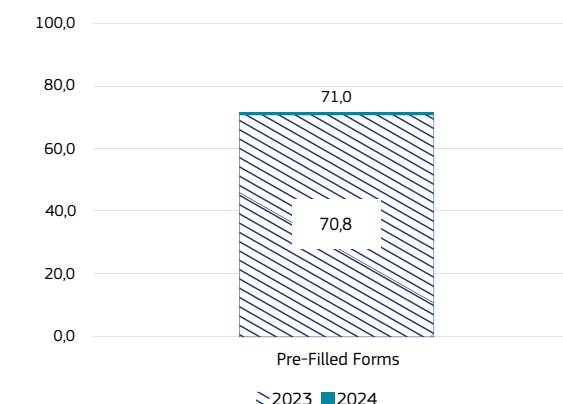


Figure 5: Pre-Filled Forms auxiliary indicator between the two latest available consecutive years

Transparency of service delivery, design, and personal data

The Transparency of Service Delivery, Design, and Personal Data auxiliary indicator stands at 70 points in 2024, making it the lowest scoring auxiliary indicator derived from the eGovernment Benchmark study. This indicator is measured as the extent to which service processes are transparent, services are designed with user involvement and users can manage their personal data. Specifically, it aggregates the percentage of services providing expected duration timelines, an evaluation of portals offering online access to personal data, as well as an evaluation of user involvement in service design and policymaking.

This indicator has increased by 2 points compared to the 2023 data. This improvement is driven by gains in the Health (+ 7 points), Justice (+ 5 points), and the Family (+ 4 points) life events. In contrast, the Regular Business Operations life event has seen a slight decrease (- 2 points) in the same period. These deviations may partly be attributed to the recent method update, as some questions under the indicator Transparency of Service Delivery were omitted. In 2024, despite the significant increase, the Justice life event still ranks lowest (62 points), a position it has held since the 2021 study. This suggests that services relating to small claims procedures have consistently demonstrated the most need for improved transparency in explaining processes, disclosing service development practices, and clarifying the handling of users' personal data.

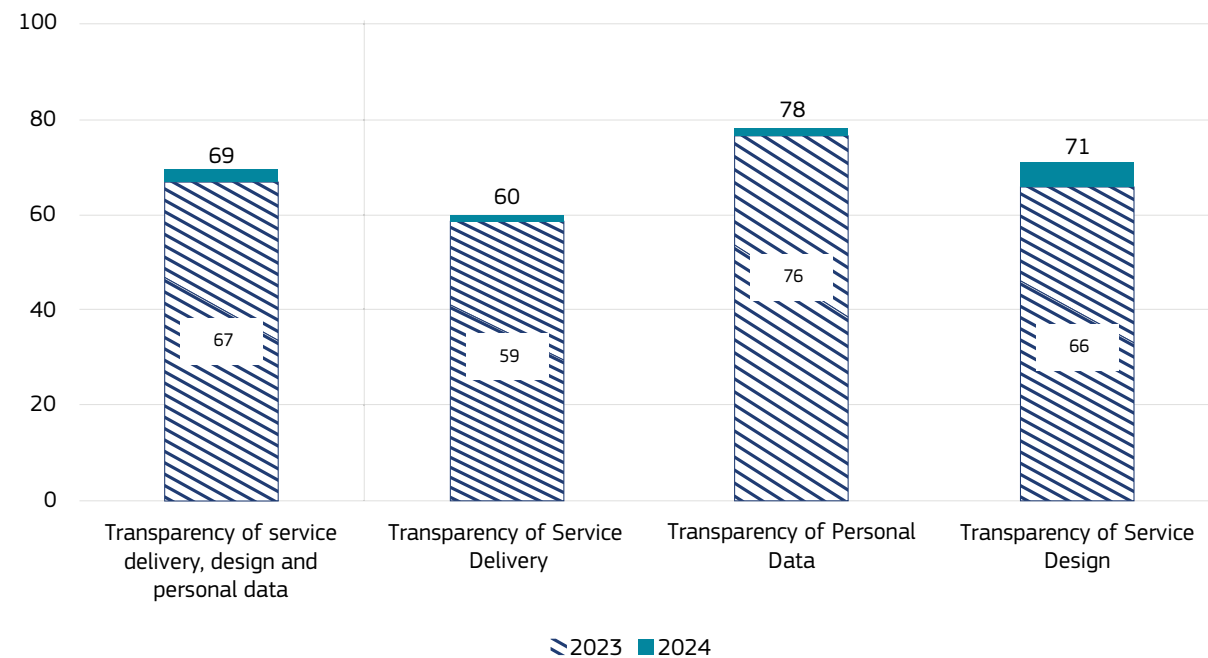


Figure 6: Transparency of service delivery, design, and personal data auxiliary indicator and its underlying eGovernment Benchmark indicators between the two latest available consecutive years

This auxiliary indicator is derived from the eGovernment Benchmark indicators of: *Transparency of Service Delivery*, *Transparency of Service Design*, and *Transparency of Personal Data* indicators. As displayed in Figure 6, *Transparency of Personal Data* (78 points) is the highest scoring sub-indicator of this auxiliary indicator, while *Transparency of Service Delivery* is the lowest scoring (60 points). In addition, *Transparency of Service Design* is the most improved sub-indicator with an increase of 5 points since the 2023 assessment.

User Support

The eGovernment Benchmark *User Support* and *Cross-Border User Support* indicators constitute the Digital Decade auxiliary indicator User Support indicator. This auxiliary indicator measures the availability of online support, help features, and feedback mechanisms for both national and cross-border users. It aggregates multiple elements, namely the share of portals with FAQ sections, demos, contact info towards a responsible department and other channels of communication, feedback mechanisms, discussion fora for national and cross-border users, complaint procedures, as well as help functionalities

As displayed in Figure 7, in 2024 this auxiliary indicator achieved 89 points, which is a 2-point increase compared to the data from the 2023 data collection. This increase is largely driven by gains in the Health (+ 4 points), Transport (+ 4 points), Justice (+ 4 points) Family (+ 3 points), and Career (+ 3 points) life events. In contrast, the Regular Business Operations life event, while being the highest scoring life event in 2024, has seen almost no increase in score over the same period. In 2024, the Justice life event still ranks lowest (79 points), a position it has held since the 2021 study. This suggests that EU citizens have historically found it more difficult to get help or support when interacting with justice-related digital services.

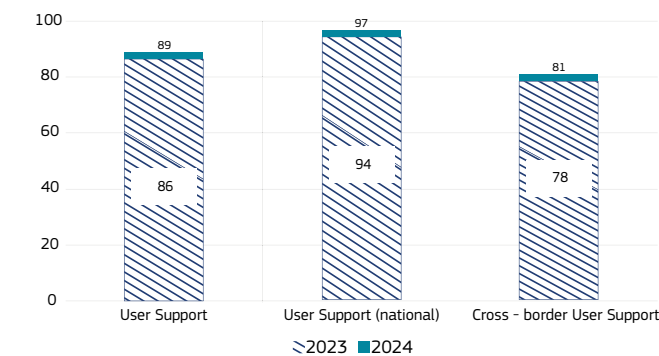


Figure 7: User Support auxiliary indicator and its underlying eGovernment Benchmark indicators between the two latest available consecutive years

The *User Support* sub-indicator, assessing user support for national users, of the overall auxiliary indicator of User Support assesses national portals on the extent to which they support users in interacting with services and their relevant departments. The 97-point result of this sub-indicator in 2024 underscores the great ability of citizens and entrepreneurs to effectively interact with service providers on their digital service provisioning. For the *Cross-border User Support* sub-indicator, there has been a steady 3-point increase since the most recent assessment, meaning online support, help features, and feedback mechanisms improving for users from other European countries.

Mobile Friendliness

The most developed auxiliary indicator derived from the eGovernment Benchmark is the Mobile Friendliness indicator, which stands at 96,1 points in 2024. This auxiliary indicator assesses all national service websites on their responsiveness to mobile screens through automated tooling. The high score on this indicator suggests that most assessed EU27 services are provided through a mobile responsive interface.

As displayed in Figure 8, Mobile Friendliness has increased by less than 1 point since the 2023 data collection, reflecting a slight increase in making all public services responsive to mobile devices. On the more detailed level of specific life events, specific improvements can be noted. The Health (+ 4 points) and Studying (+ 4 points) life events both recorded the highest gains. In contrast, all other life events showed that progress stagnated. These results indicate that almost all services can be accessed via a mobile-responsive interface.

However, in a time where for many users their mobile phone is the main device to manage their digital life, the full coverage of the Mobile Friendliness auxiliary indicator remains a worthy pursuit.

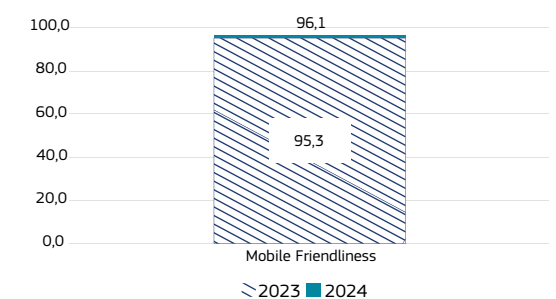


Figure 8: Mobile Friendliness auxiliary indicator between the two latest available consecutive years

Slovensko 3.0 – A platform for life events in Slovakia

The eGovernment Benchmark gathers best practices as part of its data collection process. In relation to the *Online Service Delivery* life event, Slovakia exemplifies a successful approach through its Slovensko 3.0 “platform for life events.”

This initiative illustrates how the responsible authorities in Slovakia have centralised their efforts in digitising a larger part of governmental services. Slovensko 3.0 is a centralised system designed to simplify and improve citizen interactions with the public administration. This platform focuses on delivering services based on key life events, such as starting a business, getting married, or

applying for social benefits. The initiative integrates multiple public administration systems, providing a seamless and personalised experience for users. Citizens and businesses can access all required services in one place, reducing the need for repetitive paperwork and in-person visits

- Key features:
- Increased adoption of digital services, with over 80% of users engaging with eGovernment platforms.
 - Progress in meeting Slovakia’s digital transformation goals, contributing to improvements in the Digital Economy and Society Index.
 - Strong legislative framework supporting the initiative.
 - Strong collaboration between government ministries and public institutions.
 - More information can be found at: [Program Slovensko 3.0](#)

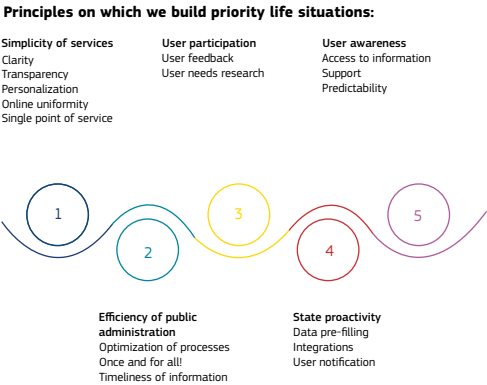


Figure 9: Principles of the Slovensko 3.0 platform on which to prioritise developments

BUILDING ONLINE, USER-FRIENDLY, AND INTEROPERABLE SERVICES

EUROPE’S DIGITAL DECADE TARGETS FOR 2030

The Digital Decade requires 100% of Key Public services to be online in 2030. The results show that the EU averages are:

DIGITAL PUBLIC SERVICES FOR BUSINESSES

86

DIGITAL PUBLIC SERVICES FOR CITIZENS

82

The online availability for national and cross-border users compose the Digital Decade Policy Program KPIs measured in the eGovernment Benchmark.

User Friendly Portals



Easy-to-use portals, accessible for everyone, supporting users in obtaining the services they require.

FOR ALL EU27 GOVERNMENT PORTALS

- FAQ-sections (98%) and demos (95%) are widely available, helping users in their journey.
- 60% have live support functionalities and 43% feature AI-powered chatbots to swiftly guide users to the services they need.

Improvements are still necessary in web accessibility as more than half (57%) of all websites fail to meet at least one of the tested web accessibility criteria.

Less than 1% of government portal websites across the EU passed all 13 security criteria while 45% of all security tests were passed in total.

Online Service Delivery

Easy-to-understand services available across borders and devices



- **NATIONAL:** 92% of services for national users can be completed online.
- **CROSS-BORDER:** Compared to only 58% for cross-border users.

• **BARRIERS:** The most common obstacles include the absence of translation functionalities and the inability to use national eIDs for cross-border identification.

- **MOBILE FRIENDLINESS:** 96% of all websites are mobile-friendly, and 85% of services can also be accessed and completed on smartphones.
- **DELIVERY TIMELINES:** Services could be improved by providing clear delivery timelines. Currently, only 52% of services inform users about the estimated time required to process their requests.

Interoperability Signifiers



Effective reuse of eGovernment solutions and seamless cooperations between government bodies.

Although users desire greater control over their personal data, this is not yet widespread. Currently 84% of government portals allow users to update their data online, while only 59% provide the ability to monitor who has accessed their personal data and for what purpose.

81% of services provide secure authentication using eID, while an additional 10% allow online authentication through an email address and password (or similar methods).

eID authentication enables governments to connect data sources, allowing personal information to be prefilled using data from national base registries for 76% of all services.

Less than half (45%) of cross-border services permit users from other member states to authenticate with their national eIDs. However, this is improving rapidly, with an 8 percentage point increase in 2024.

THE EGOVERNMENT BENCHMARK COVERS

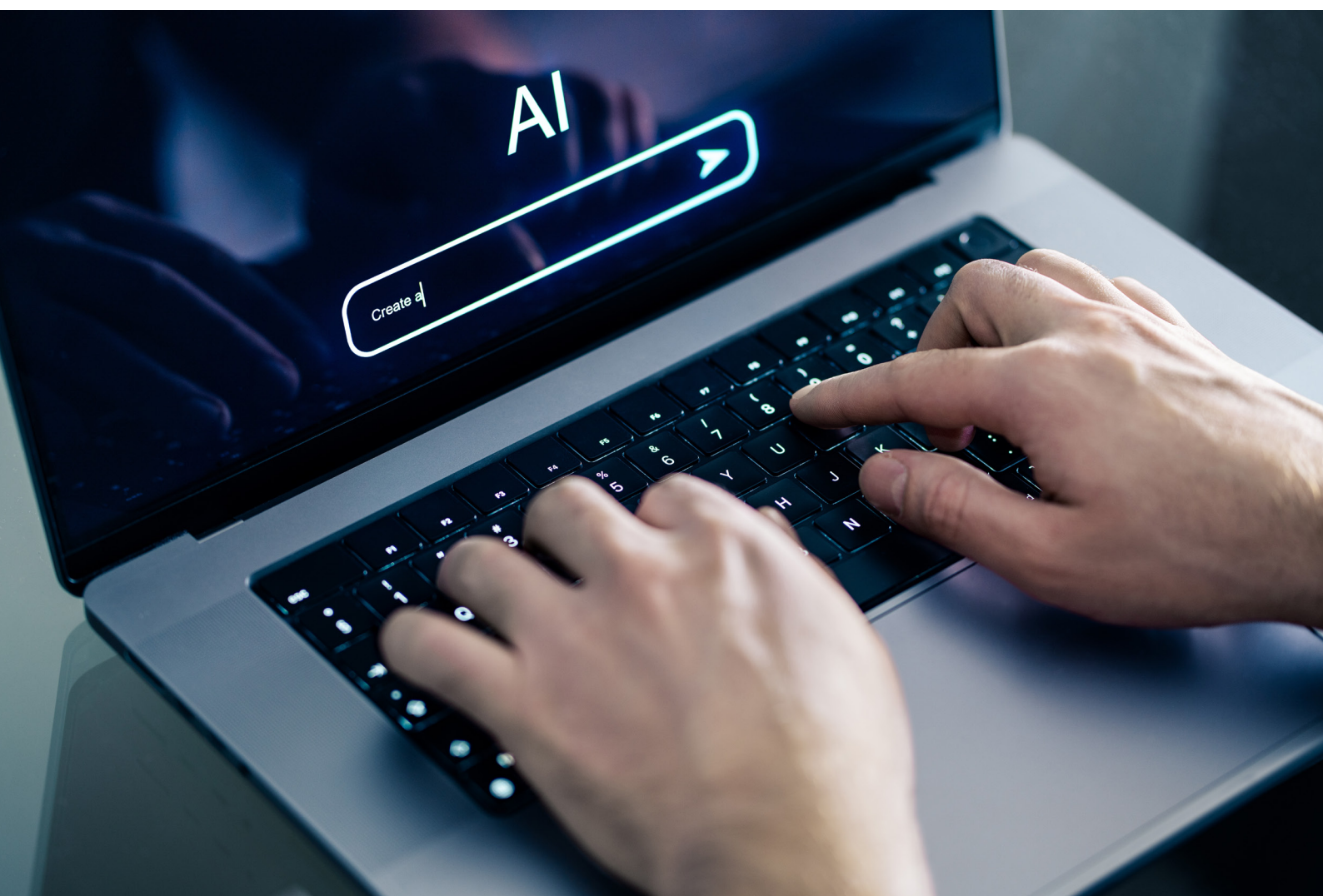
- 27 countries
- Over 14,000 websites
- 9 life events and 98 services
- 1,345 central government bodies
- 508 regional government bodies
- 688 local government bodies

Some of the indicators in this infographic are further explained in the Insights Report, while others are detailed in the Background Report of the eGovernment Benchmark 2025.

Additional accelerators to support digital public service delivery

“Interoperability is essential to better serve people and businesses and to cut unnecessary administrative burden”

Johannes Hahn,
Commissioner for Budget and Administration



4. Additional accelerators to support digital public service delivery

Beyond the Digital Decade KPIs and the auxiliary indicators presented in the previous sections, the eGovernment Benchmark collects additional insights, providing a view on specific accelerators that support the development of digital public service across the European Union. These indicators provide a view on the status of specific procedures and technologies.

The key insights that are collected and presented in this chapter show progress regarding the following accelerators:

- The Single Digital Market (through the Single Digital Gateway Regulation);
- Cybersecurity (of public service websites);
- AI (in live support functionality);
- Accessibility (of public service websites).

The Single Digital Gateway Regulation to facilitate online access to information and procedures for a Single Digital Market

The EU's Single Digital Gateway Regulation (SDGR) aims to simplify access to key administrative procedures across the EU by requiring that essential services (listed in Annex II of the SDGR) be made available online, including for cross-border users¹¹. As previously mentioned, the eGovernment Benchmark's 2024 method update further aligned the study with the SDGR framework, which allows us to provide insight on the implementation of the Regulation in all EU Member States, creating synergies with the eGovernment Benchmark's systematic approach to the measurement of Member States' progress towards the 2030 Digital Decade targets. To achieve this, the services in the eGovernment Benchmark were mapped to procedures in Annex II of the Single Digital Gateway Procedures. Moreover, indicators that evaluate *Cross-border ePayments*, the *Delivery of Output of the service*, and the *Once-Only-Technical-System (OOTS)* were added to the framework. With this integration, the eGovernment

Benchmark covers the core set of high impact eGovernment services that target both domestic and foreign users. In line with the goals of the SDGR, the integration of these procedures and technological solutions removes obstacles for (especially cross-border) EU citizens and entrepreneurs to gain information on and complete simple procedures.

Currently 93% of eGovernment Benchmark services that can be linked to the SDGR procedures are available online. This is slightly higher than the same percentage for online availability of all services measured in the eGovernment Benchmark (91%). However, conversely, for cross-border services the average of all services together is 56% compared to 55% for the procedures that can be linked to the SDGR¹². As displayed in Figure 10, the aggregate score for all the SDGR indicators included in the eGovernment Benchmark lands at 63 points in 2024. *Cross-border ePayment* is the highest performing indicator at 81 points, indicating that most EU users can pay service fees online without restrictions based on their payment provider or account location. In contrast, OOTS scores the lowest at 0 points, indicating that no citizen or entrepreneur in the EU can yet give consent for the automatic retrieval of documents from their home country's issuing authority through the Once Only Technical System.¹³

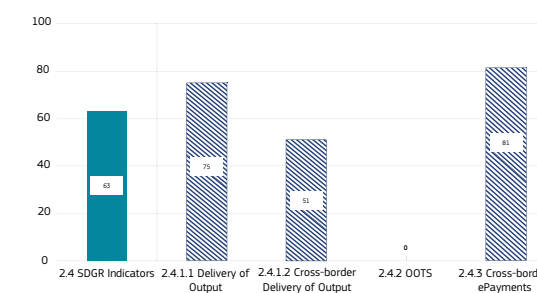


Figure 10: EU27 average of SDGR indicators based on 2024 data

¹¹ The method paper provides a mapping of the SDGR procedures and the services in the eGovernment Benchmark

¹² These numbers also include the services Register as a data intermediation service provider & Register as a data altruism organisation. These services are excluded from the overall eGovernment Benchmark scoring framework as its potential number of users is considered too limited.

OOTS

The availability of the *Once Only Technical System (OOTS)* is assessed exclusively for services related to the SDGR. The evaluation begins by determining whether documentation is required, followed by an assessment of whether the necessary documents can be submitted via OOTS. Therefore, this assessment not only provides insight into the prevalence of this capability across the EU but also highlights areas within digital public service delivery that have the most potential for improvement.

With a score of 0 points, the results show that there are no occurrences yet of OOTS implementations where citizens or entrepreneurs can automatically retrieve necessary documents from a trusted source in another Member State. However, based on the study's findings regarding the necessity of cross-border documentation for completing a service, the services related to *Business Start-Up* and *Career* life events are particularly noteworthy; compared to other life events, these services require cross-border users to submit documents from their home country most frequently.

An example from the *Business Start-Up* life event is the "Register your company as an employer," which often involves creating a PAYE (Pay As You Earn) scheme for tax and national insurance purposes before hiring an employee. This service typically requires businesses to submit various documents from their home country, especially when cross-border users are involved. From the *Career* life event an example would be "Declare personal income taxes", where individuals are required to fill in tax returns for personal income taxes (excluding taxes paid for business earnings). Cross-border users often need to submit relevant documents from their home country to complete this process, highlighting the need for cross-border data exchange.

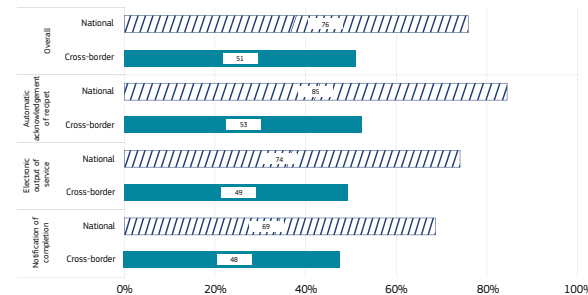


Figure 11: Performance of Delivery of Output functionalities for national and cross-border users based on 2024 data

Delivery of Output

Clear, timely and digital confirmation after requesting a service is not just an optional benefit but a necessity in modern public service delivery. In accordance with SDGR art. 6 – 2 (b, c, & d) citizens and businesses need assurance that their interactions with government systems are acknowledged, processed, and completed. Figure 11 presents a comparison of the maturity of *Delivery of Output (DoU)* functionalities for national and cross-border users, clearly demonstrating that, across the EU27, services intended for national users generally provide more advanced DoU capabilities than those available to cross-border users. Among the three functionalities measured under the *Delivery of Output* indicator, the most significant gap (32 points) between national and cross-border services is found in the automatic acknowledgement of receipt after a service request is submitted. By contrast, the gap is smallest in the provision of electronic notifications confirming the completion of a procedure, though a notable 21-point difference still remains.

Bridging the cybersecurity gap in public services

In a changing geopolitical context and as an increasingly prominent player in politics, economics and security, the EU must be vigilant to the danger of cyberattacks. Acknowledging the importance of protecting against such threats and ensuring the resilience of the European Union's digital supply chains and infrastructure is crucial to the Digital Decade framework, as well as the EU Strategic Compass¹³ (a comprehensive plan to strengthen its security and defence policy). Additionally, the European Declaration on Digital Rights and Principles for the Digital Decade highlights the EU's steadfast commitment to safeguarding the interests

of individuals, businesses, and public institutions from cybersecurity risks and cybercrime. A digitally resilient EU is characterised by public institutions equipped with effective cybersecurity systems.

The *Security* indicator assesses 13 cybersecurity criteria for all national service websites to generate an indicative understanding of security. It does so by performing basic tests that provide a first security indication, relying on two publicly available tools, namely the Internet.nl tool and the Mozilla Observatory tool. The indicator does not attempt to conclusively or comprehensively assess cybersecurity across all service websites. Positive results do not guarantee a completely secure website, just as negative results do not necessarily imply that a website is unsafe. False negatives are unlikely, but undetected alternative cybersecurity solutions may have been implemented.

This year's data collection revealed that 45% of security tests achieved a pass score according to the threshold values set by the testing tool providers. Alarmingly, less than 1% of government portal websites across the EU passed all 13 security criteria.¹⁵ Specifically, only 3% of these websites effectively prevent cross-site scripting and clickjacking attacks through content security policies, and only 5% ensure subresource integrity, safeguarding third-party resources from unexpected manipulation. On a positive note, all websites successfully prevent foreign sites from reading site content and accessing private user information, achieving 100% in cross-origin resource sharing.

These 2024 results indicate that most EU government service websites are not fully adhering to key cybersecurity standards that protect the website, its users, and their data. For example, without strong content security policies or sub resource integrity, malicious actors can inject harmful scripts or manipulate third party libraires to steal user data. The lack of DNSSEC opens the door to domain spoofing attacks, where users might be unknowingly redirected to fake government websites. In addition, insecure HTTPS enforcement puts sensitive data, such as tax records or identity documents, at risk of being intercepted and utilised by attackers.

Furthermore, there is significant room for improvement in website security measures across all countries. The Netherlands stands out as the only government with websites that meet all 13 security criteria, similar to the 2023 data collection. To guarantee resilient data infrastructure and supply chains within the European Union, public administrations must enhance these systems. Efforts may include securing effective procurement methods to embed security-by-design principles and strategically allocating budgets to strengthen investment in advanced cybersecurity frameworks.

DNS firewall app – A fraud detecting extension in Latvia

The eGovernment Benchmark gathers best practices as part of its data collection process. In the context of cybersecurity, a domain name specific (DNS) firewall application is provided to Latvian citizens and entrepreneurs to help them detect fraud. This initiative is a collaboration between the Latvian Cyber Incident Response Institution and the Latvian domain name registry maintainer. The mobile app for the DNS firewall has been available from autumn 2024. It is easy to download and activate on mobile devices for Android and iOS users. The app not only protects against visiting malicious links used in fraudulent campaigns that are currently in use in Latvia, but also blocks phone calls from numbers that CERT.LV has identified as fraudulent. The app provides feedback on the threats that have been prevented.

Further, the free-to-use app protects individual users and organisations from cyber threats, such as false banking websites, fraudulent e-trading platforms, virus-spreading websites or communication with command and control (C&C) servers. All requests to malicious sites are

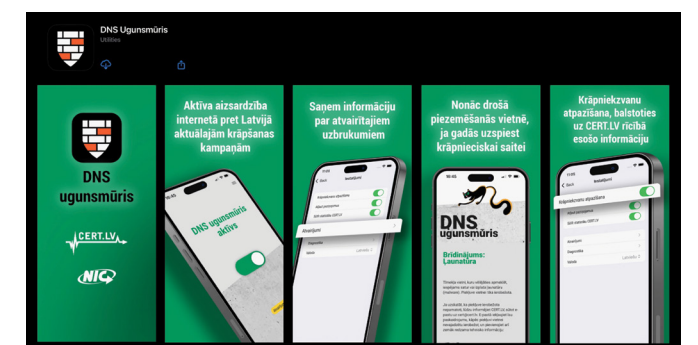


Figure 12: the DNS Firewall app as presented for iOS devices

¹³For the indicators Cross-border Delivery of Output and OOTS, only SDGR-related services were evaluated.

¹⁴https://www.eeas.europa.eu/eeas/strategic-compass-security-and-defence-1_en

¹⁵See the Method paper for full descriptions of all 13 cybersecurity criteria measured.

blocked and users are redirected to a safe landing page. Key features:

Any individual, organisation, or enterprise in Latvia can use the tool for free.

- On average 500,000 phishing attempts are blocked quarterly, and more than 1,500,000 malicious requests are processed monthly.
- Malicious indicators added to the firewall are verified by CERT.LV, minimising false-positives.
- More information can be found at: <https://dnsmuris.lv>

Artificial intelligence in live support functionality

In the wider context of preparing the EU for the digital age, the developments of artificial intelligence (AI) play a crucial role. With the recent explosive rate of adoption of AI, the potential benefit of the technology becomes apparent. Various national governmental bodies throughout the EU are already proving the possible benefits in improving the user workflow while accessing public services. The availability of a live support functionality and whether this live support is offered through an AI-chatbot are checked for national portals. As displayed in Figure 13, this assessment shows that live support is offered by 60% of the portals, whereas 43% of all portals offer automated live support, often facilitated by using artificial intelligence.

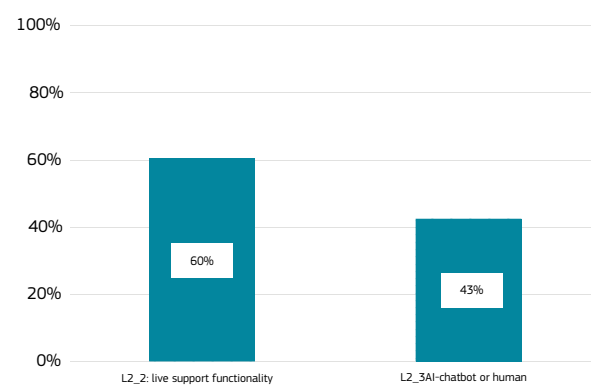


Figure 13: EU averages on the availability of live support functionality and the availability of (AI-powered) chatbot functionality based on 2024 data

Measuring compliance with the Web Accessibility Directive

In 2016, the Web Accessibility Directive entered into force to improve the accessibility of public sector websites and mobile applications.¹⁶ Digital government solutions should be inclusive for all users, including for persons with visual, hearing, physical, cognitive or speech disabilities. Websites must be designed to be perceivable, operable in terms of user interface and navigation, understandable, and robust to work with various devices and assistive technologies. These standards are detailed in the Web Content Accessibility Guidelines (WCAG).¹⁷ Developments to comply with these guidelines are also in line with the fundamental value of Solidarity and Inclusion, as part of the European Declaration on Digital Rights and Principles for the Digital Decade.

Powered by the axe Browser Extension for Accessibility Testing, the *Accessibility Foundations* indicator provides insight into how many of the national service websites meet a selection of WCAG requirements. From the 50 WCAG 2.1 success criteria, eight criteria (Alternative text, Colour contrast, Page/document title, Link name, Language attribute, Valid language code, Discernible button text, Aria hidden) have been selected for this indicator, covering the four principles of web accessibility (Perceivable, Operable, Understandable, Robust).¹⁸ Worryingly, more than half (57%) of all websites violate at least one of the selected criteria and are therefore not compliant with accessibility requirements. This means users with impairments, such as those who rely on screen readers, need high contrast, or navigate using a keyboard, may face barriers when trying to access essential digital services.

In relation to the 2023 data collection, this figure improved by 8 p.p., indicating that governments have been increasingly addressing at least part of the accessibility requirements. However, as more than half of all websites still present inaccessible content, governments must accelerate these efforts in order to match the mandate laid out in the Web Accessibility Directive. Websites most often fail to meet colour contrast criteria. This is the case for 42% of all websites, which harms users with visual disabilities, as well as users in specific

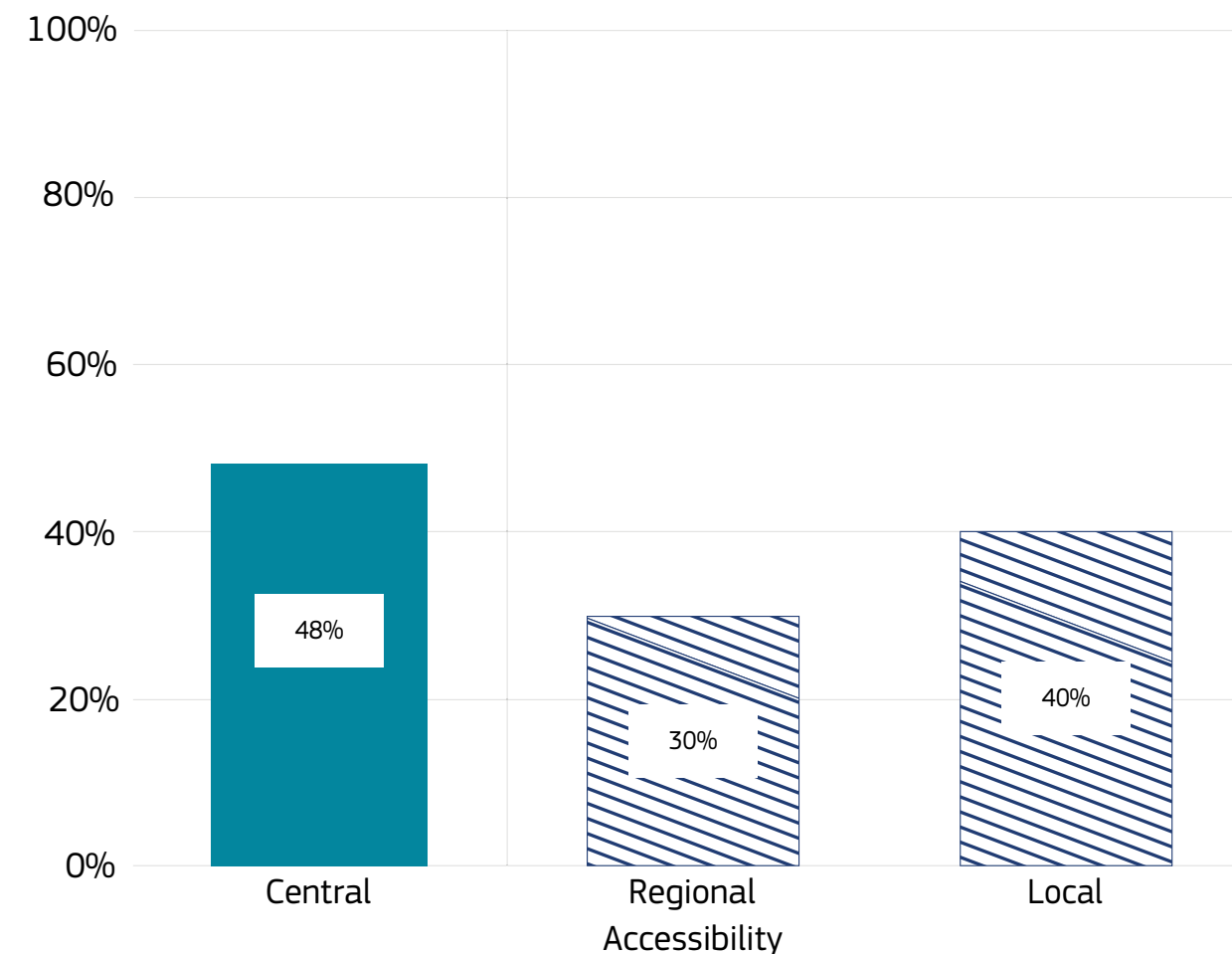


Figure 14: Percentages of websites that meet all eight selected WCAG criteria per central, regional and local service providers based on 2024 data

contexts, such as those viewing a screen in bright sunlight. Next to that, websites often fail to meet the criterion to provide effective and clear links, which causes barriers for people who operate their computer via a keyboard. Figure 14 displays the performance of the *Accessibility Foundations* indicator across all three levels of government measured in the eGovernment Benchmark.

Specifically, it is notable because compared to the other four indicators it is the only one where local government services (40%) outperform regional services (30%). Additionally, it shows the smallest gap relative to central government across all five indicators. In this category, regional governments scored 18 p.p. lower than central government, while local governments scored only 8 p.p. lower in comparison.

¹⁶ <https://digital-strategy.ec.europa.eu/en/policies/web-accessibility>



Conclusion & Final Insights

“The journey towards the full achievement of the Digital Decade targets is still long. Now is the time to take every measure to bridge the gap and ensure that the full digital transition is reached by 2030, without leaving anyone behind.”

Věra Jourová,
former Vice-President for Values and Transparency

5. Key conclusions and Final Insights

Progress towards the Digital Decade— Remaining cross-border challenges

The 2025 eGovernment Benchmark highlights that in one year, from 2023 to 2024, the EU27 made continued advancement towards the 2030 Digital Decade targets for digital public service delivery. While *Digital Public Services for Businesses* continue to score higher than *Digital Public Services for Citizens*, both Digital Decade KPIs show year-on-year improvement. Notably, citizens-oriented services make the largest gains compared to the 2023 assessment, gradually narrowing the performance gap with business related services.

The Digital Decade indicator digital public services for citizens stands at 82 for the EU27, while the Digital Decade indicator digital public services for businesses stands at 86, showing that services for citizens still warrant more improvement.

Among citizen life events, *Transport and Moving* are the strongest performers, with *Moving* showing the most progress since 2023. Both of these top-performing life events score particularly well on the *Online Availability* indicator, meaning that the majority of services associated with them are accessible online. In contrast, *Family and Health* remain the two lowest-performing life events, primarily due to low scores on the *Cross-Border Online Availability* indicator. In addition, both the *Regular Business Operations* and *Business-Start Up* scores remain relatively high overall, although improvements since 2023 have been limited. These business-related life events benefit from a high level of online availability, with many services achieving perfect scores. However, *Cross-Border Online Availability* remains a persistent challenge.

Overall, despite progress at the national level, the data continues to highlight a significant disparity between national and cross-border online availability. While digital public services are widely accessible within individual Member States, cross-border availability lags behind. Bridging this gap will be essential for delivering on the Digital Decade objective of ensuring 100% online accessibility of key public services by 2030.

Auxiliary Indicators — Progress and persistent challenges

In addition to the two Digital Decade KPIs, the eGovernment Benchmark provides data on four auxiliary indicators that underpin the *Digitalisation of Public Services* dimension of the Digital Decade Policy Programme. In 2024, *Mobile Friendliness and User Support* emerge as the strongest performing auxiliary indicators, suggesting that EU citizens and entrepreneurs benefit from strong mobile accessibility and the availability of comprehensive user assistance when interacting with digital public services. Improvements in the *Health and Studying* life events have partly driven the *Mobile Friendliness* indicator, while enhancements in *Health, Transport, and Justice* have similarly contributed to gains in the *User Support* indicator.

In contrast, *Transparency of Service Delivery, Design, and Personal Data and Pre-filled Forms* received the lowest auxiliary indicator scores. While the *Justice, Moving, and Family* life events showed the most progress in the *Pre-Filled Forms* indicator, the *Transport* life event remained stagnant and continues to require the most improvement. In the *Transparency of Service Delivery, Design, and Personal Data* indicator the *Justice* life event remains the weakest area. Notably, the sub-indicator for *Transparency of Service Delivery* scored the lowest within this category, highlighting a need for greater clarity and visibility for citizens regarding service processes and expected timelines. Lastly, the *Health* life event showed the most significant progress across three of the auxiliary indicators, suggesting efforts in this sector are yielding positive results. These findings point to ongoing challenges across the EU27 in providing transparent, efficient, and user-centric online legal services.

Accelerators of digital public service delivery — Enablers of eGovernment transformation

The eGovernment Benchmark also more widely measures capabilities relevant to the digital transformation of governments across the EU. These additional insights focus on key accelerators that support the development and maturity of digital public services, namely the Single Digital Gateway Regulation (SDGR), Cybersecurity, Artificial Intelligence (AI), and Web Accessibility.

¹⁷<https://www.w3.org/TR/WCAG21/>

¹⁸See the Method paper for full descriptions of all 8 WCAG requirements measured.

In 2024, the results show citizens and entrepreneurs are not yet able to automatically retrieve cross-border documents through the Once-Only Technical System (OOTS). Additionally, national services generally demonstrated more advanced Delivery of Output functionalities than cross-border services, highlighting the need to strengthen cross-border usability to support EU-wide digital public services. Performance in cybersecurity remains limited, with government websites passing only 45% of the total assessment criteria tested using Internet.nl and Mozilla Observatory tools. Fewer than 1% of the websites individually passed all 13 criteria. This entails that most EU government portals fall short of key cybersecurity standards, exposing users to risks such as data theft, domain spoofing, and insecure data transmission.

The adoption of AI in providing live support for public services is increasing, with 60% of national portals offering live support, and 43% featuring automated live support, often facilitated through AI-chatbots. This demonstrates growing efforts to enhance user interaction and streamline access to services.

In terms of web accessibility, more than half of websites (57%) evaluated still violate at least one of the eight WCAG 2.1 criteria, though still making an improvement from the 2023 assessment. In other words, users with impairments

still face barriers in 2024 when trying to access essential online services, such as reading content, navigating pages, or understanding information. Notably, local governments performed better than regional ones in making their websites accessible to people with impairments. This suggests regional governments need to improve their efforts in making websites accessible in order to ensure equal digital access for all citizens.

Ensuring no one is left behind on the way to the Digital Decade

Looking ahead, the 2024 results highlight encouraging momentum towards achieving the Digital Decade's vision of fully accessible, high-quality digital public services across all EU Member States. While progress on both Digital Decade KPIs reflects sustained efforts by Member States to expand the offerings of their digital public services, the data also underscores persistent gaps that must be addressed to meet the 2030 targets. As the EU continues its digital transformation, a coordinated and targeted approach is essential to ensure that no Member State, life event, or user group is left behind. Accelerating progress in underperforming areas highlighted in this report will be critical to realizing a truly inclusive and resilient digital public sector by the end of the decade.



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