eGovernment Benchmark 2021

Entering a New Digital Government Era

Capgemini sogeti Part of Capgemini IDC Analyze the Future POLITECNICO DI MILANO

Digital Single Market

Table of Contents

ALBANIA

eGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]	Score
USER CENTRICITY	Overall scores	88.3	76
	Online Availability	87.2	68
	Mobile Friendliness	88.4	88
	User Support	91.2	93
TRANSPARENCY	Overall scores	64.3	42
	Service Delivery	56.9	42
	Personal Data	68.3	34
	Service Design	61.6	25
KEY ENABLERS	Overall scores	65.2	46
	eID	59.1	53
	eDocuments	71.9	55
	Authentic Sources	61.4	77
	Digital Post	73.3	31
CROSS-BORDER SERVICES	Overall scores	54.8	23
	Online Availability	61.1	23
	User Support	67.8	25
	eID	21.7	17
	eDocuments	48.1	100

68% of the services **are online**
EU27+: 81%

0% of the government portals **show whether personal data was consulted**
EU27+: 61%

48% of the services **accept eID login**
EU27+: 64%

11% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.

The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: 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.
eDocuments: indicates if eDocuments can be transmitted from country A to country B.

eGovernment performance of life events (domains)

Life event	User Centricity		Transparency		Key Enablers		Cross-border Services	
	Country score	EU27+ average	Country score	EU27+ average	Country score	EU27+ average	Country score	EU27+ average
Business Start-Up (2020)	98	94	50	69	100	82	53	67
Family (2020)	80	83	32	60	81	59	44	54
Career (2020)	79	88	43	62	68	71	3	47
Studying (2020)	69	87	34	61	25	64	20	65
Regular Business Operations (2019)	85	95	44	74	33	75	40	64
Moving (2019)	58	89	41	72	38	69	0	54
Owning and Driving a Car (2019)	85	88	54	60	22	54	0	48
Starting a Small Claims Procedure (2019)	54	83	36	56	0	48	27	40

Each life event is measured once every two years

■ Country score ■ EU27+ average

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)

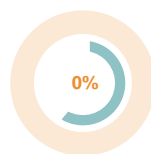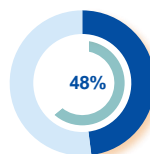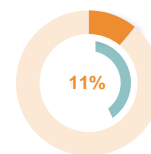A total of 12 services concerning buying and selling a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

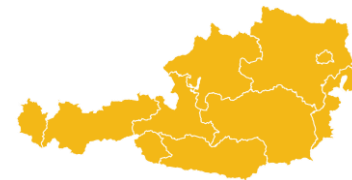**Studying (2020)**

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

AUSTRIA

EGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]	Score
USER CENTRICITY	**Overall scores**	**88.3**	96
	Online Availability	87.2	96
	Mobile Friendliness	88.4	99
	User Support	91.2	95
TRANSPARENCY	**Overall scores**	**64.3**	78
	Service Delivery	56.9	76
	Personal Data	68.3	87
	Service Design	61.6	69
KEY ENABLERS	**Overall scores**	**65.2**	86
	eID	59.1	80
	eDocuments	71.9	90
	Authentic Sources	61.4	75
	Digital Post	73.3	100
CROSS-BORDER SERVICES	**Overall scores**	**54.8**	76
	Online Availability	61.1	78
	User Support	67.8	83
	eID	21.7	66
	eDocuments	48.1	61

94% of the services **are online**
EU27+: 81%

100% of the government portals **show whether personal data was consulted**
EU27+: 61%

85% of the services **accept eID login**
EU27+: 64%

51% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.

The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: 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.
eDocuments: indicates if eDocuments can be transmitted from country A to country B.

eGovernment performance of life events (domains)

	User Centricity	Transparency	Key Enablers	Cross-border Services
Business Start-Up (2020)	Country: 96 / EU27+: 94	75 / 69	87 / 82	76 / 67
Family (2020)	83 / 83	67 / 60	48 / 59	79 / 54
Career (2020)	100 / 88	74 / 62	93 / 71	57 / 47
Studying (2020)	100 / 87	74 / 61	69 / 64	88 / 65
Regular Business Operations (2019)	100 / 95	84 / 74	100 / 75	61 / 64
Moving (2019)	100 / 89	93 / 72	100 / 69	75 / 54
Owning and Driving a Car (2019)	97 / 88	82 / 60	94 / 54	100 / 48
Starting a Small Claims Procedure (2019)	94 / 83	74 / 56	100 / 48	75 / 40

Each life event is measured once every two years

■ **Country score** ■ **EU27+ average**

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.
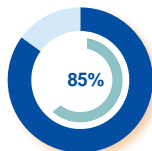
Business Start-up (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

eGovernment performance of life events (domains)

Performance

Austria is characterised by a high level of Digitalisation (84%) and medium level Penetration (81%). Austria is in the cluster of Fruitful eGov scenario, a scenario that includes the best-in-class countries, which perform at a Digitalisation and Penetration level above average. In Penetration Austria's performance is 14 percentage points higher than the European average, while Digitalisation is 13 percentage points higher than the European average.

Penetration

- EU27: 67%
- AT: 81%

Digitalisation

- EU27: 71%
- AT: 84%

■ EU27 ■ AT

Relative Indicators and Environment

Indicator	EU27	AT
Digital Skills	48%	53%
Quality	70%	81%
Openness	75%	83%
Connectivity	51%	53%
Digital in private sector	39%	41%
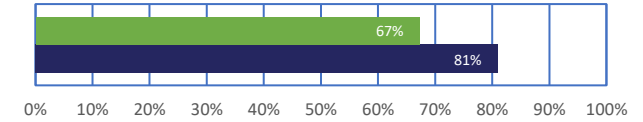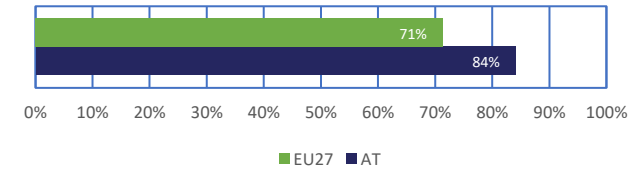
■ EU27 ■ AT
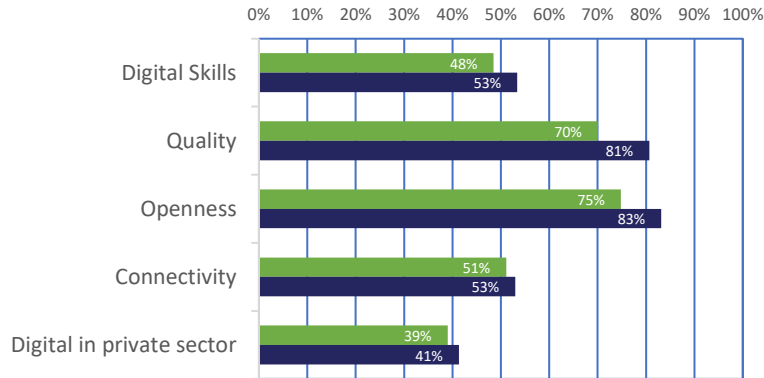
Austria's relative indicators show a country with all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. By looking more in detail at the numbers, Quality indicator is significantly above European average.
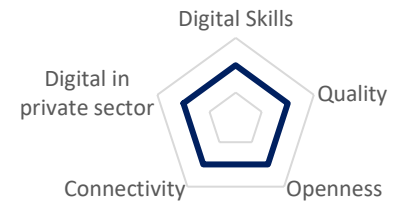
Considerations

Penetration
On-Track

Digitalisation
Overperforming

Matching Relative and Absolute indicators, Austria is Overperforming in Digitalisation and On-Track in Penetration. Its Digitalisation level is higher than the one of the European countries with similar environmental characteristics. Austria seems to have reached a satisfactory level of digitalisation of its front- and the back-offices. On the other side, Austria's performances in Penetration are in line with other countries with a similar environment.

BELGIUM

EGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]	Belgium score
USER CENTRICITY	**Overall scores**	**88.3**	**91**
	Online Availability	87.2	89
	Mobile Friendliness	88.4	97
	User Support	91.2	95
TRANSPARENCY	**Overall scores**	**64.3**	**65**
	Service Delivery	56.9	55
	Personal Data	68.3	79
	Service Design	61.6	56
KEY ENABLERS	**Overall scores**	**65.2**	**72**
	eID	59.1	68
	eDocuments	71.9	79
	Authentic Sources	61.4	70
	Digital Post	73.3	69
CROSS-BORDER SERVICES	**Overall scores**	**54.8**	**59**
	Online Availability	61.1	60
	User Support	67.8	75
	eID	21.7	25
	eDocuments	48.1	56

85% of the services **are online**
EU27+: 81%

62% of the government portals **show whether personal data was consulted**
EU27+: 61%

72% of the services **accept eID login**
EU27+: 64%

34% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.

The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: 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.
eDocuments: indicates if eDocuments can be transmitted from country A to country B.

eGovernment performance of life events (domains)

	User Centricity	Transparency	Key Enablers	Cross-border Services
Business Start-Up (2020)	Country score: 100 / EU27+ average: 94	73 / 69	95 / 82	66 / 67
Family (2020)	79 / 83	55 / 60	46 / 59	66 / 54
Career (2020)	99 / 88	65 / 62	96 / 71	51 / 47
Studying (2020)	96 / 87	76 / 61	80 / 64	64 / 65
Regular Business Operations (2019)	97 / 95	72 / 74	75 / 75	83 / 64
Moving (2019)	93 / 89	69 / 72	78 / 69	53 / 54
Owning and Driving a Car (2019)	83 / 88	60 / 60	38 / 54	58 / 48
Starting a Small Claims Procedure (2019)	82 / 83	52 / 56	64 / 48	29 / 40

Each life event is measured once every two years

■ **Country score** ■ **EU27+ average**

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 (2020)

This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his busi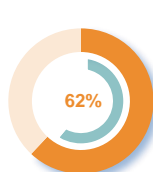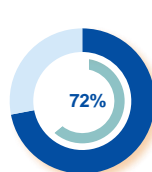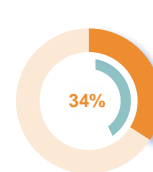ness. It includes orientation, administrative and register requirements, and tax and insurance related matters. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

eGovernment performance of life events (domains)

Performance

Belgium is characterised by a both medium level of Digitalisation (72%) and Penetration (66%), that are very close to the European average (respectively, 71% and 67%). 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.

Penetration

- EU27: 67%
- BE: 66%

Digitalisation

- EU27: 71%
- BE: 72%

■ EU27 ■ BE

Relative Indicators and Environment

Indicator	EU27	BE
Digital Skills	48%	51%
Quality	70%	75%
Openness	75%	70%
Connectivity	51%	48%
Digital in private sector	39%	50%

■ EU27
■ BE
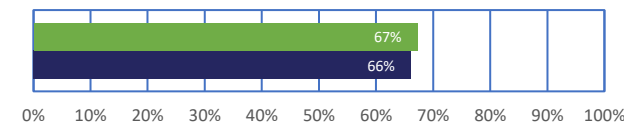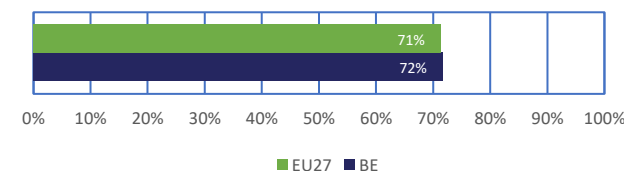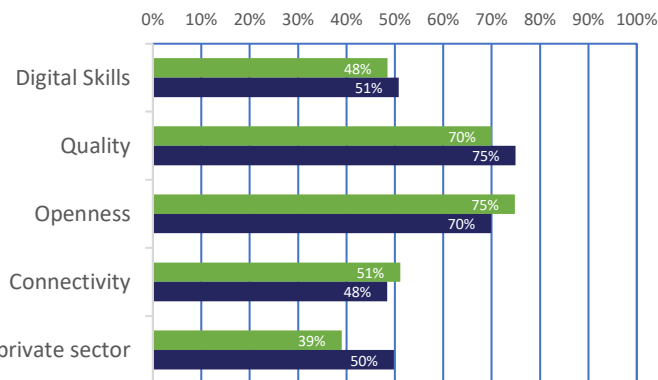
Belgium's relative indicators show a country with performances that are mostly in line with the European average. Digital Skills and Quality indicator are slightly higher than European average, while Openness is 5 percentage points below it. Moving to context characteristics, the deployment of broadband infrastructure and its quality (Connectivity) is slightly below the European average, while the development of Digital in private sector is remarkably higher than the European average.
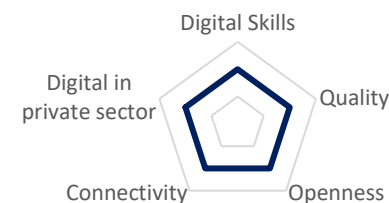
Considerations

Penetration
On-Track

Digitalisation
On-Track

Compared to countries with a similar environment, Belgium is On-track both in terms of Penetration and Digitalisation, reaching a medium level, which is the closest to the European average. Countries can improve their Penetration level by raising citizen awareness about eGovernment services availability and expanding the number of online users. Regarding Digitalisation, country can improve its performance by improving the level of the back-office and the front-office digitalisation.

BULGARIA

eGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]	Score
USER CENTRICITY	**Overall scores**	**88.3**	**84**
	Online Availability	87.2	82
	Mobile Friendliness	88.4	76
	User Support	91.2	91
TRANSPARENCY	**Overall scores**	**64.3**	**53**
	Service Delivery	56.9	49
	Personal Data	68.3	47
	Service Design	61.6	50
KEY ENABLERS	**Overall scores**	**65.2**	**65**
	eID	59.1	51
	eDocuments	71.9	60
	Authentic Sources	61.4	53
	Digital Post	73.3	100
CROSS-BORDER SERVICES	**Overall scores**	**54.8**	**37**
	Online Availability	61.1	47
	User Support	67.8	46
	eID	21.7	6
	eDocuments	48.1	17

68% of the services **are online**
EU27+: 81%

100% of the government portals **show whether personal data was consulted**
EU27+: 61%

42% of the services **accept eID login**
EU27+: 64%

27% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
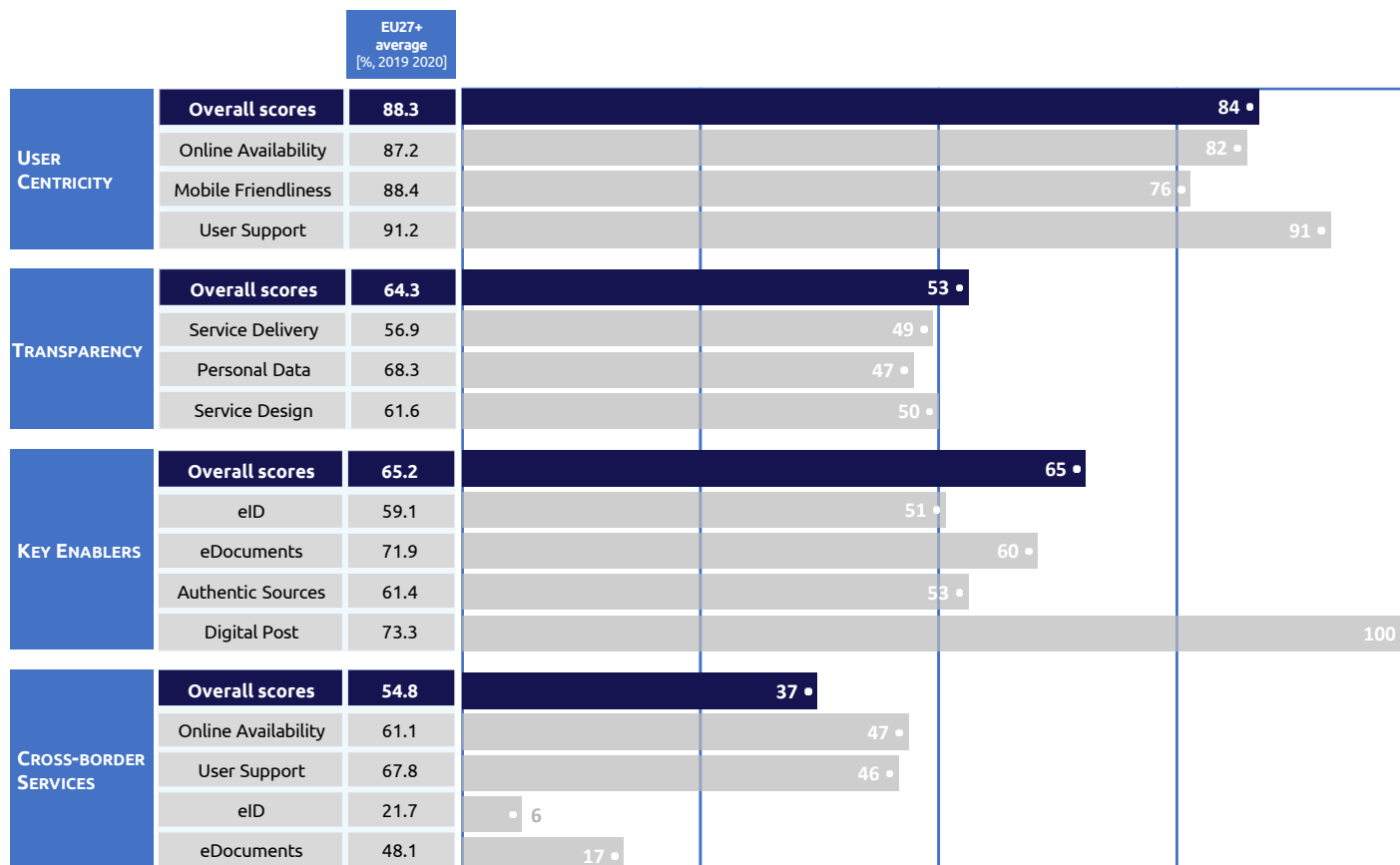**Transparency of Service Delivery**: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.

The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: 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.
eDocuments: indicates if eDocuments can be transmitted from country A to country B.

eGovernment performance of life events (domains)

	User Centricity	Transparency	Key Enablers	Cross-border Services
Business Start-Up (2020)	Country score: 96 / EU27+ average: 94	69 / 69	90 / 82	66 / 67
Family (2020)	82 / 83	46 / 60	74 / 59	21 / 54
Career (2020)	91 / 88	55 / 62	83 / 71	22 / 47
Studying (2020)	77 / 87	31 / 61	39 / 64	44 / 65
Regular Business Operations (2019)	95 / 95	87 / 74	92 / 75	58 / 64
Moving (2019)	85 / 89	65 / 72	76 / 69	43 / 54
Owning and Driving a Car (2019)	77 / 88	36 / 60	36 / 54	42 / 48
Starting a Small Claims Procedure (2019)	66 / 83	36 / 56	33 / 48	1 / 40

Each life event is measured once every two years

■ **Country score** ■ **EU27+ average**

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 (2020)
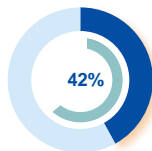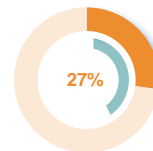
This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

eGovernment performance of life events (domains)

Performance

Bulgaria is characterised by low performances both in Digitalisation and Penetration. The level of Digitalisation is 11 percentage points below European average, but the most significant gap is associated to the level of Penetration, that is almost 31 percentage points below European average. Therefore, Bulgaria is included in the Non Consolidated eGov scenario, where countries are not fully exploiting ICT opportunities.

Penetration

- EU27: 67%
- BG: 36%

Digitalisation

- EU27: 71%
- BG: 60%

■ EU27 ■ BG

Relative Indicators and Environment

	EU27	BG
Digital Skills	48%	33%
Quality	70%	53%
Openness	75%	68%
Connectivity	51%	38%
Digital in private sector	39%	20%
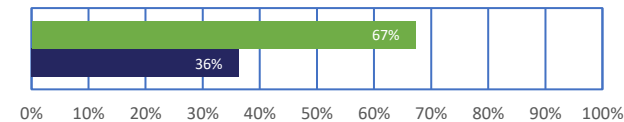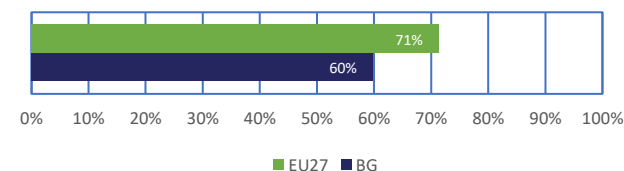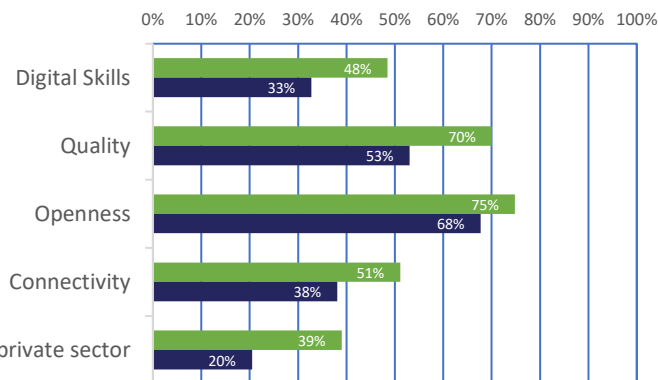
Bulgaria seems to have an environment that could slow down eGovernment actions' effectiveness: looking at relative indicators almost all the characteristics (Digital skills, Quality, Connectivity and Digital in the private sector) are still low. The only exception is given by Openness indicator, which is in line with the European average.
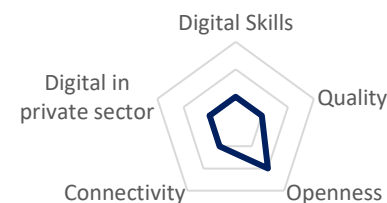
Considerations

Penetration
On-Track
Digitalisation
On-Track

Bulgaria can be considered an On-Track country, since its performance in Penetration and Digitalisation compared with countries with similar relative indicators scores are On-Track. Despite a low absolute performance in both Digitalisation and Penetration, those performances are 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 digitalisation and eGovernment services are widespread given the environmental characteristics.

SWITZERLAND

eGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]				
USER CENTRICITY	**Overall scores**	**88.3**				**83**
	Online Availability	87.2				79
	Mobile Friendliness	88.4				89
	User Support	91.2				91
TRANSPARENCY	**Overall scores**	**64.3**		**44**		
	Service Delivery	56.9	22			
	Personal Data	68.3		42		
	Service Design	61.6			75	
KEY ENABLERS	**Overall scores**	**65.2**	34			
	eID	59.1	27			
	eDocuments	71.9		49		
	Authentic Sources	61.4	12			
	Digital Post	73.3		50		
CROSS-BORDER SERVICES	**Overall scores**	**54.8**		49		
	Online Availability	61.1		54		
	User Support	67.8		71		
	eID	21.7	0			
	eDocuments	48.1	42			

64% of the services **are online**
EU27+: 81%

38% of the government portals **show whether personal data was consulted**
EU27+: 61%

24% of the services **accept eID login**
EU27+: 64%

32% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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.
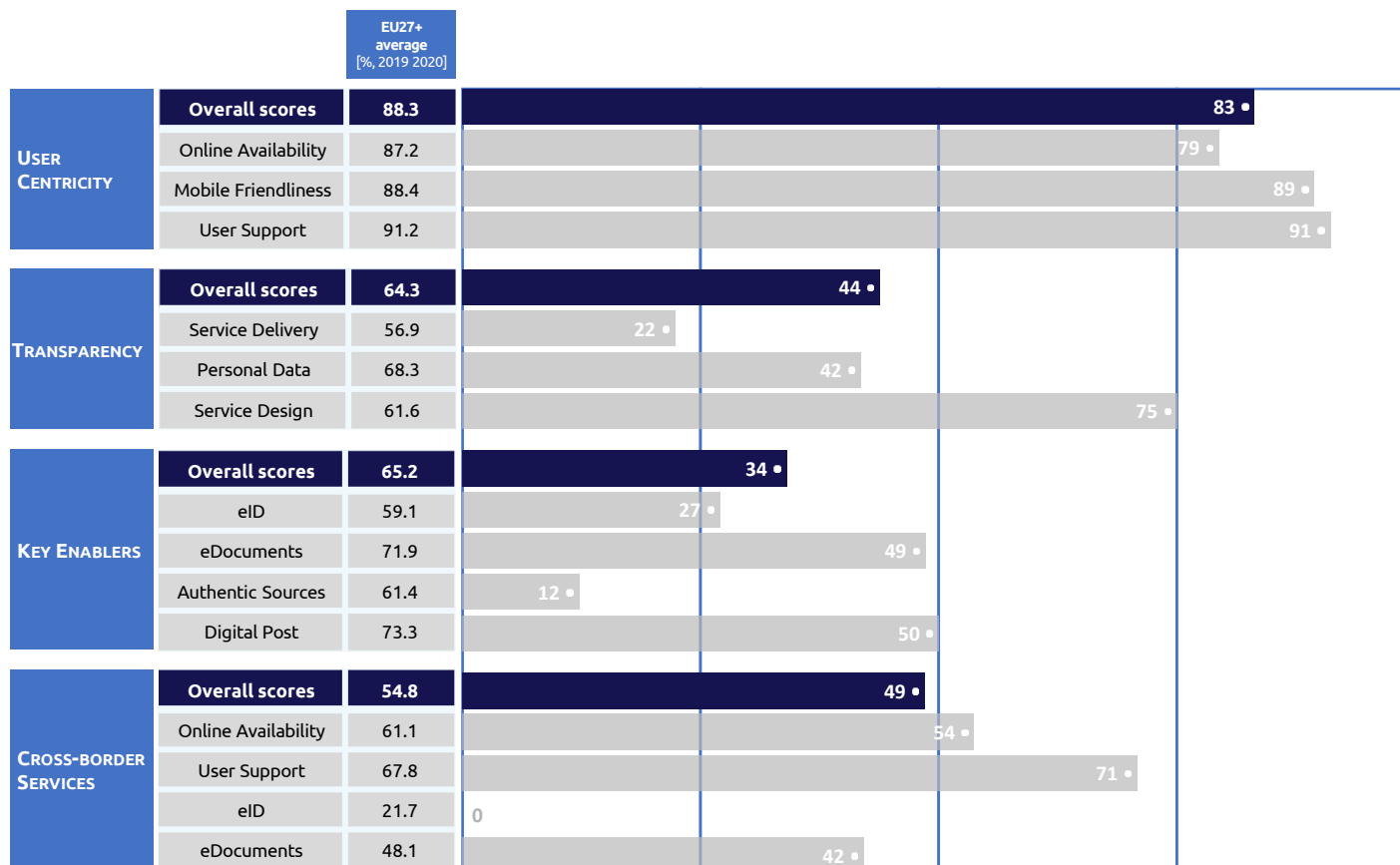
The Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.

The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: 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.
eDocuments: indicates if eDocuments can be transmitted from country A to country B.

eGovernment performance of life events (domains)

	User Centricity	Transparency	Key Enablers	Cross-border Services
Business Start-Up (2020) — Country score	100	75	57	68
Business Start-Up (2020) — EU27+ average	94	69	82	67
Family (2020) — Country score	83	34	20	50
Family (2020) — EU27+ average	83	60	59	54
Career (2020) — Country score	72	30	2	37
Career (2020) — EU27+ average	88	62	71	47
Studying (2020) — Country score	81	31	28	57
Studying (2020) — EU27+ average	87	61	64	65
Regular Business Operations (2019) — Country score	89	66	46	67
Regular Business Operations (2019) — EU27+ average	95	74	75	64
Moving (2019) — Country score	78	45	46	34
Moving (2019) — EU27+ average	89	72	69	54
Owning and Driving a Car (2019) — Country score	92	25	38	42
Owning and Driving a Car (2019) — EU27+ average	88	60	54	48
Starting a Small Claims Procedure (2019) — Country score	70	45	35	34
Starting a Small Claims Procedure (2019) — EU27+ average	83	56	48	40

Each life event is measured once every two years

■ **Country score** ■ **EU27+ average**

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.
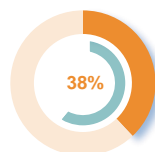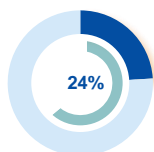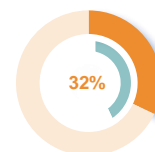
Moving (2019)

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

CYPRUS

EGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]				
USER CENTRICITY	**Overall scores**	**88.3**				75
	Online Availability	87.2				73
	Mobile Friendliness	88.4				81
	User Support	91.2				77
TRANSPARENCY	**Overall scores**	**64.3**		40		
	Service Delivery	56.9	32			
	Personal Data	68.3		50		
	Service Design	61.6	31			
KEY ENABLERS	**Overall scores**	**65.2**		40		
	eID	59.1	20			
	eDocuments	71.9		50		
	Authentic Sources	61.4	38			
	Digital Post	73.3		50		
CROSS-BORDER SERVICES	**Overall scores**	**54.8**			63	
	Online Availability	61.1			69	
	User Support	67.8				92
	eID	21.7	7			
	eDocuments	48.1		46		

62% of the services **are online**
EU27+: 81%

25% of the government portals **show whether personal data was consulted**
EU27+: 61%

8% of the services **accept eID login**
EU27+: 64%

33% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.

The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: 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.
eDocuments: indicates if eDocuments can be transmitted from country A to country B.

eGovernment performance of life events (domains)

	User Centricity	Transparency	Key Enablers	Cross-border Services
Business Start-Up (2020)	Country: 90 / EU27+: 94	36 / 69	69 / 82	60 / 67
Family (2020)	56 / 83	15 / 60	33 / 59	67 / 54
Career (2020)	70 / 88	38 / 62	41 / 71	64 / 47
Studying (2020)	65 / 87	32 / 61	50 / 64	50 / 65
Regular Business Operations (2019)	92 / 95	57 / 74	26 / 75	94 / 64
Moving (2019)	94 / 89	77 / 72	75 / 69	74 / 54
Owning and Driving a Car (2019)	87 / 88	57 / 60	23 / 54	67 / 48
Starting a Small Claims Procedure (2019)	46 / 83	9 / 56	0 / 48	30 / 40

Each life event is measured once every two years

■ **Country score**   ■ **EU27+ average**

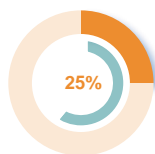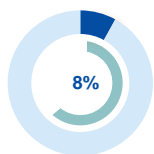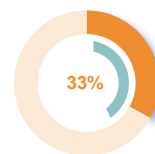## Life event descriptions

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

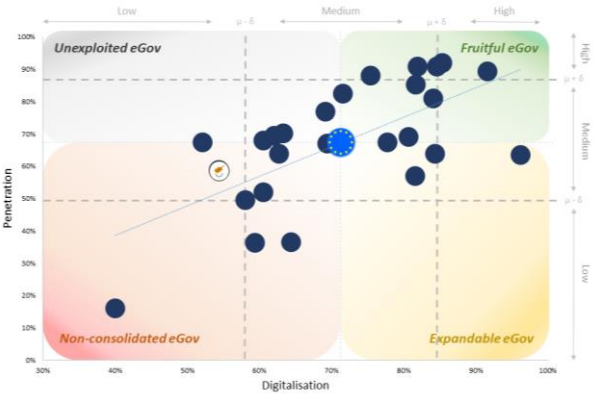**Studying (2020)**

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

eGovernment performance of life events (domains)

Performance

Cyprus is characterised by a medium-low level of Penetration, that is percentage points below European average, and a low level of Digitalisation, which is 17 percentage points below European average. Cyprus is therefore part of the Non Consolidated eGov scenario, where countries are not fully exploiting ICT opportunities.

Penetration

EU27: 67%
CY: 59%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Digitalisation

EU27: 71%
CY: 54%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ EU27 ■ CY

Relative Indicators and Environment

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Indicator	EU27	CY
Digital Skills	48%	40%
Quality	70%	66%
Openness	75%	79%
Connectivity	51%	42%
Digital in private sector	39%	31%

■ EU27
■ CY
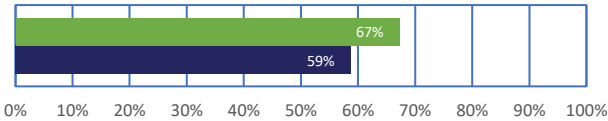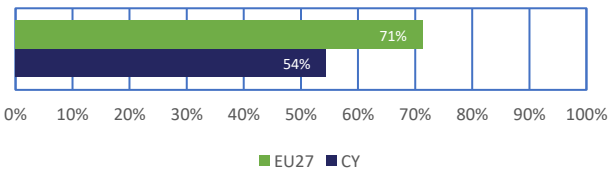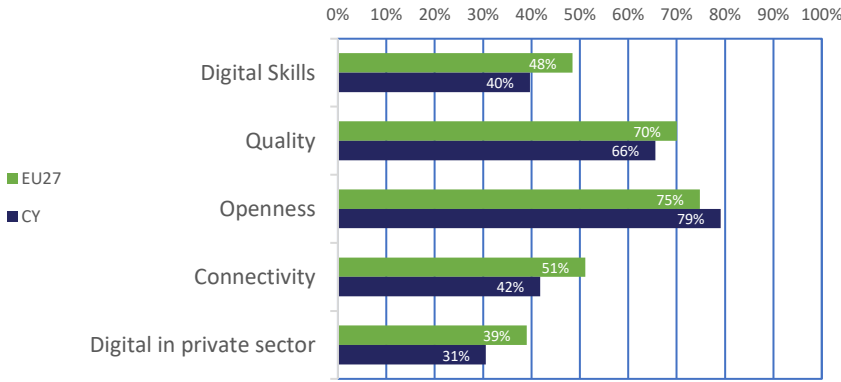
The relative indicators of Cyprus show a country that is aligned with the European average regarding Government characteristics (Quality and Openness). Digital Skills performances are slightly below the average. Similarly, Digital Context characteristics are below European average too, highlighting the lack of readiness especially in terms of broadband infrastructure.

Digital Skills

Digital in private sector — Quality

Connectivity — Openness
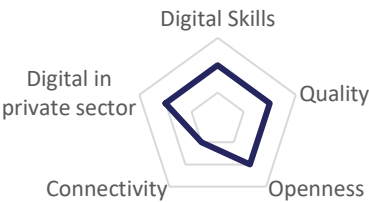
Considerations

Penetration
Underperforming

Digitalisation
Underperforming

Cyprus is Underperforming in both Penetration and Digitalisation. On the one hand, Penetration level is low given Cyprus' relative indicators performances, meaning that online services can become more broadly adopted. On the other hand, its performances in Digitalisation compared with country with similar relative indicators scores are Underperforming as well. This means that the country needs to enhance the level of back- and front-office digitalisation.

CZECH REPUBLIC

eGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]					
USER CENTRICITY	**Overall scores**	**88.3**					85
	Online Availability	87.2					86
	Mobile Friendliness	88.4					85
	User Support	91.2					82
TRANSPARENCY	**Overall scores**	**64.3**				61	
	Service Delivery	56.9				51	
	Personal Data	68.3					78
	Service Design	61.6		38				
KEY ENABLERS	**Overall scores**	**65.2**				58	
	eID	59.1		42				
	eDocuments	71.9		46				
	Authentic Sources	61.4		46				
	Digital Post	73.3						100
CROSS-BORDER SERVICES	**Overall scores**	**54.8**			47		
	Online Availability	61.1			58		
	User Support	67.8			58		
	eID	21.7	9					
	eDocuments	48.1	27					

77% of the services **are online**
EU27+: 81%

100% of the government portals **show whether personal data was consulted**
EU27+: 61%

44% of the services **accept eID login**
EU27+: 64%

35% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.

The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: 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.
eDocuments: indicates if eDocuments can be transmitted from country A to country B.

eGovernment performance of life events (domains)

Life event	User Centricity		Transparency		Key Enablers		Cross-border Services	
	Country score	EU27+ average	Country score	EU27+ average	Country score	EU27+ average	Country score	EU27+ average
Business Start-Up (2020)	93	94	61	69	94	82	40	67
Family (2020)	83	83	59	60	34	59	33	54
Career (2020)	83	88	49	62	47	71	31	47
Studying (2020)	80	87	49	61	58	64	63	65
Regular Business Operations (2019)	100	95	76	74	78	75	78	64
Moving (2019)	87	89	77	72	75	69	55	54
Owning and Driving a Car (2019)	77	88	61	60	43	54	42	48
Starting a Small Claims Procedure (2019)	76	83	54	56	39	48	38	40

Each life event is measured once every two years

■ Country score   ■ EU27+ average

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.
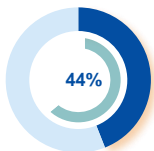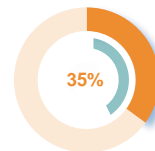
Owning and Driving a Car (2019)

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

eGovernment performance of life events (domains)

Performance

Czech Republic is characterised by a medium level of Penetration, that is only 3 percentage points below European average, and a medium-low Digitalisation. Therefore it is included in the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities..

Penetration

| | 67% | (EU27) |
| | 64% | (CZ) |

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Digitalisation

| | 71% | (EU27) |
| | 63% | (CZ) |

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ EU27 ■ CZ

Relative Indicators and Environment

Indicator	EU27	CZ
Digital Skills	48%	47%
Quality	70%	67%
Openness	75%	70%
Connectivity	51%	45%
Digital in private sector	39%	39%
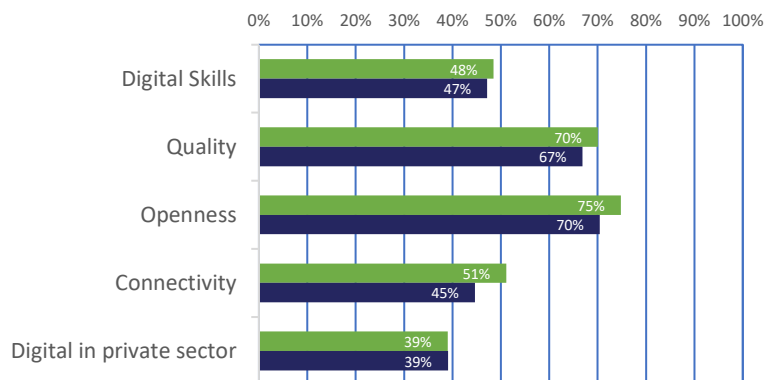
Czech Republic's relative indicators show a country with all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average.
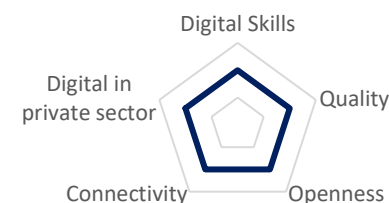
Considerations

Penetration
On-Track

Digitalisation
Underperforming

Compared to countries with a similar environment, Czech Republic is On-Track in Penetration while being Underperforming in Digitalisation. This means that countries with similar environmental characteristics have reached a better Digitalisation level. A country can improve its Digitalisation level by improving the level of the back-office and the front-office digitalisation. Czech Republic's performances in Penetration are in line with other countries with a similar environment.

GERMANY

eGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]	Score
USER CENTRICITY	**Overall scores**	**88.3**	90
	Online Availability	87.2	88
	Mobile Friendliness	88.4	89
	User Support	91.2	96
TRANSPARENCY	**Overall scores**	**64.3**	52
	Service Delivery	56.9	55
	Personal Data	68.3	51
	Service Design	61.6	31
KEY ENABLERS	**Overall scores**	**65.2**	55
	eID	59.1	48
	eDocuments	71.9	66
	Authentic Sources	61.4	42
	Digital Post	73.3	63
CROSS-BORDER SERVICES	**Overall scores**	**54.8**	52
	Online Availability	61.1	65
	User Support	67.8	58
	eID	21.7	5
	eDocuments	48.1	89

82% of the services **are online**
EU27+: 81%

75% of the government portals **show whether personal data was consulted**
EU27+: 61%

53% of the services **accept eID login**
EU27+: 64%

37% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension **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.
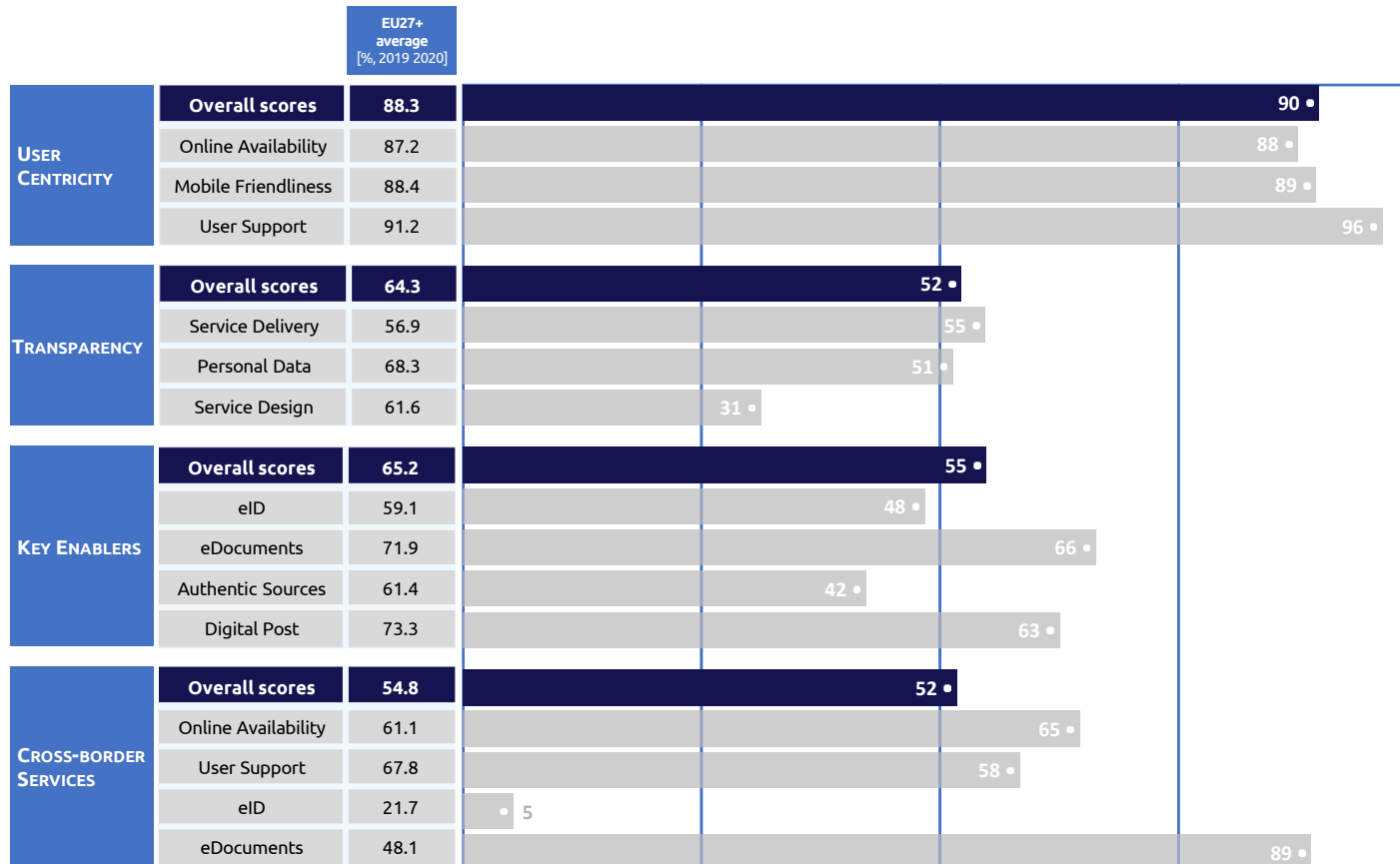**Online Availability**: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: indicates if support, help and (interactive) feedback functionalities are online.
Mobile Friendliness: indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.

The Key Dimension **Transparency** indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.

The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: 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.
eDocuments: indicates if eDocuments can be transmitted from country A to country B.

eGovernment performance of life events (domains)

	User Centricity		Transparency		Key Enablers		Cross-border Services	
	Country score	EU27+ average	Country score	EU27+ average	Country score	EU27+ average	Country score	EU27+ average
Business Start-Up (2020)	94	94	62	69	62	82	67	67
Family (2020)	91	83	50	60	53	59	46	54
Career (2020)	84	88	47	62	95	71	44	47
Studying (2020)	92	87	50	61	67	64	78	65
Regular Business Operations (2019)	100	95	64	74	89	75	88	64
Moving (2019)	89	89	67	72	28	69	51	54
Owning and Driving a Car (2019)	81	88	29	60	8	54	35	48
Starting a Small Claims Procedure (2019)	88	83	51	56	38	48	6	40

Each life event is measured once every two years

■ Country score ■ EU27+ average

Life event descriptions

Regular Business Operations (2019)

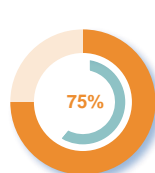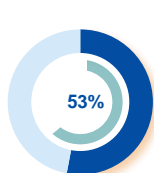A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

eGovernment performance of life events (domains)

Performance

Penetration

Germany shows a medium level of Penetration and a medium-low level of Digitalisation. Therefore, Germany is included in the Unexploited eGov scenario, a scenario that includes countries that might still be in an ongoing digitalisation process, but with a high number of citizens using eGovernment services.

Digitalisation

■ EU27 ■ DE

Relative Indicators and Environment

■ EU27
■ DE
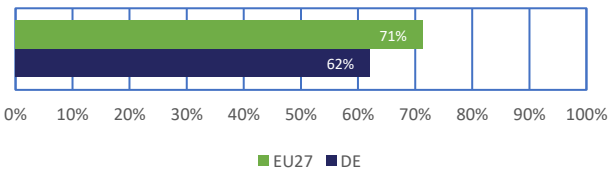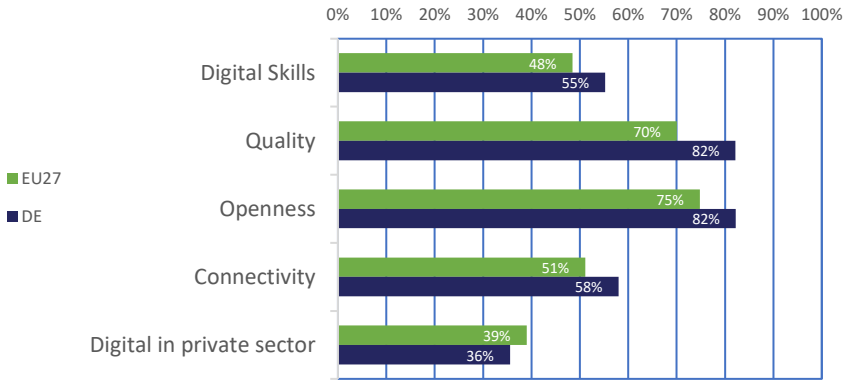
Germany's relative indicators show a country with almost all environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) mostly in line with the European average. Regarding the Users' characteristics, Digital skills indicator is slightly above the European average. Citizens perceive Government characteristics posi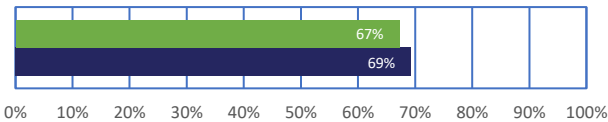tively and, in particular, the quality of government actions (Quality) is 12 percentage points above the European average. Digital in private sector indicator, instead, is slightly below the European average.
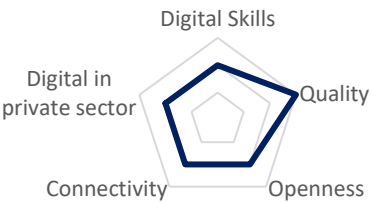
Considerations

Penetration	
On-Track	
Digitalisation	
Underperforming	

Matching relative and absolute indicators, Germany is On-Track in Penetration and Underperforming in Digitalisation. 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 its Digitalisation levels, by increasing the level of the back-office and the front-office digitalisation. Germany's Penetration level is in line with the European countries with similar relative performances.

DENMARK

EGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]	Denmark score
USER CENTRICITY	**Overall scores**	**88.3**	98
	Online Availability	87.2	99
	Mobile Friendliness	88.4	100
	User Support	91.2	93
TRANSPARENCY	**Overall scores**	**64.3**	79
	Service Delivery	56.9	73
	Personal Data	68.3	82
	Service Design	61.6	94
KEY ENABLERS	**Overall scores**	**65.2**	93
	eID	59.1	89
	eDocuments	71.9	97
	Authentic Sources	61.4	84
	Digital Post	73.3	100
CROSS-BORDER SERVICES	**Overall scores**	**54.8**	72
	Online Availability	61.1	75
	User Support	67.8	88
	eID	21.7	44
	eDocuments	48.1	50

98% of the services **are online**
EU27+: 81%

38% of the government portals **show whether personal data was consulted**
EU27+: 61%

93% of the services **accept eID login**
EU27+: 64%

53% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.

The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: 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.
eDocuments: indicates if eDocuments can be transmitted from country A to country B.

eGovernment performance of life events (domains)

Life event	User Centricity		Transparency		Key Enablers		Cross-border Services	
	Country score	EU27+ average	Country score	EU27+ average	Country score	EU27+ average	Country score	EU27+ average
Business Start-Up (2020)	100	94	78	69	100	82	92	67
Family (2020)	97	83	83	60	87	59	100	54
Career (2020)	93	88	80	62	93	71	56	47
Studying (2020)	97	87	78	61	92	64	73	65
Regular Business Operations (2019)	100	95	89	74	100	75	67	64
Moving (2019)	97	89	86	72	100	69	75	54
Owning and Driving a Car (2019)	99	88	74	60	94	54	75	48
Starting a Small Claims Procedure (2019)	100	83	68	56	75	48	38	40

Each life event is measured once every two years

■ Country score ■ EU27+ average

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)

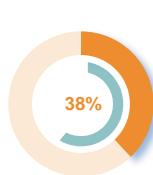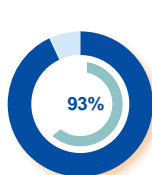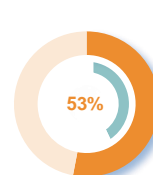A total of 12 services concerning buying and selling a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

eGovernment performance of life events (domains)

Performance

A high level of both Digitalisation (85%) and Penetration (92%) characterises Denmark, that is part of the Fruitful eGov scenario, where best-in-class countries are included, as they perform at a Digitalisation and Penetration level above average. Denmark is one of the countries with better overall performances in terms of eGovernment maturity.

Penetration

67% (EU27)
92% (DK)

Digitalisation

71% (EU27)
85% (DK)

■ EU27 ■ DK

Relative Indicators and Environment

Indicator	EU27	DK
Digital Skills	48%	61%
Quality	70%	87%
Openness	75%	89%
Connectivity	51%	74%
Digital in private sector	39%	58%

■ EU27
■ DK
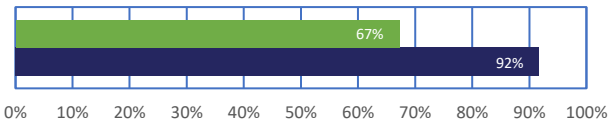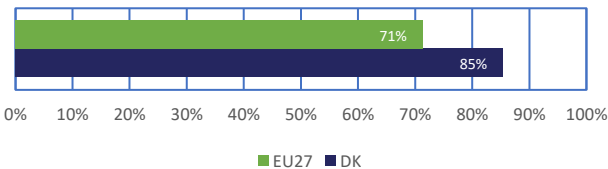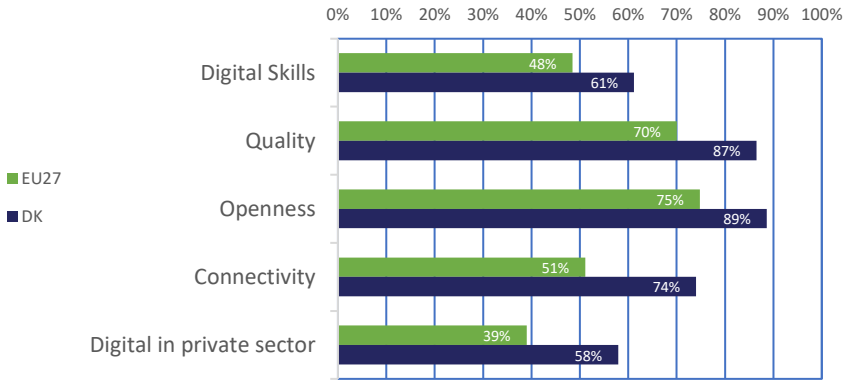
Denmark's relative indicators show a country with all environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) consistently above the European average.
These data show a country that excels not only in eGovernment services, but also in digital development as a whole.
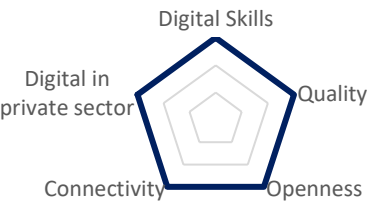
Considerations

Penetration

On-Track

Digitalisation

On-Track

Denmark is one of the best European countries in terms of eGovernment maturity. By comparing performances of countries with similar relative indicator scores, Denmark is On-Track in both Penetration and Digitalisation. Its Penetration level is in line with the one of the European countries with similar relative performances. Also the Digitalisation level is in line with the level of the other European countries with similar environmental characteristics.

ESTONIA

EGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]	Score
USER CENTRICITY	**Overall scores**	**88.3**	**96**
	Online Availability	87.2	96
	Mobile Friendliness	88.4	95
	User Support	91.2	95
TRANSPARENCY	**Overall scores**	**64.3**	**91**
	Service Delivery	56.9	93
	Personal Data	68.3	93
	Service Design	61.6	81
KEY ENABLERS	**Overall scores**	**65.2**	**97**
	eID	59.1	93
	eDocuments	71.9	96
	Authentic Sources	61.4	97
	Digital Post	73.3	100
CROSS-BORDER SERVICES	**Overall scores**	**54.8**	**83**
	Online Availability	61.1	90
	User Support	67.8	92
	eID	21.7	56
	eDocuments	48.1	64

96% of the services **are online**
EU27+: 81%

100% of the government portals **show whether personal data was consulted**
EU27+: 61%

96% of the services **accept eID login**
EU27+: 64%

82% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.

The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: 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.
eDocuments: indicates if eDocuments can be transmitted from country A to country B.

eGovernment performance of life events (domains)

Life event	User Centricity	Transparency	Key Enablers	Cross-border Services
Business Start-Up (2020) — Country score	96	91	95	90
Business Start-Up (2020) — EU27+ average	94	69	82	67
Family (2020) — Country score	89	91	87	92
Family (2020) — EU27+ average	83	60	59	54
Career (2020) — Country score	99	97	100	64
Career (2020) — EU27+ average	88	62	71	47
Studying (2020) — Country score	84	83	97	94
Studying (2020) — EU27+ average	87	61	64	65
Regular Business Operations (2019) — Country score	100	94	99	100
Regular Business Operations (2019) — EU27+ average	95	74	75	64
Moving (2019) — Country score	100	97	100	53
Moving (2019) — EU27+ average	89	72	69	54
Owning and Driving a Car (2019) — Country score	98	89	96	100
Owning and Driving a Car (2019) — EU27+ average	88	60	54	48
Starting a Small Claims Procedure (2019) — Country score	100	85	100	75
Starting a Small Claims Procedure (2019) — EU27+ average	83	56	48	40

Each life event is measured once every two years

■ Country score ■ EU27+ average

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.
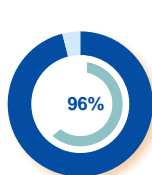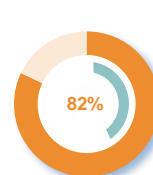
Starting a Small Claims Procedure (2019)

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

eGovernment performance of life events (domains)

Performance

A high level of both Digitalisation 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 Digitalisation and Penetration level above average. Estonia is the country with the best overall performance in terms of eGovernment maturity. The Penetration level is 89% and Digitalisation level is 92%, respectively 22 and 21 percentage points higher than the European average.

Penetration

- 67%
- 89%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Digitalisation

- 71%
- 92%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ EU27 ■ EE

Relative Indicators and Environment

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ EU27
■ EE

Indicator	EU27	EE
Digital Skills	48%	58%
Quality	70%	76%
Openness	75%	83%
Connectivity	51%	47%
Digital in private sector	39%	41%
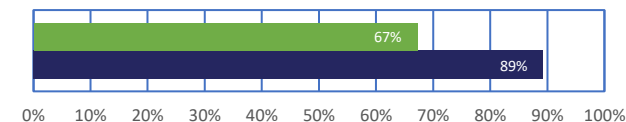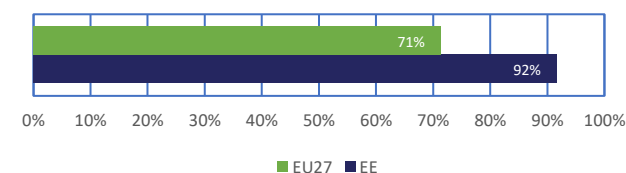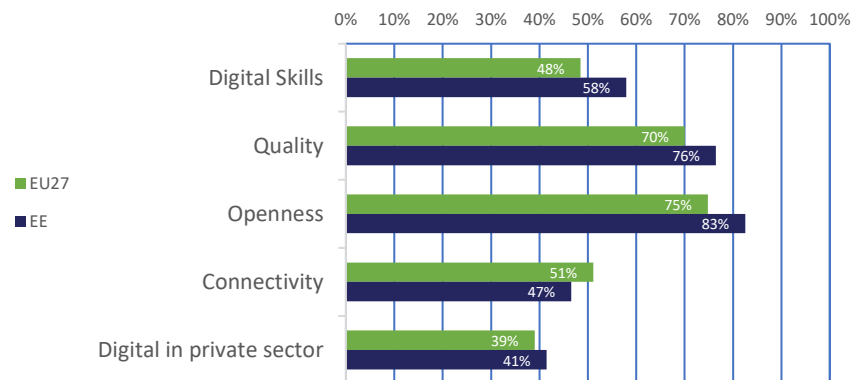
Estonia's relative indicators show a country with almost all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. Connectivity indicator is the only one below the European average, while Digital Skills and Openness are significantly above European average.
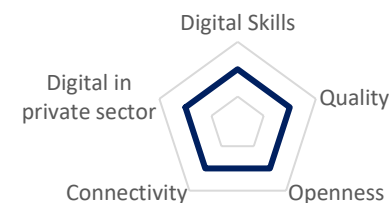
Considerations

Penetration
Overperforming

Digitalisation
Overperforming

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 Overperforming in both Penetration and Digitalisation given 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 Digitalisation of the front- and the back-offices and widespread digital services (Penetration).

GREECE

eGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]	Score
USER CENTRICITY	**Overall scores**	**88.3**	**83**
	Online Availability	87.2	79
	Mobile Friendliness	88.4	83
	User Support	91.2	93
TRANSPARENCY	**Overall scores**	**64.3**	**52**
	Service Delivery	56.9	28
	Personal Data	68.3	64
	Service Design	61.6	69
KEY ENABLERS	**Overall scores**	**65.2**	**37**
	eID	59.1	33
	eDocuments	71.9	37
	Authentic Sources	61.4	36
	Digital Post	73.3	44
CROSS-BORDER SERVICES	**Overall scores**	**54.8**	**37**
	Online Availability	61.1	29
	User Support	67.8	71
	eID	21.7	17
	eDocuments	48.1	33

61% of the services **are online**
EU27+: 81%

38% of the government portals **show whether personal data was consulted**
EU27+: 61%

34% of the services **accept eID login**
EU27+: 64%

8% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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.
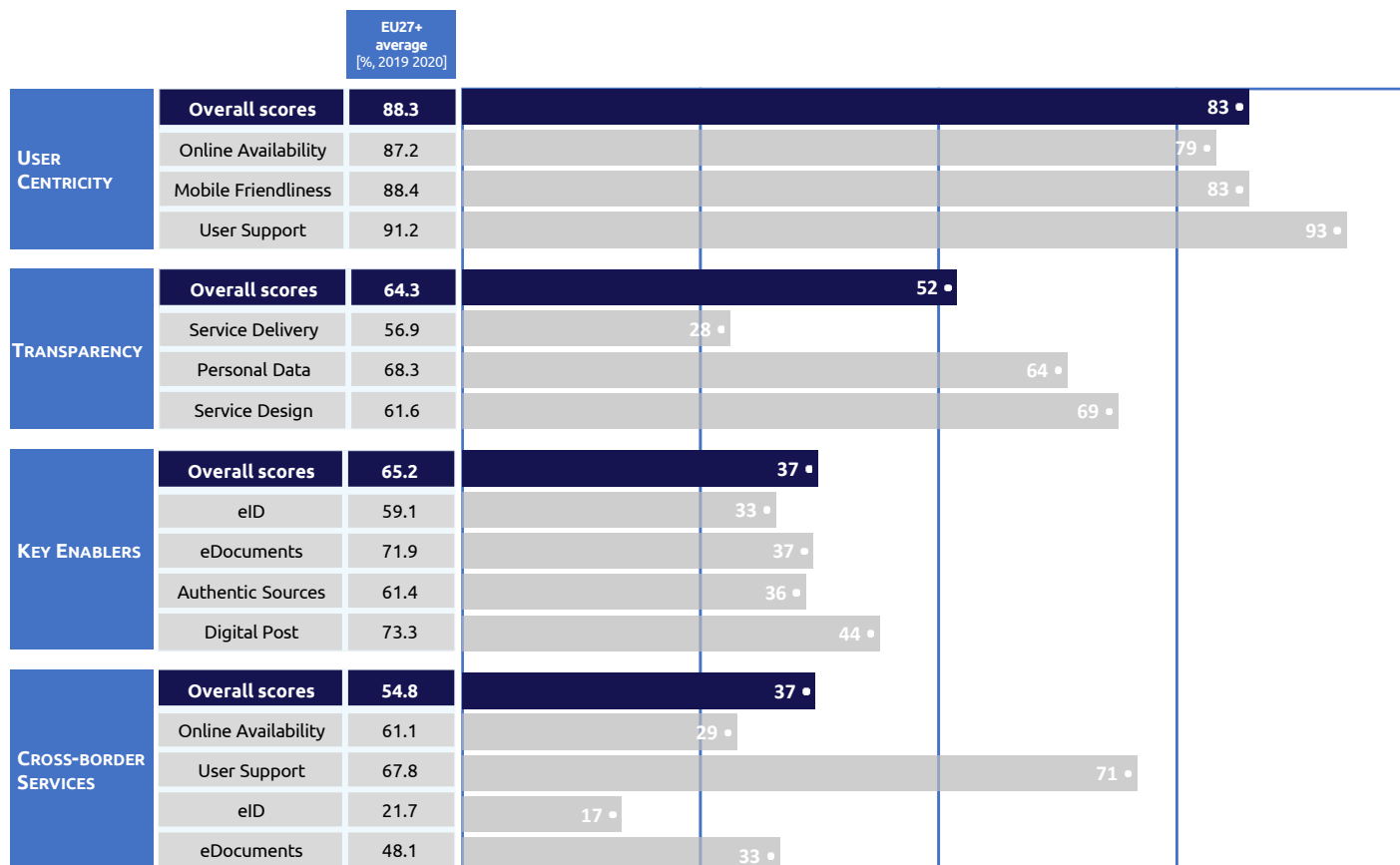**Online Availability**: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: indicates if support, help and (interactive) feedback functionalities are online.
Mobile Friendliness: indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.

The Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.

The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: 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.
eDocuments: indicates if eDocuments can be transmitted from country A to country B.

eGovernment performance of life events (domains)

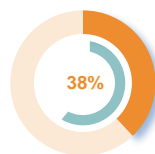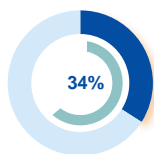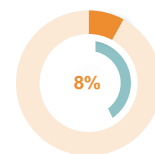| Life event	User Centricity	Transparency	Key Enablers	Cross-border Services
Business Start-Up (2020) — Country score	82	60	52	33
Business Start-Up (2020) — EU27+ average	94	69	82	67
Family (2020) — Country score	74	54	43	22
Family (2020) — EU27+ average	83	60	59	54
Career (2020) — Country score	85	69	61	63
Career (2020) — EU27+ average	88	62	71	47
Studying (2020) — Country score	74	36	21	36
Studying (2020) — EU27+ average	87	61	64	65
Regular Business Operations (2019) — Country score	91	63	46	50
Regular Business Operations (2019) — EU27+ average	95	74	75	64
Moving (2019) — Country score	96	62	40	34
Moving (2019) — EU27+ average	89	72	69	54
Owning and Driving a Car (2019) — Country score	68	42	11	50
Owning and Driving a Car (2019) — EU27+ average	88	60	54	48
Starting a Small Claims Procedure (2019) — Country score	91	30	25	7
Starting a Small Claims Procedure (2019) — EU27+ average	83	56	48	40

Each life event is measured once every two years

■ Country score   ■ EU27+ average

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

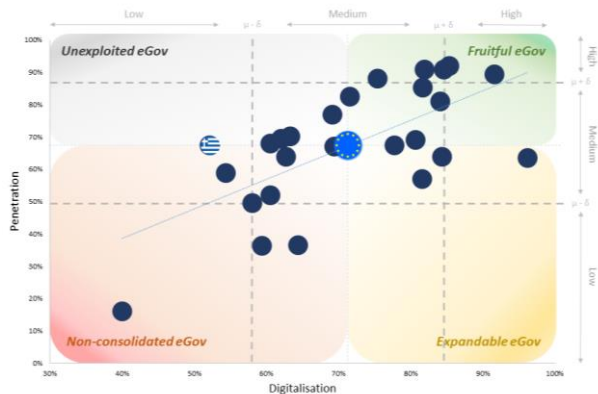**Studying (2020)**

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad
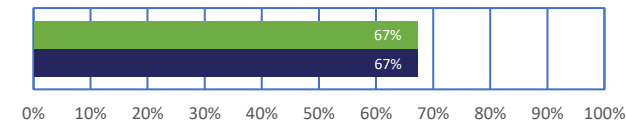
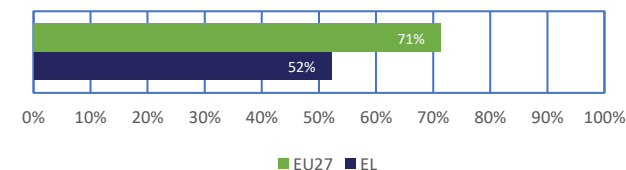## eGovernment performance of life events (domains)

Performance

Greece is characterised by a medium level of Penetration and a low level of Digitalisation, that is 19 percentage points below the European average. Therefore, Greece is part of the Unexploited eGov scenario, a scenario that includes countries that might still be in an ongoing digitalisation process, but with a high number of citizens using eGovernment services.

Penetration

| | 67% (EU27) |
| | 67% (EL) |

Digitalisation

| | 71% (EU27) |
| | 52% (EL) |

■ EU27 ■ EL

Relative Indicators and Environment

Indicator	EU27	EL
Digital Skills	48%	41%
Quality	70%	56%
Openness	75%	77%
Connectivity	51%	38%
Digital in private sector	39%	29%
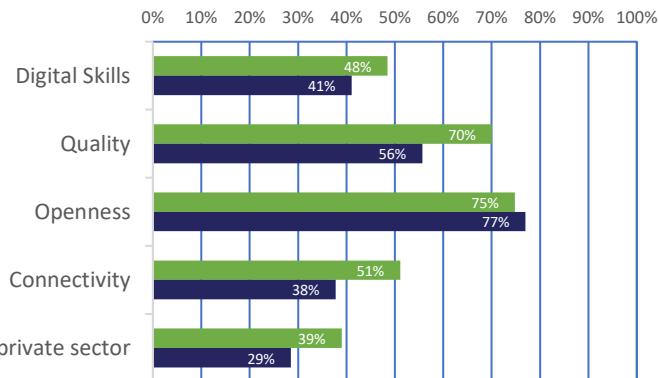
Greece is characterised by low environmental characteristics. Digital Skills is under the European average. In addition, the quality of government's action perceived by citizens (Quality) and the deployment of broadband infrastructure (Connectivity) are low, as well as the digitalisation of businesses and their exploitation of online sales channels. On the other hand, the openness of data and information (Openness) are in line with the European countries, slightly above the average.
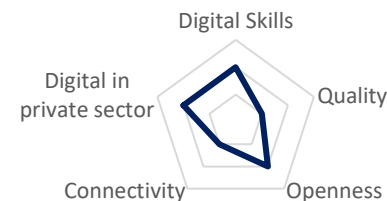
Considerations

Penetration
On-Track

Digitalisation
On-Track

Compared to countries with a similar environment, Greece is On-Track in both Penetration and Digitalisation. It means Greece performances are in line with those countries with similar environmental characteristics. 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 Digitalisation, Greece can further improve its level of the back-office and the front-office digitalisation.

SPAIN

EGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]				
USER CENTRICITY	**Overall scores**	**88.3**				**95**
	Online Availability	87.2				96
	Mobile Friendliness	88.4			86	
	User Support	91.2				98
TRANSPARENCY	**Overall scores**	**64.3**			**74**	
	Service Delivery	56.9		65		
	Personal Data	68.3			80	
	Service Design	61.6		69		
KEY ENABLERS	**Overall scores**	**65.2**			**80**	
	eID	59.1		64		
	eDocuments	71.9			90	
	Authentic Sources	61.4			78	
	Digital Post	73.3			88	
CROSS-BORDER SERVICES	**Overall scores**	**54.8**		**63**		
	Online Availability	61.1		75		
	User Support	67.8		67		
	eID	21.7	12			
	eDocuments	48.1		64		

94% of the services **are online**
EU27+: 81%

88% of the government portals **show whether personal data was consulted**
EU27+: 61%

83% of the services **accept eID login**
EU27+: 64%

67% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.

The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: 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.
eDocuments: indicates if eDocuments can be transmitted from country A to country B.

eGovernment performance of life events (domains)

Life event	User Centricity		Transparency		Key Enablers		Cross-border Services	
	Country score	EU27+ average	Country score	EU27+ average	Country score	EU27+ average	Country score	EU27+ average
Business Start-Up (2020)	95	94	57	69	81	82	75	67
Family (2020)	89	83	66	60	73	59	58	54
Career (2020)	91	88	74	62	91	71	70	47
Studying (2020)	95	87	90	61	77	64	77	65
Regular Business Operations (2019)	99	95	95	74	92	75	88	64
Moving (2019)	96	89	85	72	85	69	61	54
Owning and Driving a Car (2019)	97	88	70	60	65	54	42	48
Starting a Small Claims Procedure (2019)	100	83	56	56	72	48	30	40

Each life event is measured once every two years

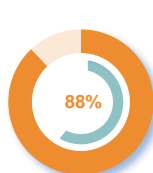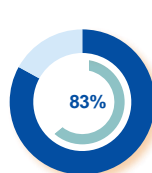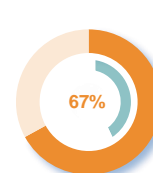■ **Country score** ■ **EU27+ average**

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

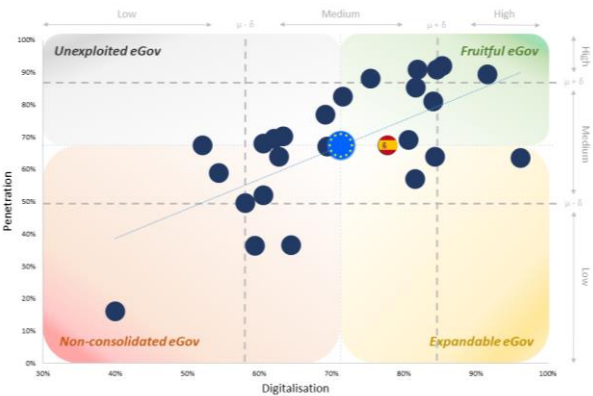**Studying (2020)**

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad
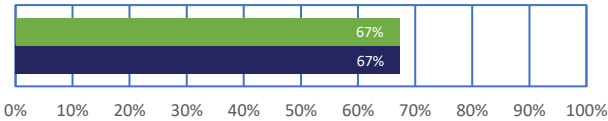
eGovernment performance of life events (domains)

Performance

Spain has a medium level of Penetration, that equals the European average (67%), and a medium-high level of Digitalisation. Therefore, Spain is part of the Fruitful eGov scenario, which includes best-in-class countries that perform above the European average in both Digitalisation and Penetration.

Penetration

- 67%
- 67%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Digitalisation

- 71%
- 78%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ EU27 ■ ES

Relative Indicators and Environment

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Indicator	EU27	ES
Digital Skills	48%	48%
Quality	70%	68%
Openness	75%	83%
Connectivity	51%	62%
Digital in private sector	39%	39%

■ EU27
■ ES
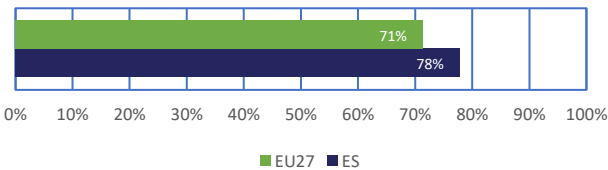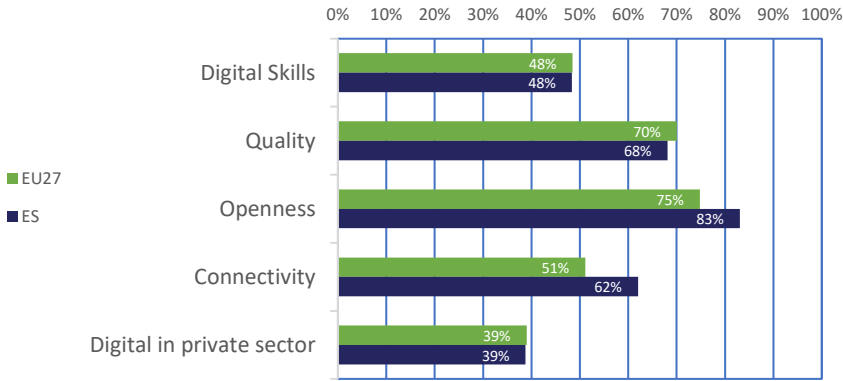
Spain relative indicators show a country with almost all the environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. The broadband and its quality (Connectivity indicator) and Openness, an indicator which endorses an Open Government perspective, are the only ones that perform significantly higher than the European average.
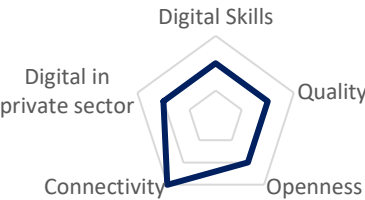
Considerations

Penetration
On-Track

Digitalisation
Overperforming

Matching relative and absolute indicators, Spain is On-Track in Penetration and Overperforming in Digitalisation. Penetration level is equal to European average, and also relative indicators are mostly close to European average. Concerning Digitalisation, Spain exhibits a performance that is higher than expected, and it can be considered as a good example for European countries with a similar environment.

FINLAND

eGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]	Score
USER CENTRICITY	**Overall scores**	**88.3**	**98**
	Online Availability	87.2	98
	Mobile Friendliness	88.4	100
	User Support	91.2	100
TRANSPARENCY	**Overall scores**	**64.3**	**76**
	Service Delivery	56.9	68
	Personal Data	68.3	76
	Service Design	61.6	88
KEY ENABLERS	**Overall scores**	**65.2**	**94**
	eID	59.1	89
	eDocuments	71.9	90
	Authentic Sources	61.4	97
	Digital Post	73.3	100
CROSS-BORDER SERVICES	**Overall scores**	**54.8**	**70**
	Online Availability	61.1	79
	User Support	67.8	92
	eID	21.7	16
	eDocuments	48.1	94

97% of the services **are online**
EU27+: 81%

12% of the government portals **show whether personal data was consulted**
EU27+: 61%

96% of the services **accept eID login**
EU27+: 64%

68% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.

The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: 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.
eDocuments: indicates if eDocuments can be transmitted from country A to country B.

eGovernment performance of life events (domains)

Life event	User Centricity		Transparency		Key Enablers		Cross-border Services	
	Country score	EU27+ average	Country score	EU27+ average	Country score	EU27+ average	Country score	EU27+ average
Business Start-Up (2020)	100	94	72	69	100	82	82	67
Family (2020)	97	83	70	60	100	59	42	54
Career (2020)	100	88	77	62	99	71	52	47
Studying (2020)	100	87	97	61	94	64	91	65
Regular Business Operations (2019)	100	95	75	74	91	75	88	64
Moving (2019)	100	89	92	72	100	69	88	54
Owning and Driving a Car (2019)	97	88	65	60	95	54	50	48
Starting a Small Claims Procedure (2019)	93	83	63	56	74	48	70	40

Each life event is measured once every two years

■ **Country score** ■ **EU27+ average**

Life event descriptions

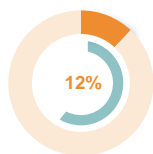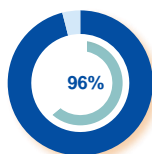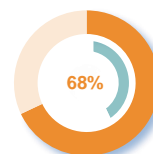**Regular Business Operations (2019)**

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

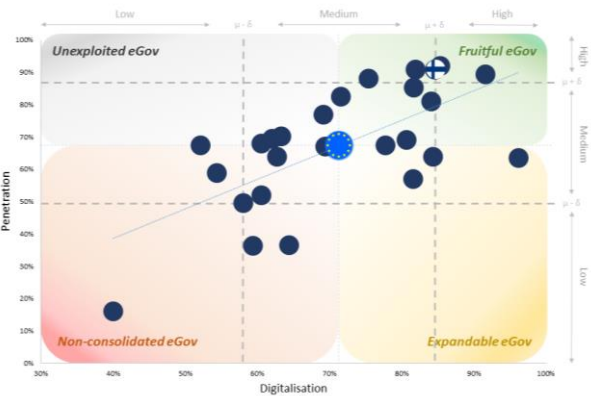**Studying (2020)**

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad
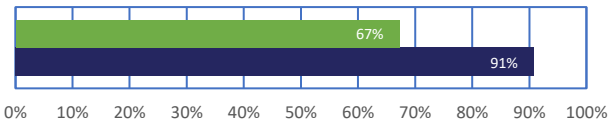
eGovernment performance of life events (domains)

Performance

A medium-high level of Digitalisation 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 Digitalisation and Penetration level above average. Finland is one of the countries with the highest Penetration level: almost 91% of individuals use online services to submit forms to Public Administration. Also its Digitalisation level is above the European average.

Penetration

- EU27: 67%
- FI: 91%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Digitalisation

- EU27: 71%
- FI: 85%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ EU27 ■ FI

Relative Indicators and Environment

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Indicator	EU27	FI
Digital Skills	48%	71%
Quality	70%	88%
Openness	75%	83%
Connectivity	51%	51%
Digital in private sector	39%	59%

■ EU27
■ FI
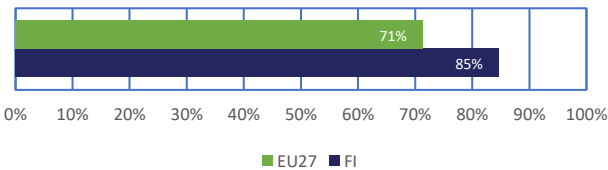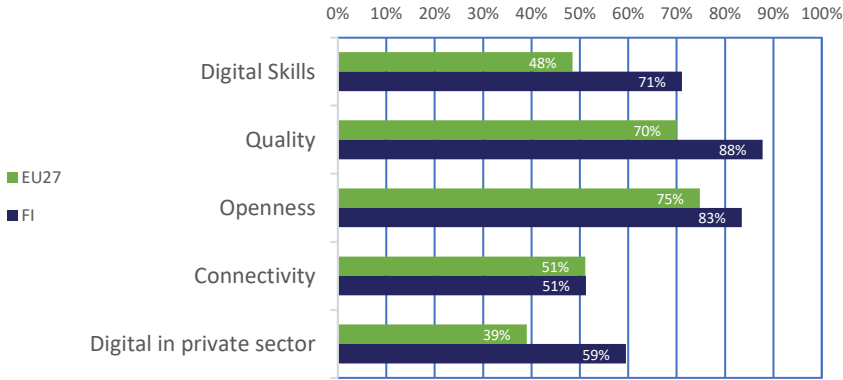
Finland is one of the countries with the highest level of environmental indicators. The users have high digital skills. The quality of government's action perceived by citizens is high. The digitalisation is widespread also in the private sector. The only indicators that are in line with the European average are Connectivity, that measure the deployment of broadband infrastructure and its quality, and Openness, that measures the openness of data and information.
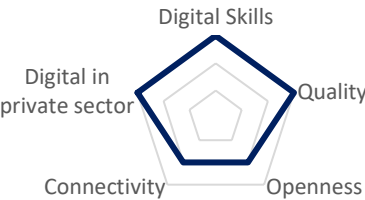
Considerations

Penetration
On-Track

Digitalisation
On-Track

Finland is one of the best European countries in terms of eGovernment maturity. By comparing performances of countries with similar relative indicator scores, Finland is On-track in both Penetration and Digitalisation. Both performance indicators are in line with the level of the other European countries with similar environmental characteristics.

FRANCE

EGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]			
USER CENTRICITY	**Overall scores**	**88.3**			**92**
	Online Availability	87.2			91
	Mobile Friendliness	88.4			99
	User Support	91.2			93
TRANSPARENCY	**Overall scores**	**64.3**		**70**	
	Service Delivery	56.9	52		
	Personal Data	68.3		81	
	Service Design	61.6		75	
KEY ENABLERS	**Overall scores**	**65.2**		**66**	
	eID	59.1	59		
	eDocuments	71.9		83	
	Authentic Sources	61.4	42		
	Digital Post	73.3		88	
CROSS-BORDER SERVICES	**Overall scores**	**54.8**	**57**		
	Online Availability	61.1	65		
	User Support	67.8	67		
	eID	21.7	16		
	eDocuments	48.1	65		

87% of the services **are online**
EU27+: 81%

50% of the government portals **show whether personal data was consulted**
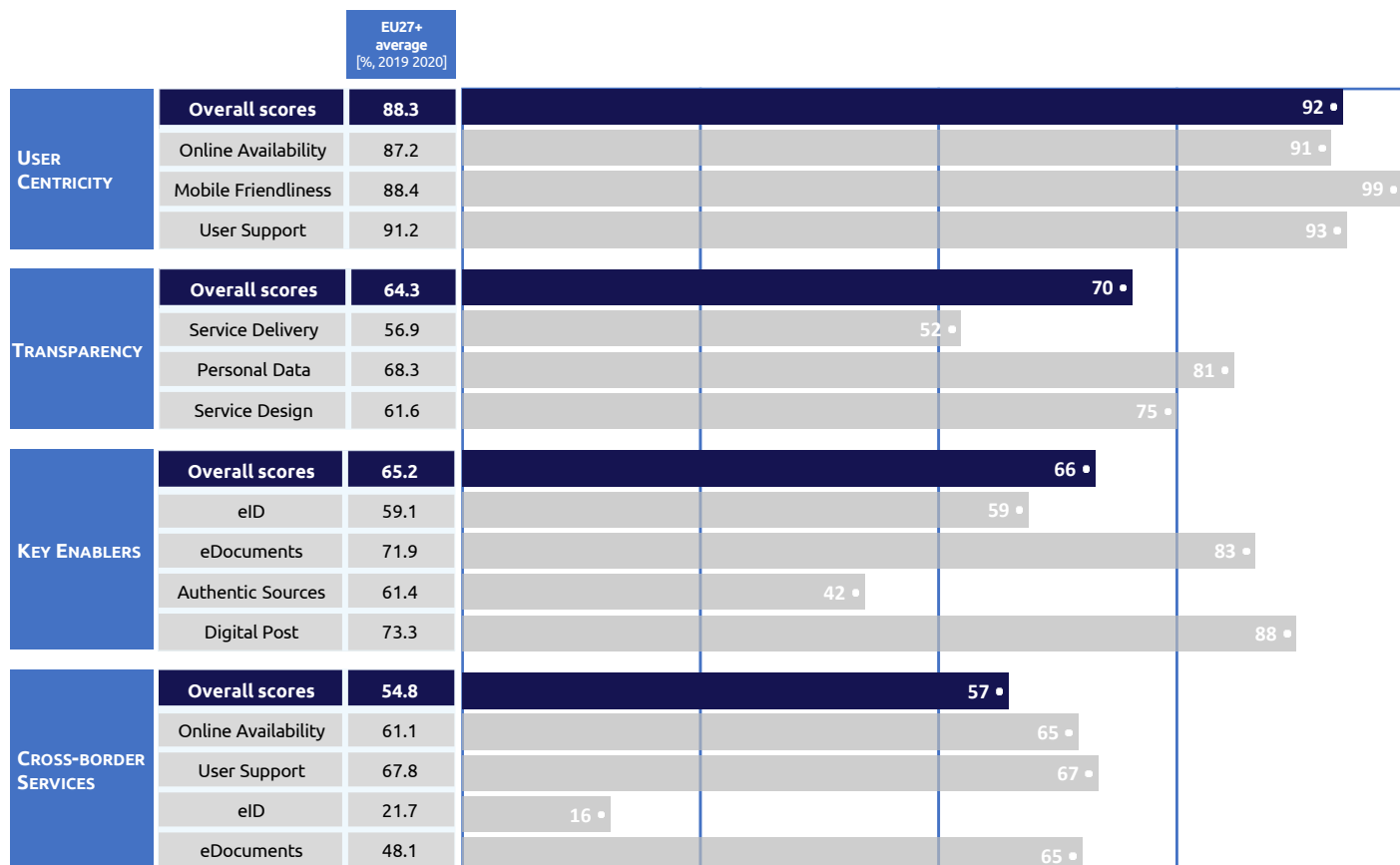EU27+: 61%

46% of the services **accept eID login**
EU27+: 64%

47% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.

The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: 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.
eDocuments: indicates if eDocuments can be transmitted from country A to country B.

eGovernment performance of life events (domains)

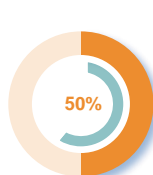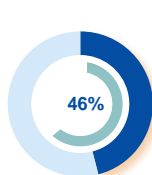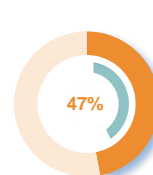| Life event	User Centricity		Transparency		Key Enablers		Cross-border Services	
	Country score	EU27+ average	Country score	EU27+ average	Country score	EU27+ average	Country score	EU27+ average
Business Start-Up (2020)	97	94	75	69	98	82	79	67
Family (2020)	74	83	68	60	44	59	29	54
Career (2020)	100	88	59	62	66	71	2	47
Studying (2020)	96	87	66	61	67	64	73	65
Regular Business Operations (2019)	97	95	74	74	77	75	75	64
Moving (2019)	96	89	82	72	71	69	80	54
Owning and Driving a Car (2019)	94	88	72	60	77	54	58	48
Starting a Small Claims Procedure (2019)	86	83	65	56	31	48	62	40

Each life event is measured once every two years

■ Country score ■ EU27+ average

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

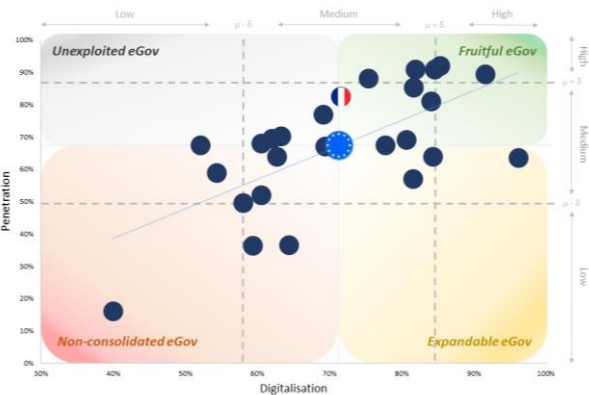**Studying (2020)**

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad
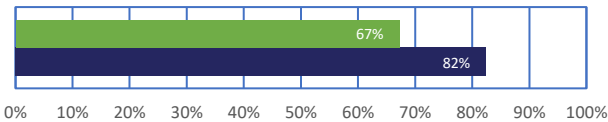
Performance

France has a medium-high level of Penetration and a medium level of Digitalisation. France is part of the Fruitful eGov scenario, which includes best-in-class countries that perform above the European average in both Digitalisation and Penetration. In Digitalisation, France's performances are in line with the European average, whereas Penetration is 15 percentage points above the European average.

Penetration

- 67%
- 82%

Digitalisation

- 71%
- 72%

■ EU27 ■ FR

Relative Indicators and Environment

Indicator	EU27	FR
Digital Skills	48%	47%
Quality	70%	76%
Openness	75%	84%
Connectivity	51%	47%
Digital in private sector	39%	35%

■ EU27
■ FR
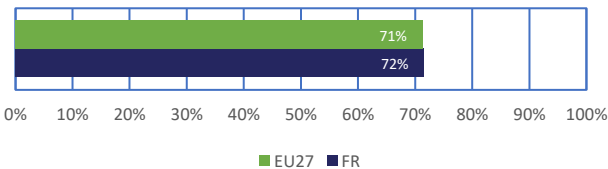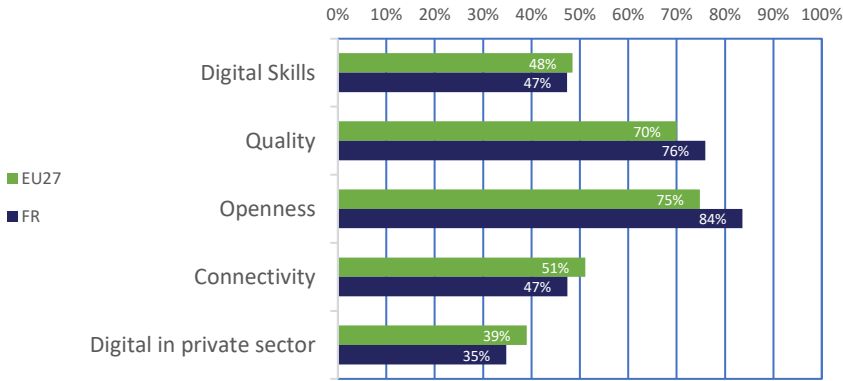
France's relative indicators show a country with almost all environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. Openness indicator, i.e. the quantity and quality of Open Data and their political, social and economic impact, is significantly above the European average.
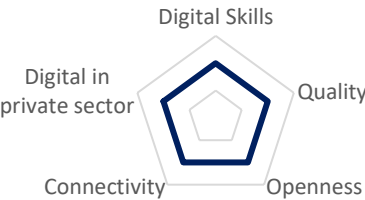
Considerations

Penetration

Overperforming

Digitalisation

On-Track

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

CROATIA

eGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]	Score
USER CENTRICITY	Overall scores	88.3	84
	Online Availability	87.2	84
	Mobile Friendliness	88.4	95
	User Support	91.2	77
TRANSPARENCY	Overall scores	64.3	63
	Service Delivery	56.9	61
	Personal Data	68.3	63
	Service Design	61.6	63
KEY ENABLERS	Overall scores	65.2	52
	eID	59.1	48
	eDocuments	71.9	55
	Authentic Sources	61.4	43
	Digital Post	73.3	63
CROSS-BORDER SERVICES	Overall scores	54.8	44
	Online Availability	61.1	43
	User Support	67.8	63
	eID	21.7	31
	eDocuments	48.1	23

71% of the services **are online**
EU27+: 81%

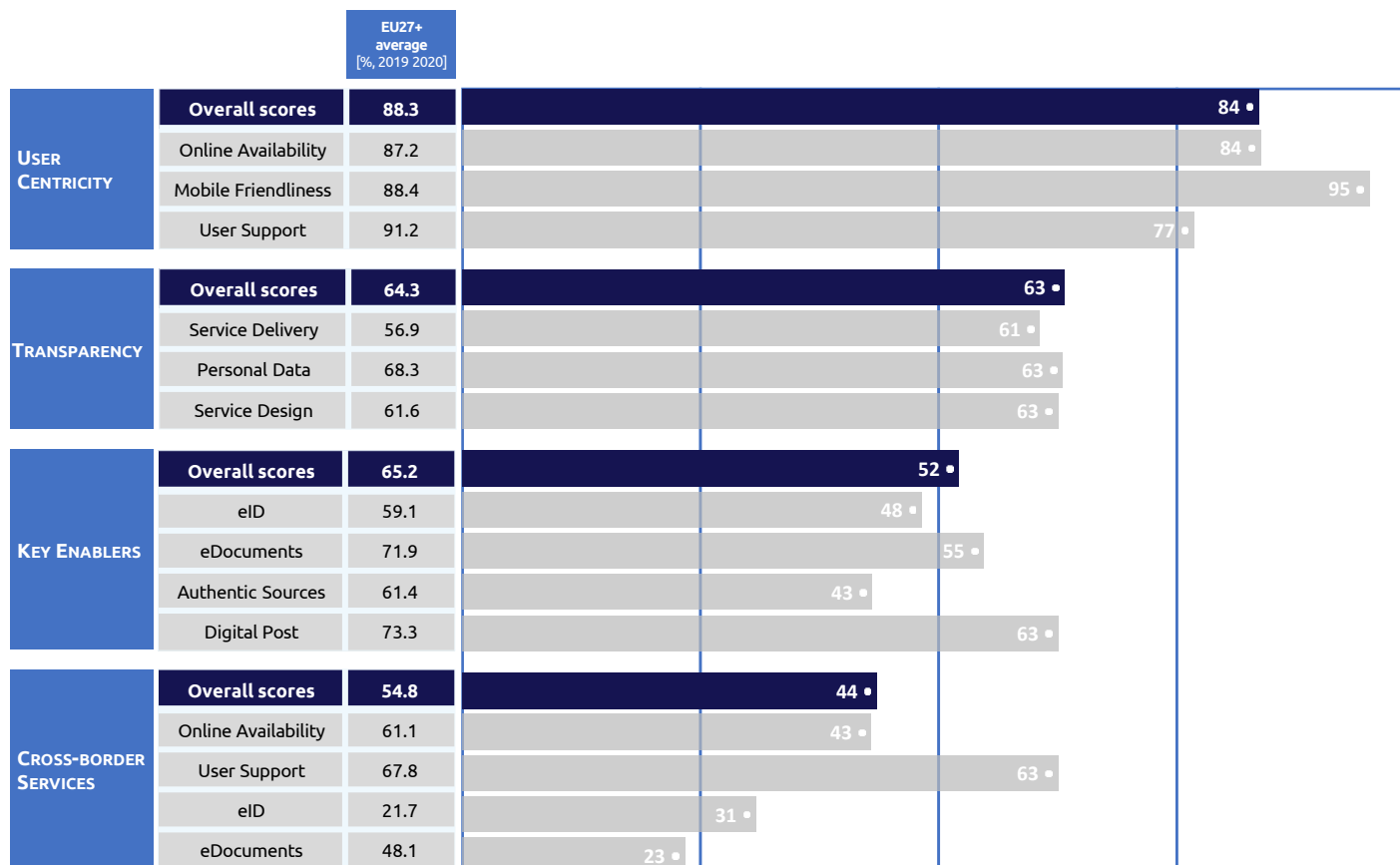**62%** of the government portals **show whether personal data was consulted**
EU27+: 61%

60% of the services **accept eID login**
EU27+: 64%

40% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension **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%).
User Support: 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 Key Dimension **Transparency** indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.

The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: 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.
eDocuments: indicates if eDocuments can be transmitted from country A to country B.

eGovernment performance of life events (domains)

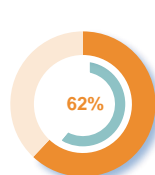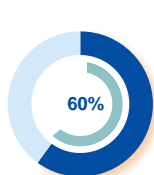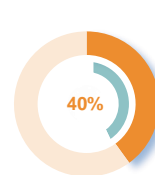| Life event	User Centricity (Country)	User Centricity (EU27+)	Transparency (Country)	Transparency (EU27+)	Key Enablers (Country)	Key Enablers (EU27+)	Cross-border Services (Country)	Cross-border Services (EU27+)
Business Start-Up (2020)	94	94	59	69	93	82	65	67
Family (2020)	89	83	65	60	46	59	21	54
Career (2020)	80	88	67	62	62	71	40	47
Studying (2020)	78	87	55	61	52	64	75	65
Regular Business Operations (2019)	90	95	72	74	50	75	51	64
Moving (2019)	97	89	70	72	58	69	39	54
Owning and Driving a Car (2019)	74	88	70	60	29	54	25	48
Starting a Small Claims Procedure (2019)	68	83	47	56	27	48	32	40

Each life event is measured once every two years

■ **Country score**   ■ **EU27+ average**

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

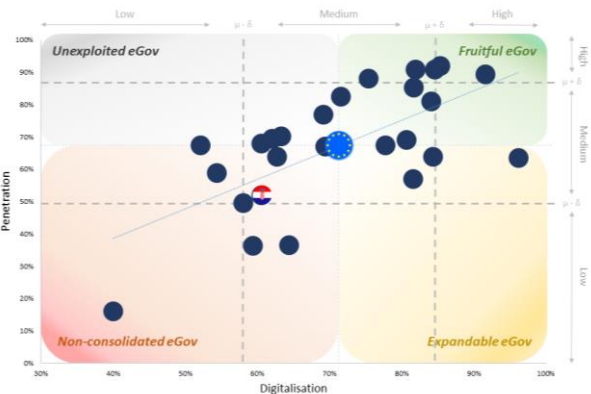**Studying (2020)**

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad
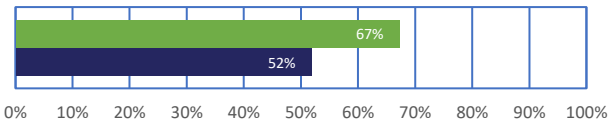
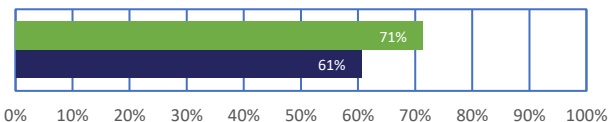## eGovernment performance of life events (domains)

Performance

Croatia is characterised by a low level of both Penetration and Digitalisation, respectively 15 and 10 percentage points below the European average. Croatia is included in the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities..

Penetration

EU27: 67%
HR: 52%

Digitalisation

EU27: 71%
HR: 61%

■ EU27 ■ HR

Relative Indicators and Environment

Indicator	EU27	HR
Digital Skills	48%	47%
Quality	70%	56%
Openness	75%	72%
Connectivity	51%	45%
Digital in private sector	39%	40%
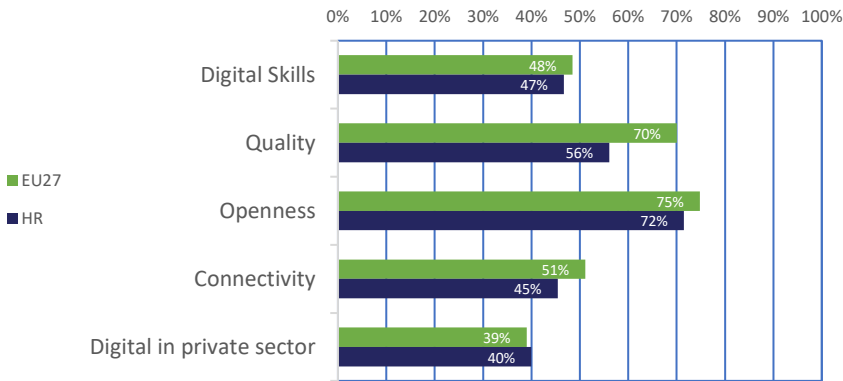
Croatia's relative indicators show a country with almost all environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) mostly in line with the European average. The only indicator where Croatia scored a low performance with respect to European average is Quality, which measures the quality of governments' action perceived by citizens.
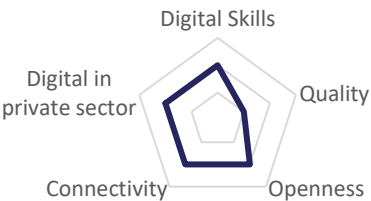
Considerations

Penetration
Underperforming

Digitalisation
On-Track

By comparing performances of countries with similar relative indicator scores, Croatia is Underperforming in Penetration and On-Track in Digitalisation. The Digitalisation level is similar to other countries with comparable environmental characteristics. On the other hand, the Penetration level is still low, also compared with similar country, hence Croatia is Underperforming in Penetration, with a performance lower than expected. Penetration level can be improved by increasing the number of people that submit official forms online to administrative authorities or by automating processes and requesting fewer forms from citizens.

HUNGARY

eGOVERNMENT STATE OF PLAY 2021
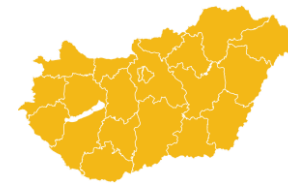
eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]	Score
USER CENTRICITY	**Overall scores**	**88.3**	**89**
	Online Availability	87.2	91
	Mobile Friendliness	88.4	73
	User Support	91.2	89
TRANSPARENCY	**Overall scores**	**64.3**	**58**
	Service Delivery	56.9	71
	Personal Data	68.3	63
	Service Design	61.6	25
KEY ENABLERS	**Overall scores**	**65.2**	**80**
	eID	59.1	74
	eDocuments	71.9	85
	Authentic Sources	61.4	60
	Digital Post	73.3	100
CROSS-BORDER SERVICES	**Overall scores**	**54.8**	**27**
	Online Availability	61.1	28
	User Support	67.8	25
	eID	21.7	26
	eDocuments	48.1	67

90% of the services **are online**
EU27+: 81%

50% of the government portals **show whether personal data was consulted**
EU27+: 61%

77% of the services **accept eID login**
EU27+: 64%

24% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension **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%).
User Support: 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 Key Dimension **Transparency** indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.

The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: 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.
eDocuments: indicates if eDocuments can be transmitted from country A to country B.

eGovernment performance of life events (domains)

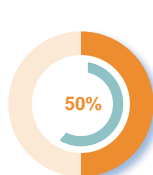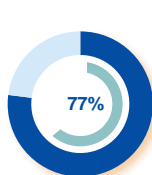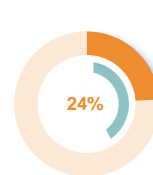|	User Centricity	Transparency	Key Enablers	Cross-border Services
Business Start-Up (2020)	Country: 95 / EU27+: 94	Country: 64 / EU27+: 69	Country: 94 / EU27+: 82	Country: 53 / EU27+: 67
Family (2020)	Country: 85 / EU27+: 83	Country: 57 / EU27+: 60	Country: 74 / EU27+: 59	Country: 0 / EU27+: 54
Career (2020)	Country: 97 / EU27+: 88	Country: 57 / EU27+: 62	Country: 71 / EU27+: 71	Country: 38 / EU27+: 47
Studying (2020)	Country: 95 / EU27+: 87	Country: 62 / EU27+: 61	Country: 83 / EU27+: 64	Country: 48 / EU27+: 65
Regular Business Operations (2019)	Country: 95 / EU27+: 95	Country: 75 / EU27+: 74	Country: 90 / EU27+: 75	Country: 55 / EU27+: 64
Moving (2019)	Country: 69 / EU27+: 89	Country: 68 / EU27+: 72	Country: 92 / EU27+: 69	Country: 25 / EU27+: 54
Owning and Driving a Car (2019)	Country: 91 / EU27+: 88	Country: 35 / EU27+: 60	Country: 66 / EU27+: 54	Country: 0 / EU27+: 48
Starting a Small Claims Procedure (2019)	Country: 84 / EU27+: 83	Country: 44 / EU27+: 56	Country: 67 / EU27+: 48	Country: 0 / EU27+: 40

Each life event is measured once every two years

■ **Country score**   ■ **EU27+ average**

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

eGovernment performance of life events (domains)

Performance

Hungary is characterised by a medium level of Penetration and a medium-low level of Digitalisation. Therefore, Hungary is part of the Unexploited eGov scenario, a scenario that includes countries that might still be in an ongoing digitalisation process, but with a high number of citizens using eGovernment services.
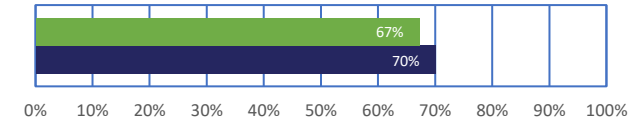
Penetration

EU27	67%
HU	70%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Digitalisation

EU27	71%
HU	63%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ EU27 ■ HU

Relative Indicators and Environment

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Indicator	EU27	HU
Digital Skills	48%	40%
Quality	70%	56%
Openness	75%	44%
Connectivity	51%	52%
Digital in private sector	39%	23%

■ EU27
■ HU
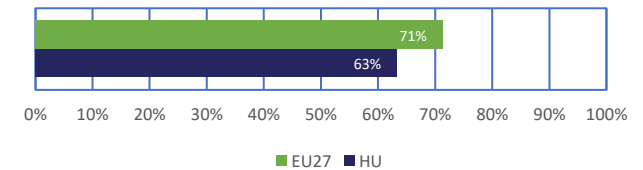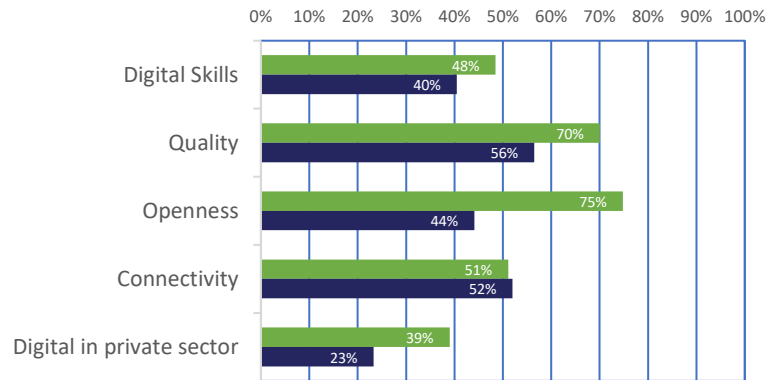
Hungary is characterised by low Government characteristics. The digitalisation of businesses and their exploitation of online sales channels (Digital in Private sector) and openness of data and information (Openness) are significantly below the European average. On the other hand, the Connectivity and Digital Skills of the population are in line with the European average.
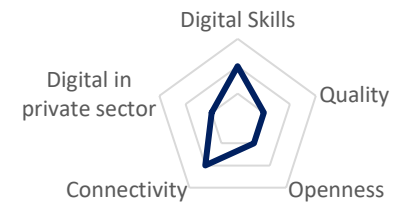
Considerations

Penetration
Overperforming

Digitalisation
On-Track

Matching relative and absolute indicators, Hungary is Overperforming in Penetration and On-Track in Digitalisation. Its Penetration level is higher than the one of the European countries with similar relative performances. Despite a medium absolute performance in Digitalisation, this percentage is similar to the one of other countries with comparable environmental characteristics.

IRELAND

eGovernment State of Play 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]	Ireland score
User Centricity	Overall scores	88.3	94
	Online Availability	87.2	92
	Mobile Friendliness	88.4	97
	User Support	91.2	95
Transparency	Overall scores	64.3	78
	Service Delivery	56.9	67
	Personal Data	68.3	66
	Service Design	61.6	100
Key Enablers	Overall scores	65.2	47
	eID	59.1	41
	eDocuments	71.9	73
	Authentic Sources	61.4	63
	Digital Post	73.3	44
Cross-border Services	Overall scores	54.8	73
	Online Availability	61.1	87
	User Support	67.8	96
	eID	21.7	6
	eDocuments	48.1	54

89% of the services **are online**
EU27+: 81%

50% of the government portals **show whether personal data was consulted**
EU27+: 61%

45% of the services **accept eID login**
EU27+: 64%

71% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.

The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: 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.
eDocuments: indicates if eDocuments can be transmitted from country A to country B.

eGovernment performance of life events (domains)

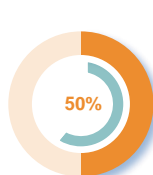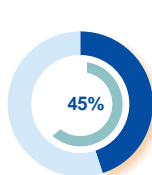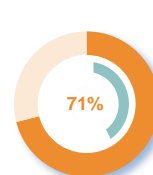|	User Centricity	Transparency	Key Enablers	Cross-border Services
Business Start-Up (2020)	Country 100 / EU27+ 94	Country 80 / EU27+ 69	Country 73 / EU27+ 82	Country 88 / EU27+ 67
Family (2020)	Country 93 / EU27+ 83	Country 81 / EU27+ 60	Country 44 / EU27+ 59	Country 94 / EU27+ 54
Career (2020)	Country 89 / EU27+ 88	Country 78 / EU27+ 62	Country 78 / EU27+ 71	Country 58 / EU27+ 47
Studying (2020)	Country 100 / EU27+ 87	Country 89 / EU27+ 61	Country 85 / EU27+ 64	Country 81 / EU27+ 65
Regular Business Operations (2019)	Country 100 / EU27+ 95	Country 92 / EU27+ 74	Country 67 / EU27+ 75	Country 75 / EU27+ 64
Moving (2019)	EU27+ 89	EU27+ 72	Country 0 / EU27+ 69	Country 55 / EU27+ 54
Owning and Driving a Car (2019)	Country 89 / EU27+ 88	Country 66 / EU27+ 60	Country 29 / EU27+ 54	Country 75 / EU27+ 48
Starting a Small Claims Procedure (2019)	Country 85 / EU27+ 83	Country 59 / EU27+ 56	Country 3 / EU27+ 48	Country 62 / EU27+ 40

Each life event is measured once every two years

■ **Country score** ■ **EU27+ average**

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

eGovernment performance of life events (domains)

Performance

Ireland is characterised by a medium level of both Penetration and Digitalisation. Ireland is part of the Non Consolidated eGov scenario, but its overall performances are the highest with respect all the countries belonging to the same eGovernment scenario.

Penetration

EU27	67%
IE	67%

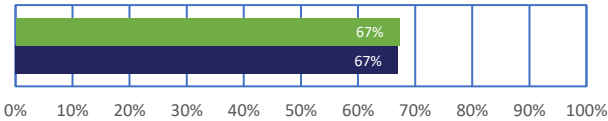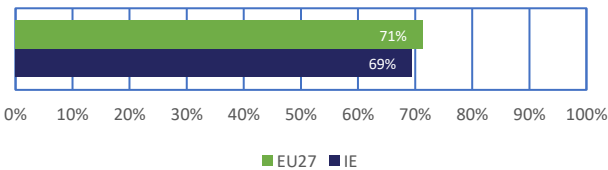0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Digitalisation

EU27	71%
IE	69%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ EU27 ■ IE

Relative Indicators and Environment

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Indicator	EU27	IE
Digital Skills	48%	54%
Quality	70%	77%
Openness	75%	85%
Connectivity	51%	56%
Digital in private sector	39%	48%

■ EU27
■ IE
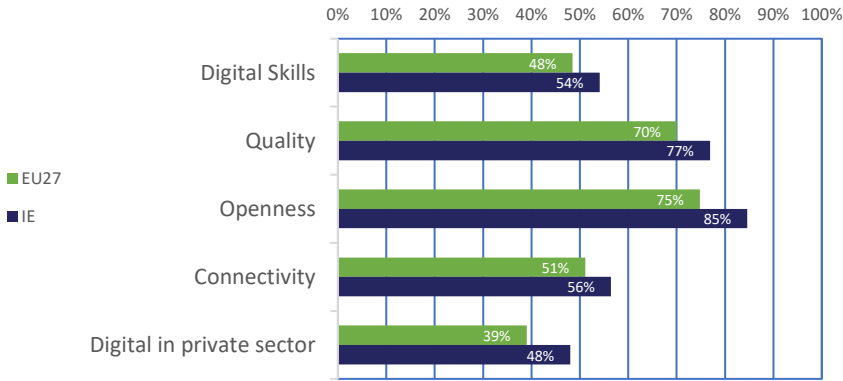
Ireland relative indicators show a country with all the environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) above the European average. There are two indicators significantly above the average: Digital in private sector that offers a proxy for the digitalisation of businesses and their exploitation of the online sales channel and Openness, that measures the openness of data and information.
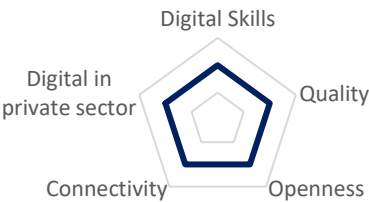
Considerations

Penetration
On-Track

Digitalisation
Underperforming

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

ICELAND

EGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]				
USER CENTRICITY	**Overall scores**	**88.3**				96
	Online Availability	87.2				96
	Mobile Friendliness	88.4				96
	User Support	91.2				98
TRANSPARENCY	**Overall scores**	**64.3**				86
	Service Delivery	56.9			72	
	Personal Data	68.3				96
	Service Design	61.6				100
KEY ENABLERS	**Overall scores**	**65.2**				89
	eID	59.1			80	
	eDocuments	71.9				90
	Authentic Sources	61.4				86
	Digital Post	73.3				100
CROSS-BORDER SERVICES	**Overall scores**	**54.8**			65	
	Online Availability	61.1			78	
	User Support	67.8		67		
	eID	21.7	9			
	eDocuments	48.1				83

92% of the services **are online**
EU27+: 81%

100% of the government portals **show whether personal data was consulted**
EU27+: 61%

97% of the services **accept eID login**
EU27+: 64%

72% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.

The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: 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.
eDocuments: indicates if eDocuments can be transmitted from country A to country B.

eGovernment performance of life events (domains)

User Centricity

Life event	Country score	EU27+ average
Business Start-Up (2020)	100	94
Family (2020)	93	83
Career (2020)	96	88
Studying (2020)	99	87
Regular Business Operations (2019)	92	95
Moving (2019)	98	89
Owning and Driving a Car (2019)	100	88
Starting a Small Claims Procedure (2019)	93	83

Transparency
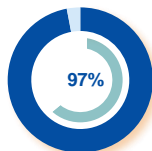
Life event	Country score	EU27+ average
Business Start-Up (2020)	95	69
Family (2020)	88	60
Career (2020)	93	62
Studying (2020)	99	61
Regular Business Operations (2019)	73	74
Moving (2019)	92	72
Owning and Driving a Car (2019)	64	60
Starting a Small Claims Procedure (2019)	80	56

Key Enablers

Life event	Country score	EU27+ average
Business Start-Up (2020)	95	82
Family (2020)	82	59
Career (2020)	94	71
Studying (2020)	95	64
Regular Business Operations (2019)	89	75
Moving (2019)	100	69
Owning and Driving a Car (2019)	65	54
Starting a Small Claims Procedure (2019)	92	48

Cross-border Services

Life event	Country score	EU27+ average
Business Start-Up (2020)	90	67
Family (2020)	81	54
Career (2020)	85	47
Studying (2020)	60	65
Regular Business Operations (2019)	58	64
Moving (2019)	79	54
Owning and Driving a Car (2019)	42	48
Starting a Small Claims Procedure (2019)	20	40

Each life event is measured once every two years

■ Country score ■ EU27+ average

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

ITALY

eGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]				
USER CENTRICITY	**Overall scores**	**88.3**				90
	Online Availability	87.2				86
	Mobile Friendliness	88.4				93
	User Support	91.2				100
TRANSPARENCY	**Overall scores**	**64.3**			59	
	Service Delivery	56.9		43		
	Personal Data	68.3			76	
	Service Design	61.6		44		
KEY ENABLERS	**Overall scores**	**65.2**			61	
	eID	59.1		48		
	eDocuments	71.9		56		
	Authentic Sources	61.4		51		
	Digital Post	73.3			88	
CROSS-BORDER SERVICES	**Overall scores**	**54.8**		48		
	Online Availability	61.1		62		
	User Support	67.8		54		
	eID	21.7	14			
	eDocuments	48.1	17			

83% of the services **are online**
EU27+: 81%

12% of the government portals **show whether personal data was consulted**
EU27+: 61%

61% of the services **accept eID login**
EU27+: 64%

40% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.
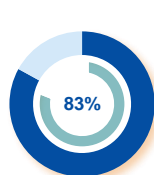
The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: indicates if support, help and (interactive) feedback functionalities are online.
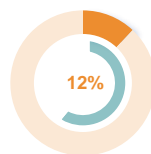**eID**: indicates if a national eID from country A can be used in country B.
eDocuments: indicates if eDocuments can be transmitted from country A to country B.
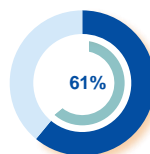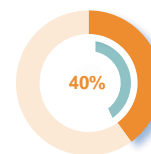
eGovernment performance of life events (domains)

Life event	User Centricity	Transparency	Key Enablers	Cross-border Services
Business Start-Up (2020) — Country score	94	63	93	62
Business Start-Up (2020) — EU27+ average	94	69	82	67
Family (2020) — Country score	71	48	53	54
Family (2020) — EU27+ average	83	60	59	54
Career (2020) — Country score	89	54	83	25
Career (2020) — EU27+ average	88	62	71	47
Studying (2020) — Country score	80	44	52	45
Studying (2020) — EU27+ average	87	61	64	65
Regular Business Operations (2019) — Country score	100	73	57	88
Regular Business Operations (2019) — EU27+ average	95	74	75	64
Moving (2019) — Country score	94	74	74	57
Moving (2019) — EU27+ average	89	72	69	54
Owning and Driving a Car (2019) — Country score	93	60	50	16
Owning and Driving a Car (2019) — EU27+ average	88	60	54	48
Starting a Small Claims Procedure (2019) — Country score	99	59	25	35
Starting a Small Claims Procedure (2019) — EU27+ average	83	56	48	40

Each life event is measured once every two years

■ **Country score** ■ **EU27+ average**

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.
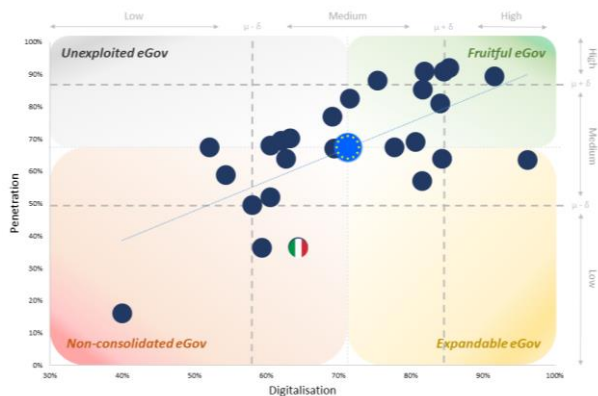
Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad
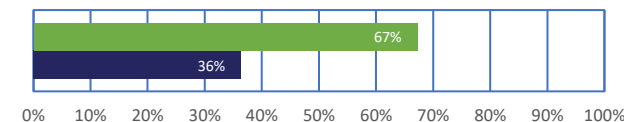
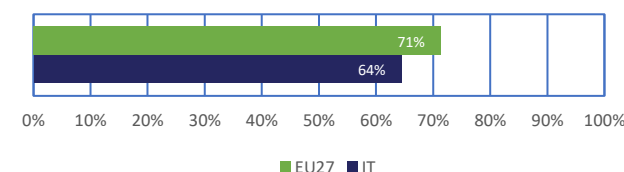# eGovernment performance of life events (domains)

Performance

Italy is characterised by a low level of Penetration and a medium-low of Digitalisation. 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 levels in Europe (36%). On the other hand, the Digitalisation level is 7 percentage points below the European average.
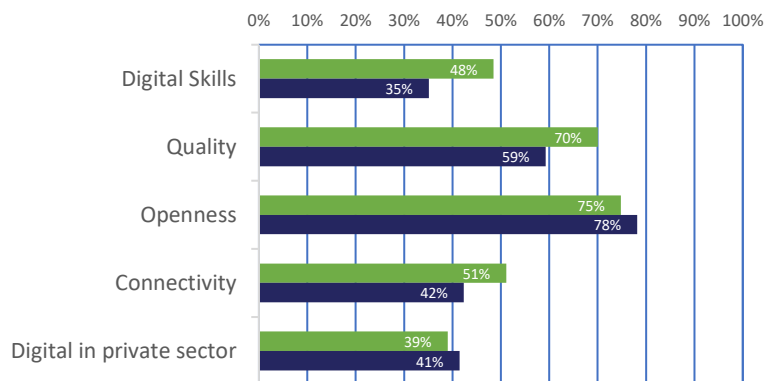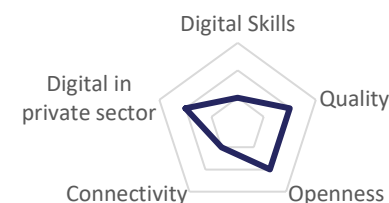
Penetration

67%
36%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Digitalisation

71%
64%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ EU27 ■ IT

Relative Indicators and Environment

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Indicator	EU27	IT
Digital Skills	48%	35%
Quality	70%	59%
Openness	75%	78%
Connectivity	51%	42%
Digital in private sector	39%	41%

■ EU27
■ IT

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 Digitalisation of businesses (Digital in the private sector) and the quality of government's action perceived by citizens (Quality) are mostly in line with European average. All the other characteristics (Digital skills and Connectivity) are low.

Considerations

Penetration
Underperforming
Digitalisation
On-Track

Matching relative and absolute indicators, Italy seems to have a different position regarding the Penetration and the Digitalisation level. Digitalisation 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 relative indicators, 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 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]				
USER CENTRICITY	**Overall scores**	**88.3**				92
	Online Availability	87.2				93
	Mobile Friendliness	88.4			70	
	User Support	91.2				98
TRANSPARENCY	**Overall scores**	**64.3**			84	
	Service Delivery	56.9				86
	Personal Data	68.3				95
	Service Design	61.6		44		
KEY ENABLERS	**Overall scores**	**65.2**				92
	eID	59.1				87
	eDocuments	71.9				93
	Authentic Sources	61.4				90
	Digital Post	73.3				100
CROSS-BORDER SERVICES	**Overall scores**	**54.8**		55		
	Online Availability	61.1			64	
	User Support	67.8		58		
	eID	21.7	35			
	eDocuments	48.1	39			

87% of the services **are online**
EU27+: 81%

100% of the government portals **show whether personal data was consulted**
EU27+: 61%

89% of the services **accept eID login**
EU27+: 64%

45% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.
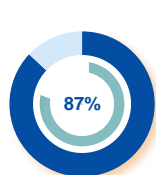
The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: indicates if support, help and (interactive) feedback functionalities are online.
eID: indicates if a national eID from country A can be used in country B.
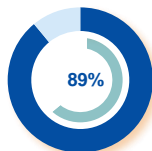**eDocuments**: indicates if eDocuments can be transmitted from country A to country B.

eGovernment performance of life events (domains)
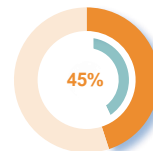
Life event	User Centricity		Transparency		Key Enablers		Cross-border Services	
	Country	EU27+	Country	EU27+	Country	EU27+	Country	EU27+
Business Start-Up (2020)	95	94	77	69	95	82	90	67
Family (2020)	95	83	69	60	97	59	79	54
Career (2020)	84	88	70	62	68	71	78	47
Studying (2020)	88	87	74	61	97	64	60	65
Regular Business Operations (2019)	98	95	96	74	97	75	58	64
Moving (2019)	94	89	99	72	100	69	34	54
Owning and Driving a Car (2019)	92	88	91	60	83	54	17	48
Starting a Small Claims Procedure (2019)	89	83	95	56	100	48	23	40

Each life event is measured once every two years

■ **Country score** ■ **EU27+ average**

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.
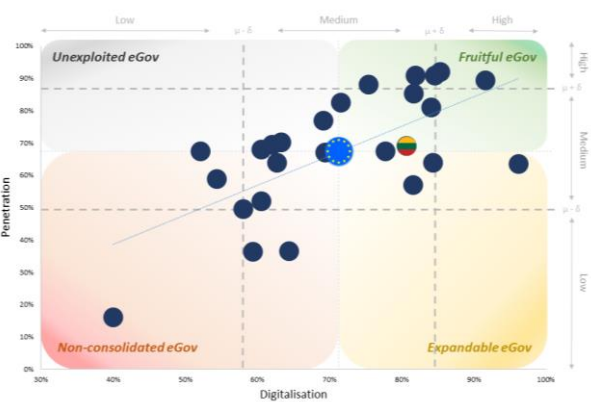
Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad
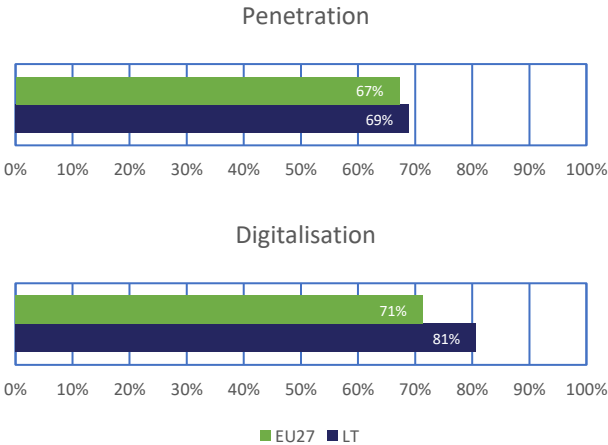
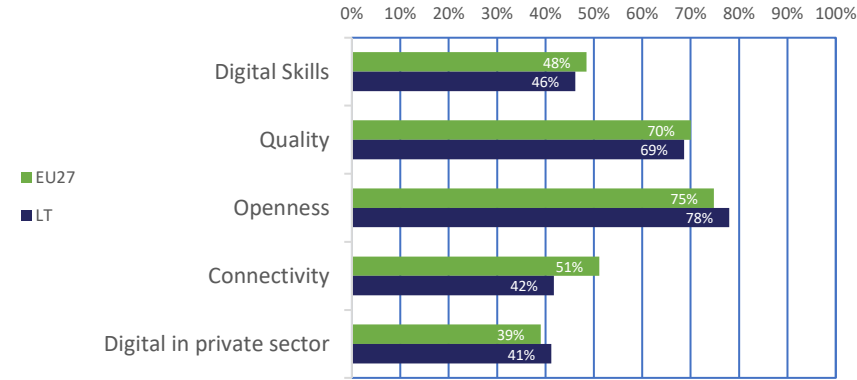## eGovernment performance of life events (domains)

Performance

Lithuania is characterised by a medium level of Penetration and a medium-high level of Digitalisation. Therefore, Lithuania is part of the Fruitful eGov scenario, a scenario that includes the best-in-class countries, which performs at a Digitalisation and Penetration level above average.

Penetration

- 67%
- 69%

Digitalisation

- 71%
- 81%

■ EU27 ■ LT

Relative Indicators and Environment

	EU27	LT
Digital Skills	48%	46%
Quality	70%	69%
Openness	75%	78%
Connectivity	51%	42%
Digital in private sector	39%	41%

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 deployment of the broadband and its quality (Connectivity), that is 9 percentage points below European average.
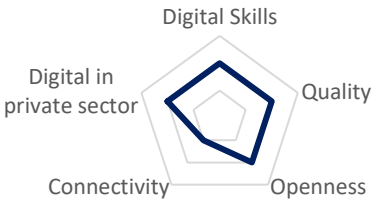
Considerations
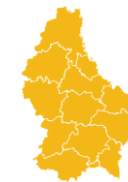
Penetration
On-Track

Digitalisation
Overperforming

Lithuania is On-Track in Penetration and Overperforming in Digitalisation. Lithuania is a country with almost all environmental characteristics in line with the European average. 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 Digitalisation of the front- and the back-offices.

LUXEMBOURG

EGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]	Score
USER CENTRICITY	**Overall scores**	**88.3**	94
	Online Availability	87.2	93
	Mobile Friendliness	88.4	94
	User Support	91.2	95
TRANSPARENCY	**Overall scores**	**64.3**	79
	Service Delivery	56.9	68
	Personal Data	68.3	94
	Service Design	61.6	100
KEY ENABLERS	**Overall scores**	**65.2**	76
	eID	59.1	64
	eDocuments	71.9	71
	Authentic Sources	61.4	68
	Digital Post	73.3	100
CROSS-BORDER SERVICES	**Overall scores**	**54.8**	89
	Online Availability	61.1	91
	User Support	67.8	100
	eID	21.7	66
	eDocuments	48.1	79

91% of the services **are online**
EU27+: 81%

100% of the government portals **show whether personal data was consulted**
EU27+: 61%

67% of the services **accept eID login**
EU27+: 64%

80% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.
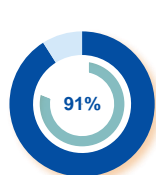
The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: indicates if support, help and (interactive) feedback functionalities are online.
eID: indicates if a national eID from country A can be used in country B.
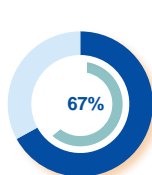**eDocuments**: indicates if eDocuments can be transmitted from country A to country B.

eGovernment performance of life events (domains)
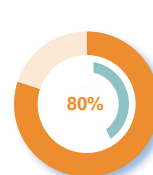
Life event	User Centricity	Transparency	Key Enablers	Cross-border Services
Business Start-Up (2020) — Country score	100	86	84	93
Business Start-Up (2020) — EU27+ average	94	69	82	67
Family (2020) — Country score	88	87	68	100
Family (2020) — EU27+ average	83	60	59	54
Career (2020) — Country score	94	87	67	87
Career (2020) — EU27+ average	88	62	71	47
Studying (2020) — Country score	96	84	72	81
Studying (2020) — EU27+ average	87	61	64	65
Regular Business Operations (2019) — Country score	97	74	94	100
Regular Business Operations (2019) — EU27+ average	95	74	75	64
Moving (2019) — Country score	88	71	82	63
Moving (2019) — EU27+ average	89	72	69	54
Owning and Driving a Car (2019) — Country score	96	69	79	100
Owning and Driving a Car (2019) — EU27+ average	88	60	54	48
Starting a Small Claims Procedure (2019) — Country score	90	77	60	86
Starting a Small Claims Procedure (2019) — EU27+ average	83	56	48	40

Each life event is measured once every two years

■ Country score ■ EU27+ average

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.
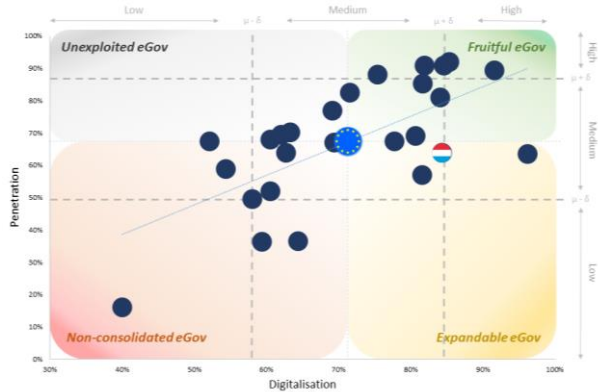
Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad
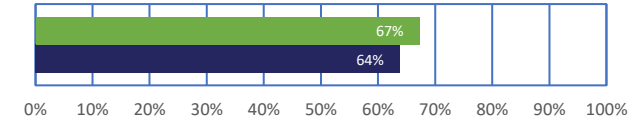
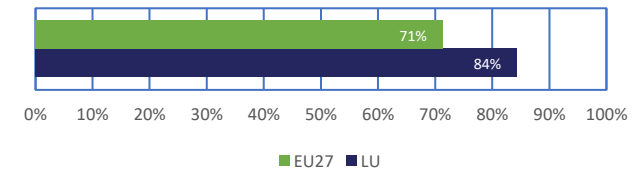# eGovernment performance of life events (domains)

Performance

Luxembourg shows a medium level of Penetration and medium-high level of Digitalisation. 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.
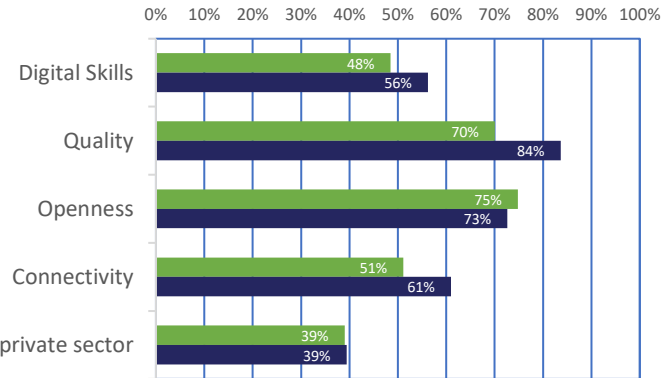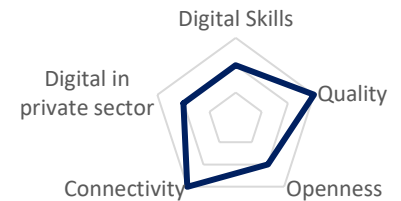
Penetration

- EU27: 67%
- LU: 64%

Digitalisation

- EU27: 71%
- LU: 84%

■ EU27 ■ LU

Relative Indicators and Environment

Indicator	EU27	LU
Digital Skills	48%	56%
Quality	70%	84%
Openness	75%	73%
Connectivity	51%	61%
Digital in private sector	39%	39%

■ EU27
■ LU

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, with Quality and Connectivity indicators significantly above the European average. The only exception is the openness of data and information (Openness), which is slightly below the European average.

Considerations

Penetration
On-Track

Digitalisation
On-Track

Matching relative and absolute indicators, Luxembourg is On-Track both in Penetration and in Digitalisation. 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 with a similar environment.

LATVIA

EGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]	Score
USER CENTRICITY	**Overall scores**	**88.3**	**94**
	Online Availability	87.2	94
	Mobile Friendliness	88.4	94
	User Support	91.2	93
TRANSPARENCY	**Overall scores**	**64.3**	**77**
	Service Delivery	56.9	89
	Personal Data	68.3	83
	Service Design	61.6	38
KEY ENABLERS	**Overall scores**	**65.2**	**88**
	eID	59.1	86
	eDocuments	71.9	84
	Authentic Sources	61.4	82
	Digital Post	73.3	100
CROSS-BORDER SERVICES	**Overall scores**	**54.8**	**68**
	Online Availability	61.1	79
	User Support	67.8	71
	eID	21.7	33
	eDocuments	48.1	59

92% of the services **are online**
EU27+: 81%

100% of the government portals **show whether personal data was consulted**
EU27+: 61%

86% of the services **accept eID login**
EU27+: 64%

59% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.
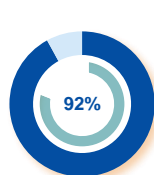
The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: indicates if support, help and (interactive) feedback functionalities are online.
eID: indicates if a national eID from country A can be used in country B.
eDocuments: indicates if eDocuments can be transmitted from country A to country B.
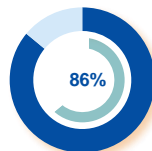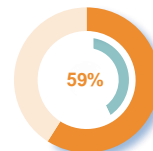
eGovernment performance of life events (domains)

Life event	User Centricity (Country / EU27+)	Transparency (Country / EU27+)	Key Enablers (Country / EU27+)	Cross-border Services (Country / EU27+)
Business Start-Up (2020)	99 / 94	71 / 69	85 / 82	70 / 67
Family (2020)	89 / 83	72 / 60	51 / 59	75 / 54
Career (2020)	94 / 88	66 / 62	96 / 71	39 / 47
Studying (2020)	85 / 87	64 / 61	78 / 64	76 / 65
Regular Business Operations (2019)	100 / 95	92 / 74	100 / 75	90 / 64
Moving (2019)	91 / 89	87 / 72	100 / 69	51 / 54
Owning and Driving a Car (2019)	91 / 88	78 / 60	95 / 54	67 / 48
Starting a Small Claims Procedure (2019)	100 / 83	89 / 56	100 / 48	75 / 40

Each life event is measured once every two years

■ Country score ■ EU27+ average

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.
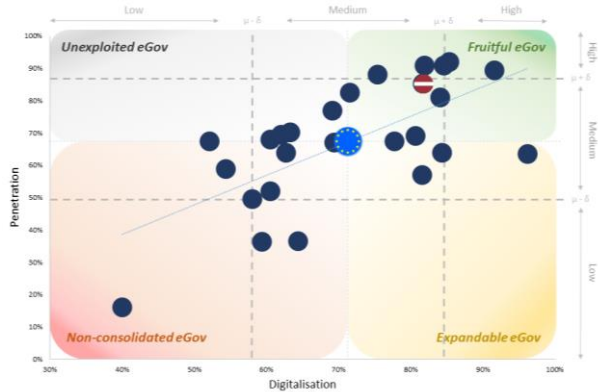
Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

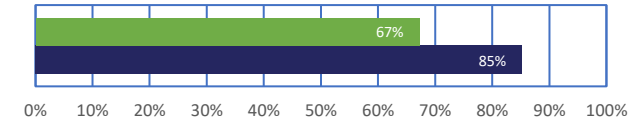**Studying (2020)**

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad
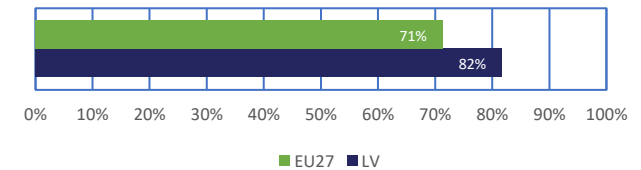
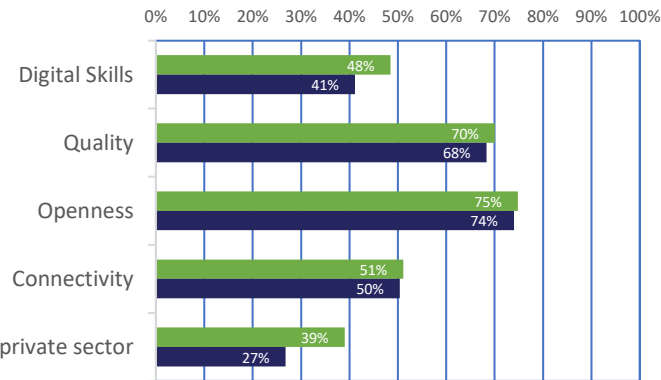## eGovernment performance of life events (domains)

Performance

Penetration

- EU27: 67%
- LV: 85%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Digitalisation

- EU27: 71%
- LV: 82%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ EU27 ■ LV

Latvia is characterised by a high level of Penetration (85%) and medium-high level Digitalisation (82%). Latvia is in the cluster of Fruitful eGov scenario, a scenario that includes the best-in-class countries, which perform at a Digitalisation and Penetration level above average.

Relative Indicators and Environment

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

- Digital Skills — EU27: 48%, LV: 41%
- Quality — EU27: 70%, LV: 68%
- Openness — EU27: 75%, LV: 74%
- Connectivity — EU27: 51%, LV: 50%
- Digital in private sector — EU27: 39%, LV: 27%

■ EU27 ■ LV

Latvia's relative indicators show a country with almost all the 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 digitalisation of businesses and their exploitation of online sales channels, as well as a level of user's Digital Skills that is slightly below the European average.
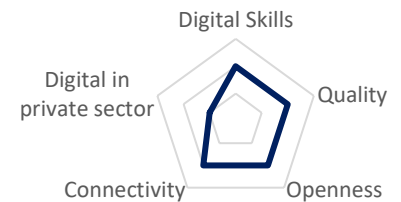
Considerations

| Penetration |
| Overperforming |
| Digitalisation |
| Overperforming |

Latvia is a country with almost all the environmental characteristics in line with the European average. Latvia is Overperforming in both Penetration and Digitalisation. Looking at the results of the analysis, Latvia is the only country that is Overperforming in all analysis of combination of relative and absolute indicators, hence the government seems to have implemented good policies and strategies that enabled the country to have both high Digitalisation of the front- and the back-offices and widespread digital services (Penetration).
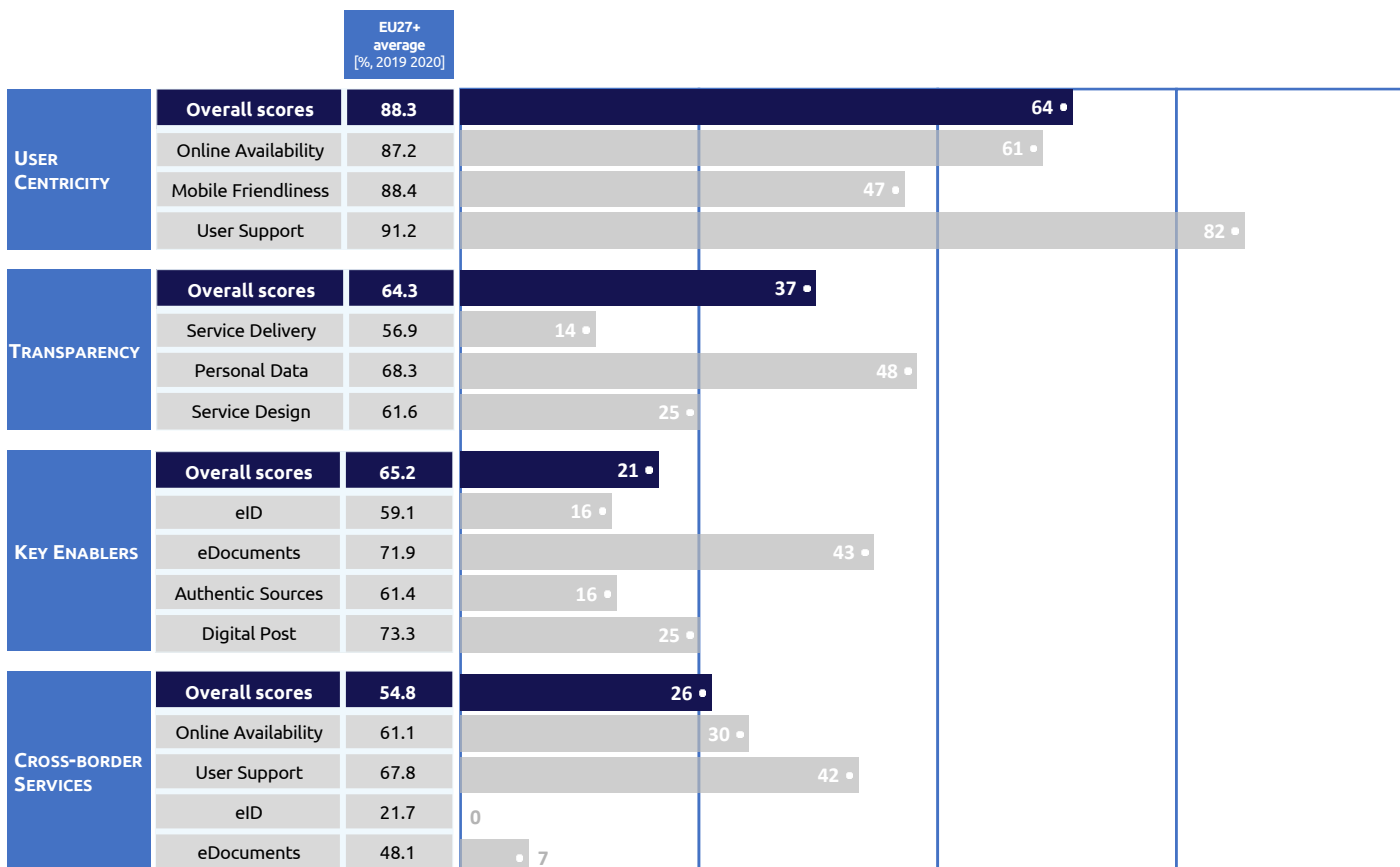
MONTENEGRO

eGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]				
USER CENTRICITY	Overall scores	88.3			64	
	Online Availability	87.2			61	
	Mobile Friendliness	88.4		47		
	User Support	91.2				82
TRANSPARENCY	Overall scores	64.3		37		
	Service Delivery	56.9	14			
	Personal Data	68.3		48		
	Service Design	61.6	25			
KEY ENABLERS	Overall scores	65.2	21			
	eID	59.1	16			
	eDocuments	71.9		43		
	Authentic Sources	61.4	16			
	Digital Post	73.3	25			
CROSS-BORDER SERVICES	Overall scores	54.8	26			
	Online Availability	61.1	30			
	User Support	67.8	42			
	eID	21.7	0			
	eDocuments	48.1	7			

59% of the services **are online**
EU27+: 81%

62% of the government portals **show whether personal data was consulted**
EU27+: 61%

12% of the services **accept eID login**
EU27+: 64%

15% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.
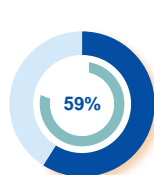
The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: indicates if support, help and (interactive) feedback functionalities are online.
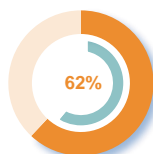**eID**: indicates if a national eID from country A can be used in country B.
eDocuments: indicates if eDocuments can be transmitted from country A to country B.
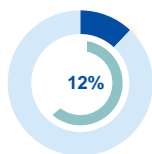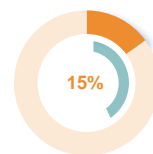
eGovernment performance of life events (domains)

Life event	User Centricity	Transparency	Key Enablers	Cross-border Services
Business Start-Up (2020) — Country score	76	35	32	16
Business Start-Up (2020) — EU27+ average	94	69	82	67
Family (2020) — Country score	56	26	6	8
Family (2020) — EU27+ average	83	60	59	54
Career (2020) — Country score	61	15	0	8
Career (2020) — EU27+ average	88	62	71	47
Studying (2020) — Country score	72	32	8	56
Studying (2020) — EU27+ average	87	61	64	65
Regular Business Operations (2019) — Country score	71	49	43	20
Regular Business Operations (2019) — EU27+ average	95	74	75	64
Moving (2019) — Country score	73	36	19	27
Moving (2019) — EU27+ average	89	72	69	54
Owning and Driving a Car (2019) — Country score	43	47	25	33
Owning and Driving a Car (2019) — EU27+ average	88	60	54	48
Starting a Small Claims Procedure (2019) — Country score	62	57	33	42
Starting a Small Claims Procedure (2019) — EU27+ average	83	56	48	40

Each life event is measured once every two years

■ Country score ■ EU27+ average

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad
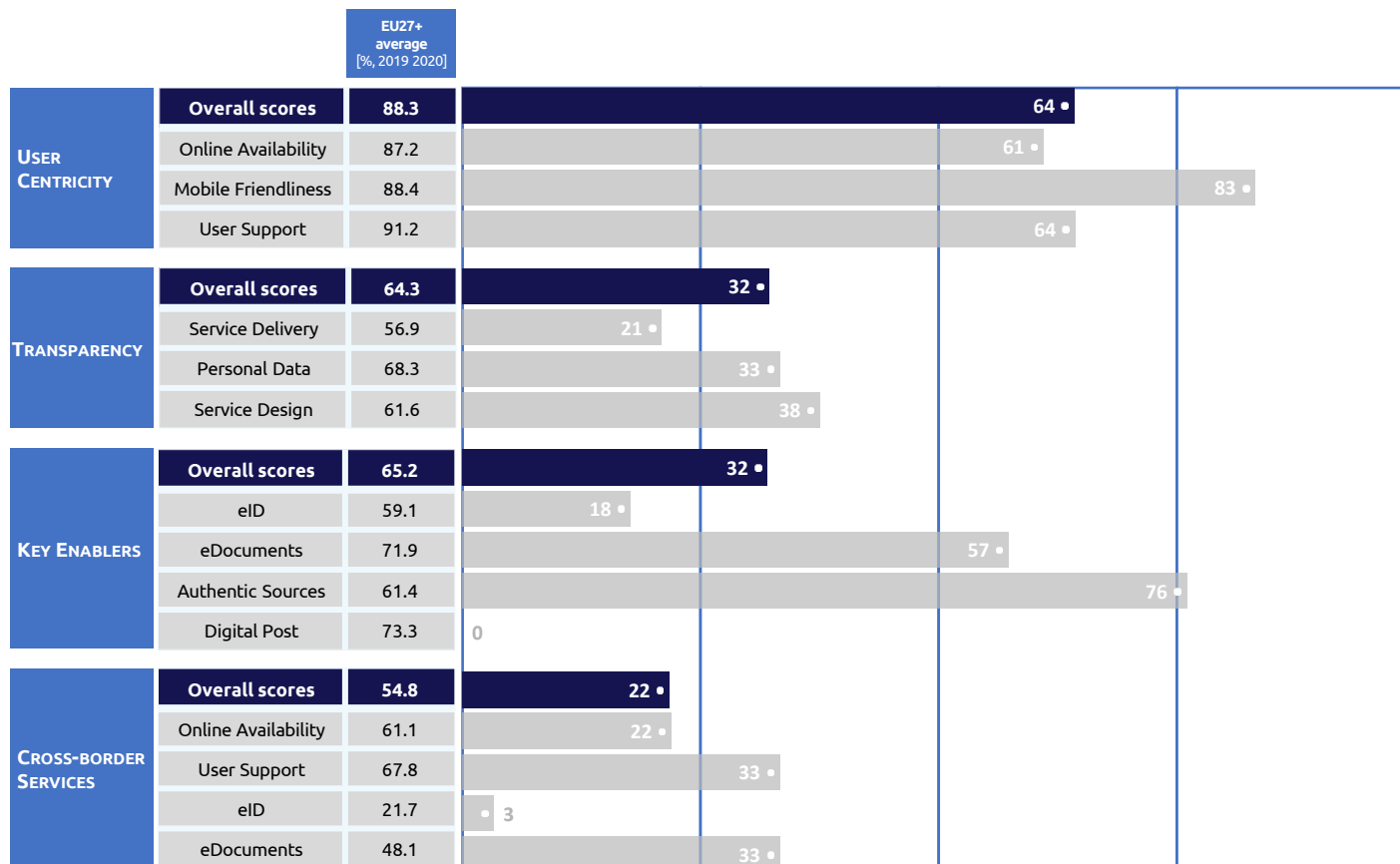
NORTH MACEDONIA

EGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]				
USER CENTRICITY	**Overall scores**	**88.3**			64	
	Online Availability	87.2			61	
	Mobile Friendliness	88.4				83
	User Support	91.2				64
TRANSPARENCY	**Overall scores**	**64.3**	32			
	Service Delivery	56.9	21			
	Personal Data	68.3	33			
	Service Design	61.6	38			
KEY ENABLERS	**Overall scores**	**65.2**	32			
	eID	59.1	18			
	eDocuments	71.9		57		
	Authentic Sources	61.4			76	
	Digital Post	73.3	0			
CROSS-BORDER SERVICES	**Overall scores**	**54.8**	22			
	Online Availability	61.1	22			
	User Support	67.8	33			
	eID	21.7	3			
	eDocuments	48.1	33			

44% of the services **are online**
EU27+: 81%

0% of the government portals **show whether personal data was consulted**
EU27+: 61%

3% of the services **accept eID login**
EU27+: 64%

8% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.
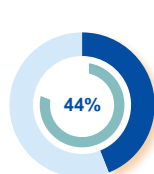
The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: indicates if support, help and (interactive) feedback functionalities are online.
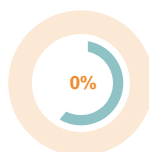**eID**: indicates if a national eID from country A can be used in country B.
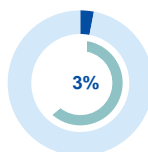**eDocuments**: indicates if eDocuments can be transmitted from country A to country B.

eGovernment performance of life events (domains)
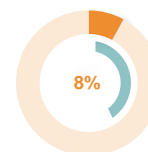
	User Centricity	Transparency	Key Enablers	Cross-border Services
Business Start-Up (2020) Country score	84	54	61	60
EU27+ average	94	69	82	67
Family (2020) Country score	65	39	51	17
EU27+ average	83	60	59	54
Career (2020) Country score	66	37	33	33
EU27+ average	88	62	71	47
Studying (2020) Country score	63	9	33	23
EU27+ average	87	61	64	65
Regular Business Operations (2019) Country score	76	53	49	13
EU27+ average	95	74	75	64
Moving (2019) Country score	43	25	0	21
EU27+ average	89	72	69	54
Owning and Driving a Car (2019) Country score	47	15	0	0
EU27+ average	88	60	54	48
Starting a Small Claims Procedure (2019) Country score	71	25	28	7
EU27+ average	83	56	48	40

Each life event is measured once every two years

■ **Country score** ■ **EU27+ average**

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.
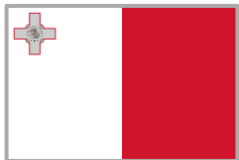
Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

MALTA

EGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]					
USER CENTRICITY	Overall scores	88.3					99
	Online Availability	87.2					99
	Mobile Friendliness	88.4					96
	User Support	91.2					100
TRANSPARENCY	Overall scores	64.3					98
	Service Delivery	56.9					98
	Personal Data	68.3					98
	Service Design	61.6					100
KEY ENABLERS	Overall scores	65.2					98
	eID	59.1					98
	eDocuments	71.9					96
	Authentic Sources	61.4					97
	Digital Post	73.3					100
CROSS-BORDER SERVICES	Overall scores	54.8				90	
	Online Availability	61.1					98
	User Support	67.8					100
	eID	21.7			62		
	eDocuments	48.1			71		

99% of the services **are online**
EU27+: 81%

100% of the government portals **show whether personal data was consulted**
EU27+: 61%

98% of the services **accept eID login**
EU27+: 64%

98% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.
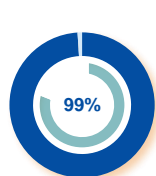
The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: indicates if support, help and (interactive) feedback functionalities are online.
eID: indicates if a national eID from country A can be used in country B.
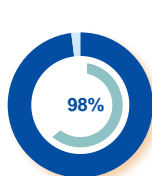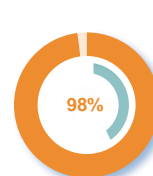**eDocuments**: indicates if eDocuments can be transmitted from country A to country B.

eGovernment performance of life events (domains)

	User Centricity	Transparency	Key Enablers	Cross-border Services
Business Start-Up (2020)	Country score: 100 / EU27+ average: 94	Country score: 100 / EU27+ average: 69	Country score: 100 / EU27+ average: 82	Country score: 95 / EU27+ average: 67
Family (2020)	Country score: 96 / EU27+ average: 83	Country score: 97 / EU27+ average: 60	Country score: 84 / EU27+ average: 59	Country score: 100 / EU27+ average: 54
Career (2020)	Country score: 100 / EU27+ average: 88	Country score: 100 / EU27+ average: 62	Country score: 100 / EU27+ average: 71	Country score: 98 / EU27+ average: 47
Studying (2020)	Country score: 99 / EU27+ average: 87	Country score: 100 / EU27+ average: 61	Country score: 100 / EU27+ average: 64	Country score: 100 / EU27+ average: 65
Regular Business Operations (2019)	Country score: 99 / EU27+ average: 95	Country score: 97 / EU27+ average: 74	Country score: 100 / EU27+ average: 75	Country score: 78 / EU27+ average: 64
Moving (2019)	Country score: 100 / EU27+ average: 89	Country score: 97 / EU27+ average: 72	Country score: 100 / EU27+ average: 69	Country score: 88 / EU27+ average: 54
Owning and Driving a Car (2019)	Country score: 100 / EU27+ average: 88	Country score: 97 / EU27+ average: 60	Country score: 100 / EU27+ average: 54	Country score: 75 / EU27+ average: 48
Starting a Small Claims Procedure (2019)	Country score: 100 / EU27+ average: 83	Country score: 97 / EU27+ average: 56	Country score: 100 / EU27+ average: 48	Country score: 88 / EU27+ average: 40

Each life event is measured once every two years

■ **Country score** ■ **EU27+ average**

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.
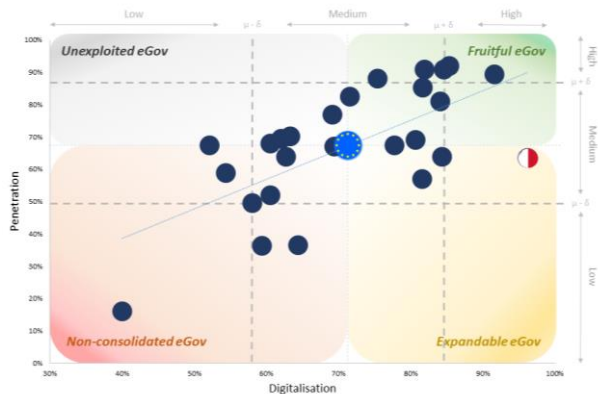
Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad
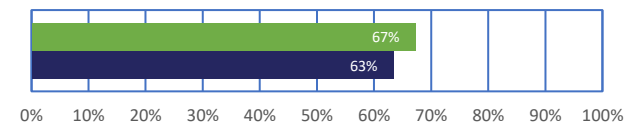
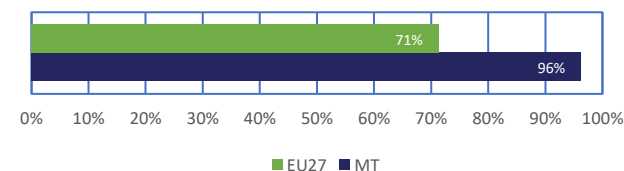# eGovernment performance of life events (domains)

Performance

Malta is characterised by a medium-low level of Penetration and a very high level of Digitalisation. 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 Digitalisation of the back- and front-offices (96%) and a Penetration level only 4 percentage points below the European average characterise Malta.

Penetration

- 67% EU27
- 63% MT

Digitalisation

- 71% EU27
- 96% MT

■ EU27 ■ MT

Relative Indicators and Environment

Indicator	EU27	MT
Digital Skills	48%	49%
Quality	70%	65%
Openness	75%	60%
Connectivity	51%	54%
Digital in private sector	39%	51%

■ EU27
■ MT
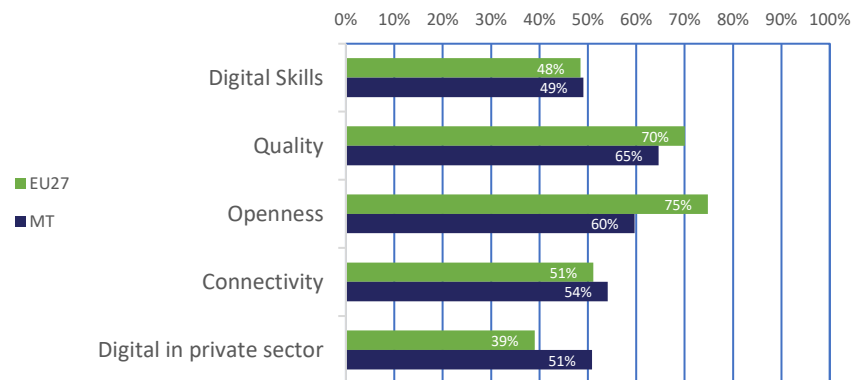
Malta's relative indicators shows a country with almost all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. The peculiarity of Malta is a low level of Openness, an indicator that considers two different aspects: the extent to which countries have an Open Data policy in place and the extent to which citizens are able to select their government. On the opposite, Malta is above European average in the digitalisation of businesses and their exploitation of online sales channels.
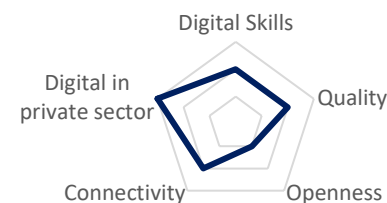
Considerations

Penetration
On-Track

Digitalisation
Overperforming

Matching relative and absolute indicators, Malta is On-Track in Penetration and Overperforming in Digitalisation. Malta, compared with countries having similar environmental characteristics, seems to have reached a satisfying level of digitalisation of the front- and the back-offices. However, Malta's online services seem to be not so widespread all over the country, and its overall performances are in line with the other European countries with similar characteristics.

NETHERLANDS

EGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]	Score
USER CENTRICITY	**Overall scores**	**88.3**	**95**
	Online Availability	87.2	94
	Mobile Friendliness	88.4	97
	User Support	91.2	98
TRANSPARENCY	**Overall scores**	**64.3**	**78**
	Service Delivery	56.9	68
	Personal Data	68.3	82
	Service Design	61.6	100
KEY ENABLERS	**Overall scores**	**65.2**	**80**
	eID	59.1	68
	eDocuments	71.9	79
	Authentic Sources	61.4	81
	Digital Post	73.3	94
CROSS-BORDER SERVICES	**Overall scores**	**54.8**	**74**
	Online Availability	61.1	77
	User Support	67.8	96
	eID	21.7	44
	eDocuments	48.1	49

94% of the services **are online**
EU27+: 81%

38% of the government portals **show whether personal data was consulted**
EU27+: 61%

86% of the services **accept eID login**
EU27+: 64%

52% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.
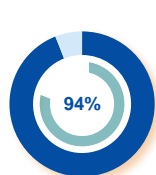
The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: indicates if support, help and (interactive) feedback functionalities are online.
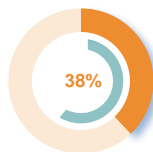**eID**: indicates if a national eID from country A can be used in country B.
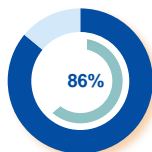**eDocuments**: indicates if eDocuments can be transmitted from country A to country B.

eGovernment performance of life events (domains)

	User Centricity	Transparency	Key Enablers	Cross-border Services
Business Start-Up (2020)	Country: 96 / EU27+: 94	90 / 69	93 / 82	82 / 67
Family (2020)	100 / 83	81 / 60	85 / 59	100 / 54
Career (2020)	97 / 88	85 / 62	94 / 71	69 / 47
Studying (2020)	98 / 87	89 / 61	98 / 64	94 / 65
Regular Business Operations (2019)	100 / 95	69 / 74	82 / 75	53 / 64
Moving (2019)	100 / 89	84 / 72	93 / 69	58 / 54
Owning and Driving a Car (2019)	100 / 88	76 / 60	87 / 54	75 / 48
Starting a Small Claims Procedure (2019)	73 / 83	52 / 56	13 / 48	62 / 40

Each life event is measured once every two years

■ **Country score** ■ **EU27+ average**

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.
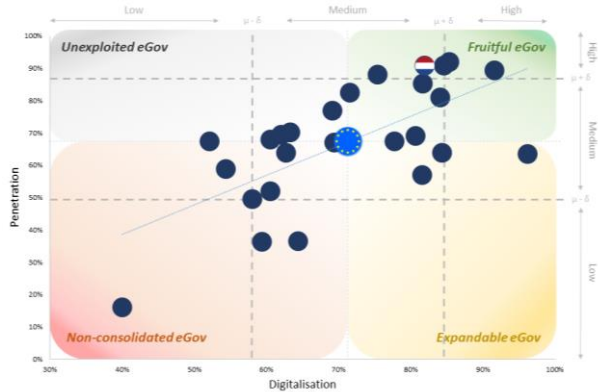
Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad
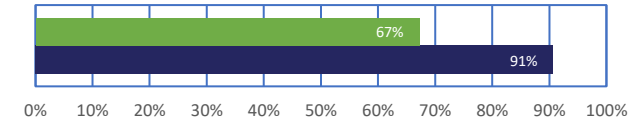
eGovernment performance of life events (domains)
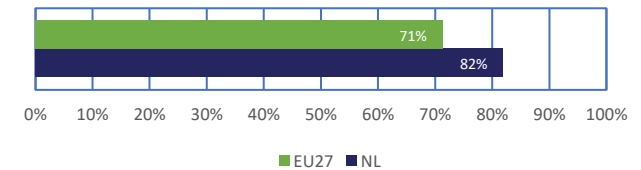
Performance

A high level of Penetration (91%) and medium-high level of Digitalisation (82%) 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 Digitalisation and Penetration level above average. The Netherlands is one of the countries with better overall performances in terms the widespread of online services (Penetration).
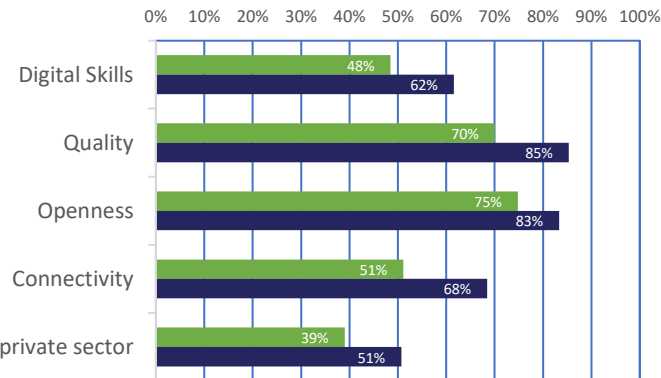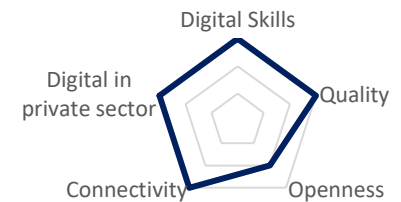
Penetration

EU27: 67%
NL: 91%

Digitalisation

EU27: 71%
NL: 82%

■ EU27 ■ NL

Relative Indicators and Environment

Indicator	EU27	NL
Digital Skills	48%	62%
Quality	70%	85%
Openness	75%	83%
Connectivity	51%	68%
Digital in private sector	39%	51%

■ EU27
■ NL

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 Openness. These data show a country that excels not only in eGovernment services but also in digital development as a whole.

Considerations

Penetration
On-Track

Digitalisation
On-Track

The Netherlands is one of the best European countries in terms of eGovernment maturity. The Netherlands can be considered an On-Track country, as its performance in Penetration and Digitalisation compared with countries with similar relative indicators scores are average. It means that the country reaches the expected level of back- and front-office digitalisation and eGovernment services are widespread.

NORWAY

eGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]	Score
USER CENTRICITY	**Overall scores**	**88.3**	96
	Online Availability	87.2	96
	Mobile Friendliness	88.4	96
	User Support	91.2	96
TRANSPARENCY	**Overall scores**	**64.3**	67
	Service Delivery	56.9	63
	Personal Data	68.3	75
	Service Design	61.6	44
KEY ENABLERS	**Overall scores**	**65.2**	88
	eID	59.1	78
	eDocuments	71.9	97
	Authentic Sources	61.4	84
	Digital Post	73.3	100
CROSS-BORDER SERVICES	**Overall scores**	**54.8**	73
	Online Availability	61.1	79
	User Support	67.8	96
	eID	21.7	37
	eDocuments	48.1	43

95% of the services **are online**
EU27+: 81%

100% of the government portals **show whether personal data was consulted**
EU27+: 61%

91% of the services **accept eID login**
EU27+: 64%

56% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.
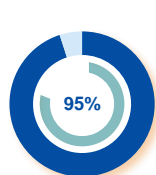
The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: indicates if support, help and (interactive) feedback functionalities are online.
eID: indicates if a national eID from country A can be used in country B.
eDocuments: indicates if eDocuments can be transmitted from country A to country B.

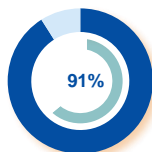|	User Centricity	Transparency	Key Enablers	Cross-border Services
Business Start-Up (2020)	Country: 100 / EU27+: 94	66 / 69	100 / 82	76 / 67
Family (2020)	92 / 83	63 / 60	87 / 59	100 / 54
Career (2020)	100 / 88	58 / 62	100 / 71	61 / 47
Studying (2020)	100 / 87	69 / 61	100 / 64	94 / 65
Regular Business Operations (2019)	100 / 95	80 / 74	91 / 75	75 / 64
Moving (2019)	97 / 89	88 / 72	97 / 69	55 / 54
Owning and Driving a Car (2019)	100 / 88	69 / 60	90 / 54	75 / 48
Starting a Small Claims Procedure (2019)	80 / 83	41 / 56	41 / 48	45 / 40

Each life event is measured once every two years

■ **Country score** ■ **EU27+ average**

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

POLAND

eGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]				
USER CENTRICITY	**Overall scores**	**88.3**				88
	Online Availability	87.2				88
	Mobile Friendliness	88.4				89
	User Support	91.2				89
TRANSPARENCY	**Overall scores**	**64.3**		49		
	Service Delivery	56.9		50		
	Personal Data	68.3		46		
	Service Design	61.6	25			
KEY ENABLERS	**Overall scores**	**65.2**		63		
	eID	59.1			67	
	eDocuments	71.9				82
	Authentic Sources	61.4			65	
	Digital Post	73.3	44			
CROSS-border SERVICES	**Overall scores**	**54.8**	32			
	Online Availability	61.1	43			
	User Support	67.8	38			
	eID	21.7	2			
	eDocuments	48.1	10			

81% of the services **are online**
EU27+: 81%

50% of the government portals **show whether personal data was consulted**
EU27+: 61%

77% of the services **accept eID login**
EU27+: 64%

31% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.
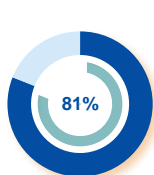
The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: indicates if support, help and (interactive) feedback functionalities are online.
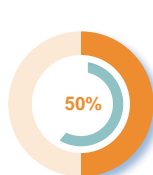**eID**: indicates if a national eID from country A can be used in country B.
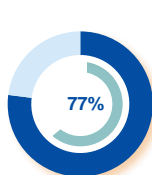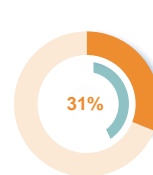**eDocuments**: indicates if eDocuments can be transmitted from country A to country B.

eGovernment performance of life events (domains)

Life event	User Centricity	Transparency	Key Enablers	Cross-border Services
Business Start-Up (2020) — Country score	91	52	64	41
Business Start-Up (2020) — EU27+ average	94	69	82	67
Family (2020) — Country score	79	33	98	13
Family (2020) — EU27+ average	83	60	59	54
Career (2020) — Country score	96	53	65	30
Career (2020) — EU27+ average	88	62	71	47
Studying (2020) — Country score	76	42	71	57
Studying (2020) — EU27+ average	87	61	64	65
Regular Business Operations (2019) — Country score	97	83	86	38
Regular Business Operations (2019) — EU27+ average	95	74	75	64
Moving (2019) — Country score	97	51	72	36
Moving (2019) — EU27+ average	89	72	69	54
Owning and Driving a Car (2019) — Country score	84	35	20	8
Owning and Driving a Car (2019) — EU27+ average	88	60	54	48
Starting a Small Claims Procedure (2019) — Country score	85	46	26	35
Starting a Small Claims Procedure (2019) — EU27+ average	83	56	48	40

Each life event is measured once every two years

■ Country score ■ EU27+ average

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.
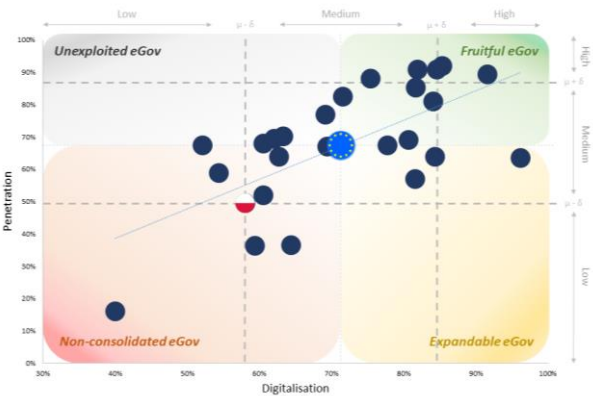
Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad
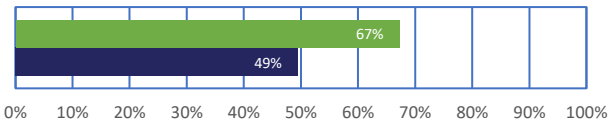
eGovernment performance of life events (domains)
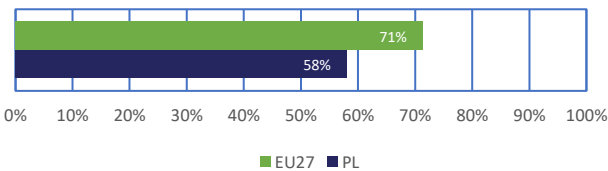
Performance

Poland is characterised by low level of Penetration and a low level of Digitalisation. Therefore, Poland is part of the Non consolidated eGov scenario, where countries are not fully exploiting ICT opportunities. In both Penetration and Digitalisation Poland's performances are lower than the European average, respectively by 18 and 13 percentage points.
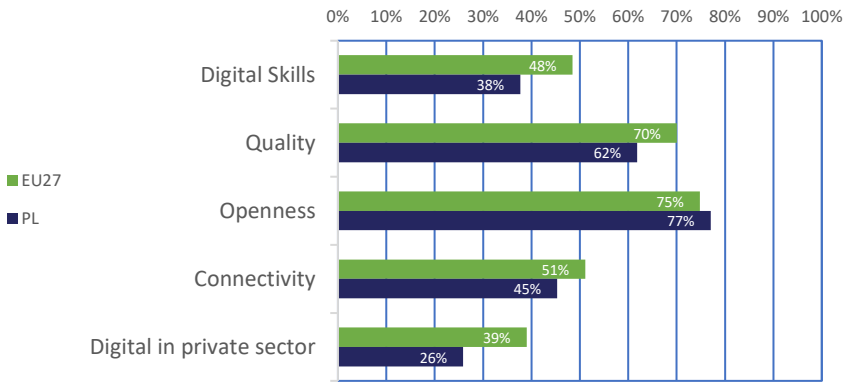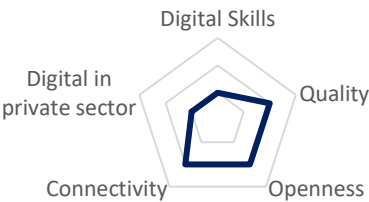
Penetration

- 67%
- 49%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Digitalisation

- 71%
- 58%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ EU27 ■ PL

Relative Indicators and Environment

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Digital Skills — 48% / 38%
Quality — 70% / 62%
Openness — 75% / 77%
Connectivity — 51% / 45%
Digital in private sector — 39% / 26%

■ EU27
■ PL

Poland's relative indicators show a country with most characteristics below the European average. Digital Skills are 10 percentage points below the European average. Government characteristics (Quality and Openness indicators) are in line with the European average. Concerning Digital context characteristics, the digitalisation of businesses and their exploitation of the online sales channel (Digital in the private sector) is significantly below the average, while the deployment of broadband infrastructure is in line with other European countries.

Considerations

Penetration	
On-Track	
Digitalisation	
On-Track	

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

PORTUGAL

EGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]	Score
USER CENTRICITY	**Overall scores**	**88.3**	98
	Online Availability	87.2	99
	Mobile Friendliness	88.4	87
	User Support	91.2	98
TRANSPARENCY	**Overall scores**	**64.3**	79
	Service Delivery	56.9	70
	Personal Data	68.3	87
	Service Design	61.6	81
KEY ENABLERS	**Overall scores**	**65.2**	85
	eID	59.1	84
	eDocuments	71.9	98
	Authentic Sources	61.4	72
	Digital Post	73.3	88
CROSS-BORDER SERVICES	**Overall scores**	**54.8**	67
	Online Availability	61.1	71
	User Support	67.8	83
	eID	21.7	40
	eDocuments	48.1	63

99% of the services **are online**
EU27+: 81%

88% of the government portals **show whether personal data was consulted**
EU27+: 61%

89% of the services **accept eID login**
EU27+: 64%

54% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.
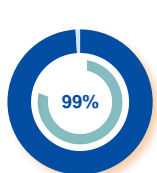
The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: indicates if support, help and (interactive) feedback functionalities are online.
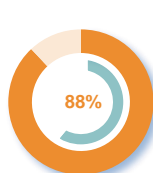**eID**: indicates if a national eID from country A can be used in country B.
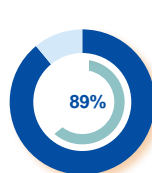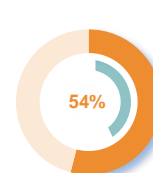**eDocuments**: indicates if eDocuments can be transmitted from country A to country B.

eGovernment performance of life events (domains)

	User Centricity	Transparency	Key Enablers	Cross-border Services
Business Start-Up (2020)	Country score: 99 / EU27+ average: 94	93 / 69	94 / 82	92 / 67
Family (2020)	100 / 83	78 / 60	87 / 59	88 / 54
Career (2020)	100 / 88	80 / 62	97 / 71	79 / 47
Studying (2020)	98 / 87	64 / 61	87 / 64	83 / 65
Regular Business Operations (2019)	100 / 95	83 / 74	100 / 75	55 / 64
Moving (2019)	99 / 89	83 / 72	91 / 69	57 / 54
Owning and Driving a Car (2019)	96 / 88	81 / 60	64 / 54	67 / 48
Starting a Small Claims Procedure (2019)	91 / 83	69 / 56	63 / 48	17 / 40

Each life event is measured once every two years

■ **Country score**   ■ **EU27+ average**

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.
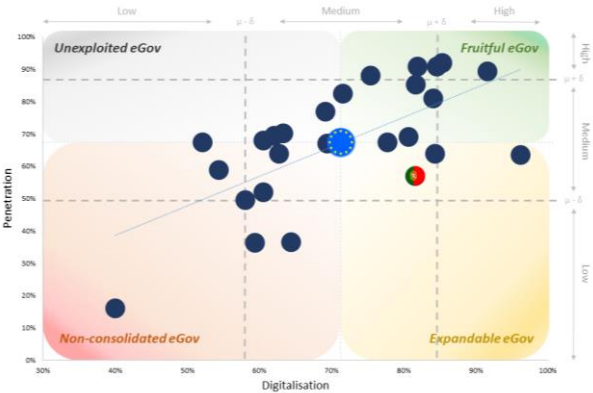
Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad
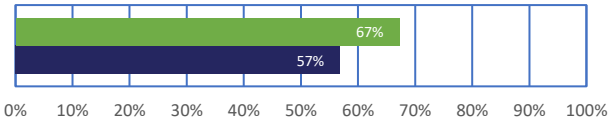
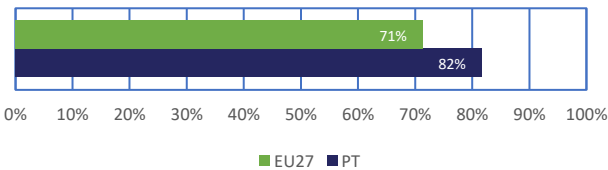# eGovernment performance of life events (domains)

Performance

Portugal is characterised by a medium-high level of Digitalisation and a medium-low 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.
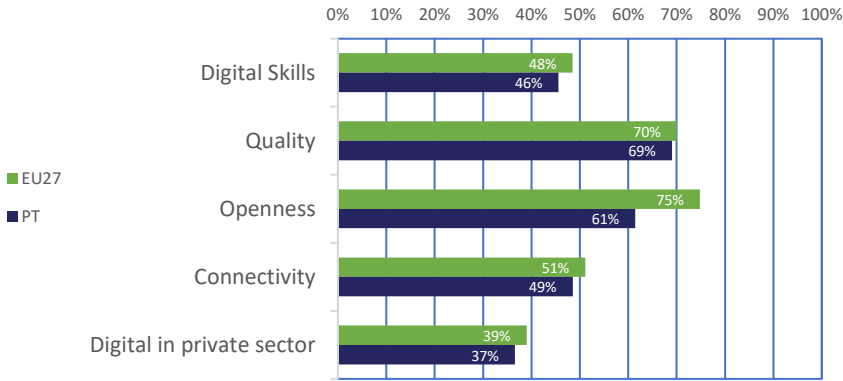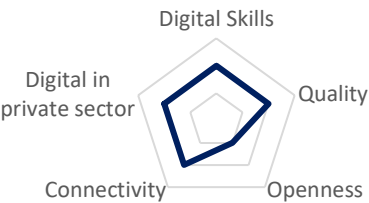
Penetration

- 67%
- 57%

Digitalisation

- 71%
- 82%

■ EU27 ■ PT

Relative Indicators and Environment

	EU27	PT
Digital Skills	48%	46%
Quality	70%	69%
Openness	75%	61%
Connectivity	51%	49%
Digital in private sector	39%	37%

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 openness of data and information (Openness), which is 14 percentage points below European average.

Considerations

Penetration
On-Track

Digitalisation
Overperforming

Matching relative and absolute indicators, Portugal is Overperforming in Digitalisation, with a performance higher than expected. For this reason, 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 that are mostly in line with European average. Portugal's performances in Penetration is in line with other countries with a similar environment.
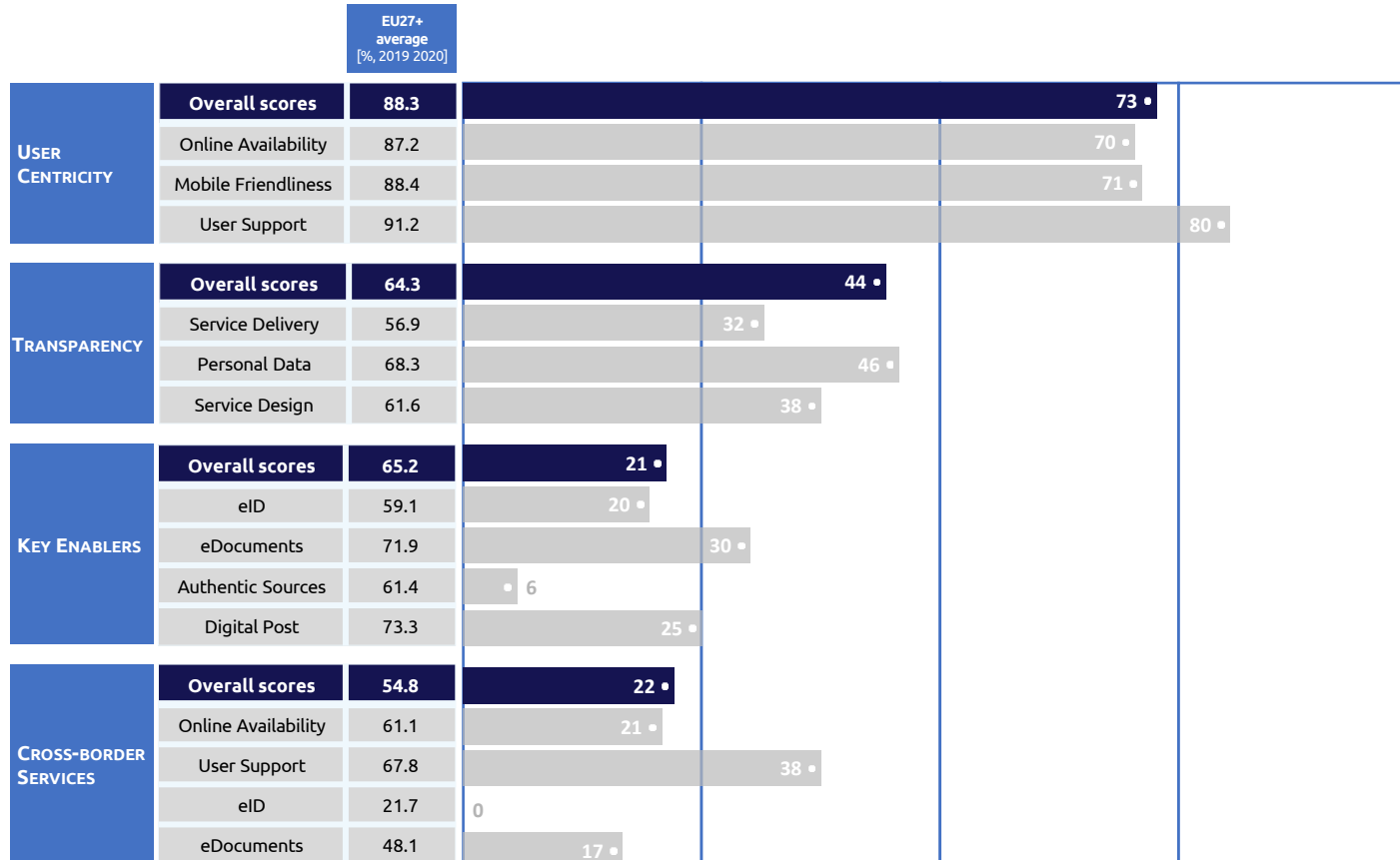
ROMANIA

EGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]	Score			
USER CENTRICITY	**Overall scores**	**88.3**	73			
	Online Availability	87.2	70			
	Mobile Friendliness	88.4	71			
	User Support	91.2	80			
TRANSPARENCY	**Overall scores**	**64.3**	44			
	Service Delivery	56.9	32			
	Personal Data	68.3	46			
	Service Design	61.6	38			
KEY ENABLERS	**Overall scores**	**65.2**	21			
	eID	59.1	20			
	eDocuments	71.9	30			
	Authentic Sources	61.4	6			
	Digital Post	73.3	25			
CROSS-border SERVICES	**Overall scores**	**54.8**	22			
	Online Availability	61.1	21			
	User Support	67.8	38			
	eID	21.7	0			
	eDocuments	48.1	17			

56% of the services **are online**
EU27+: 81%

62% of the government portals **show whether personal data was consulted**
EU27+: 61%

20% of the services **accept eID login**
EU27+: 64%

15% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.
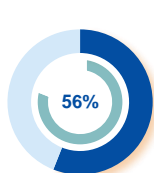
The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: indicates if support, help and (interactive) feedback functionalities are online.
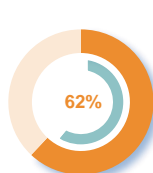**eID**: indicates if a national eID from country A can be used in country B.
eDocuments: indicates if eDocuments can be transmitted from country A to country B.
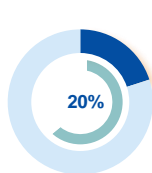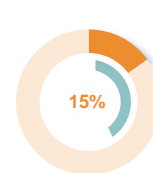
eGovernment performance of life events (domains)

User Centricity

Life event	Country score	EU27+ average
Business Start-Up (2020)	74	94
Family (2020)	69	83
Career (2020)	69	88
Studying (2020)	75	87
Regular Business Operations (2019)	84	95
Moving (2019)	61	89
Owning and Driving a Car (2019)	75	88
Starting a Small Claims Procedure (2019)	75	83

Transparency

Life event	Country score	EU27+ average
Business Start-Up (2020)	43	69
Family (2020)	57	60
Career (2020)	28	62
Studying (2020)	35	61
Regular Business Operations (2019)	60	74
Moving (2019)	43	72
Owning and Driving a Car (2019)	37	60
Starting a Small Claims Procedure (2019)	52	56

Key Enablers

Life event	Country score	EU27+ average
Business Start-Up (2020)	33	82
Family (2020)	17	59
Career (2020)	13	71
Studying (2020)	5	64
Regular Business Operations (2019)	33	75
Moving (2019)	29	69
Owning and Driving a Car (2019)	3	54
Starting a Small Claims Procedure (2019)	38	48

Cross-border Services

Life event	Country score	EU27+ average
Business Start-Up (2020)	14	67
Family (2020)	12	54
Career (2020)	12	47
Studying (2020)	54	65
Regular Business Operations (2019)	15	64
Moving (2019)	48	54
Owning and Driving a Car (2019)	8	48
Starting a Small Claims Procedure (2019)	13	40

Each life event is measured once every two years

■ Country score ■ EU27+ average

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.
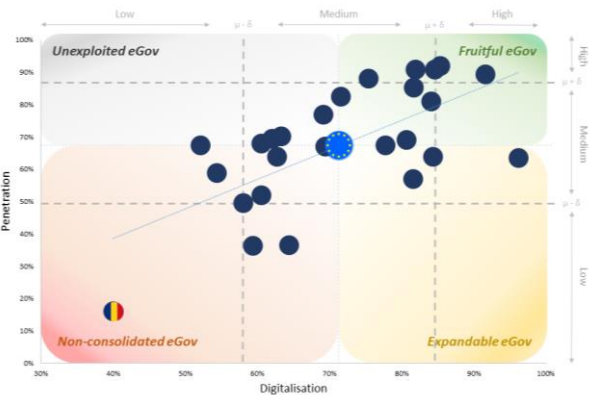
Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad
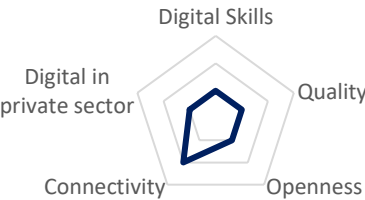
Performance

Romania has both the lowest Penetration (16%) level, that is 51 percentage points below the European average, and the lowest Digitalisation level (40%), which is 31 percentage points below European average. Therefore, Romania is part of the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities.

Penetration

Digitalisation

■ EU27 ■ RO

Relative Indicators and Environment

■ EU27
■ RO
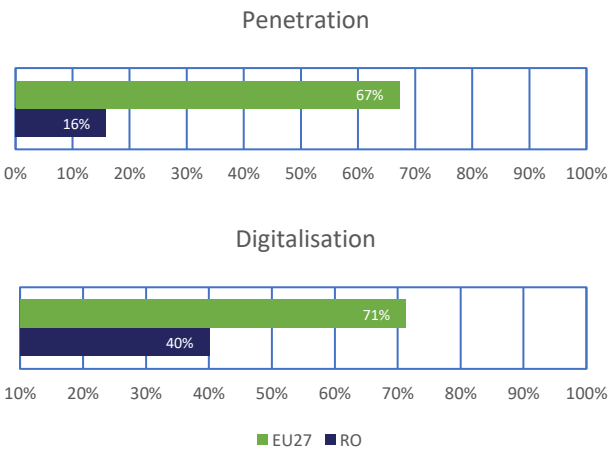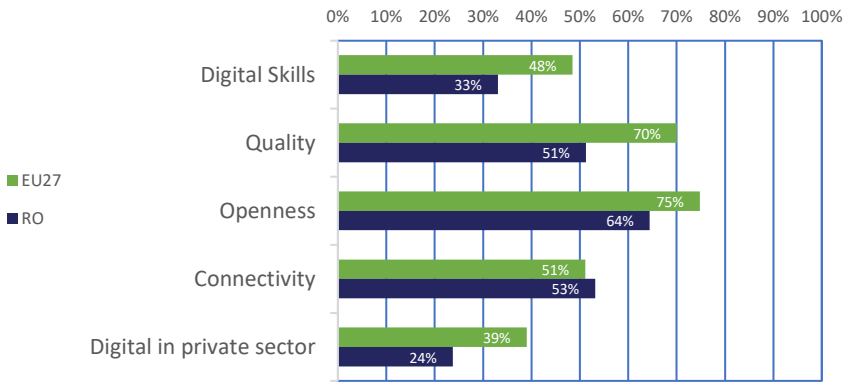
Romania seems to have an environment that could slow down eGovernment actions' effectiveness: looking at relative indicators, the broadband and its quality (connectivity) is almost in line with European average, while all other characteristics (Digital skills, Quality, Openness and Digital in private sector) are still significantly lower than the European average. In particular, it seems that Romania's users could strengthen both digital skills and increase regular use of internet.

Considerations

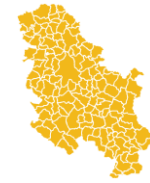| Penetration |
| :---: |
| Underperforming |
| Digitalisation |
| Underperforming |

By comparing performances of countries with similar relative indicator scores, Romania scores underperforming in both Penetration and Digitalisation. The Penetration level is the worst in Europe and it is lower than the one of any other European countries with similar relative performances: Romania needs to be implementing good polices in order to increase eGovernment usage. Digitalisation level is still relatively low, also compared with similar country. Romania's eGovernment maturity process seems to be benefiting from a digitalisation of the back- and the front- office.
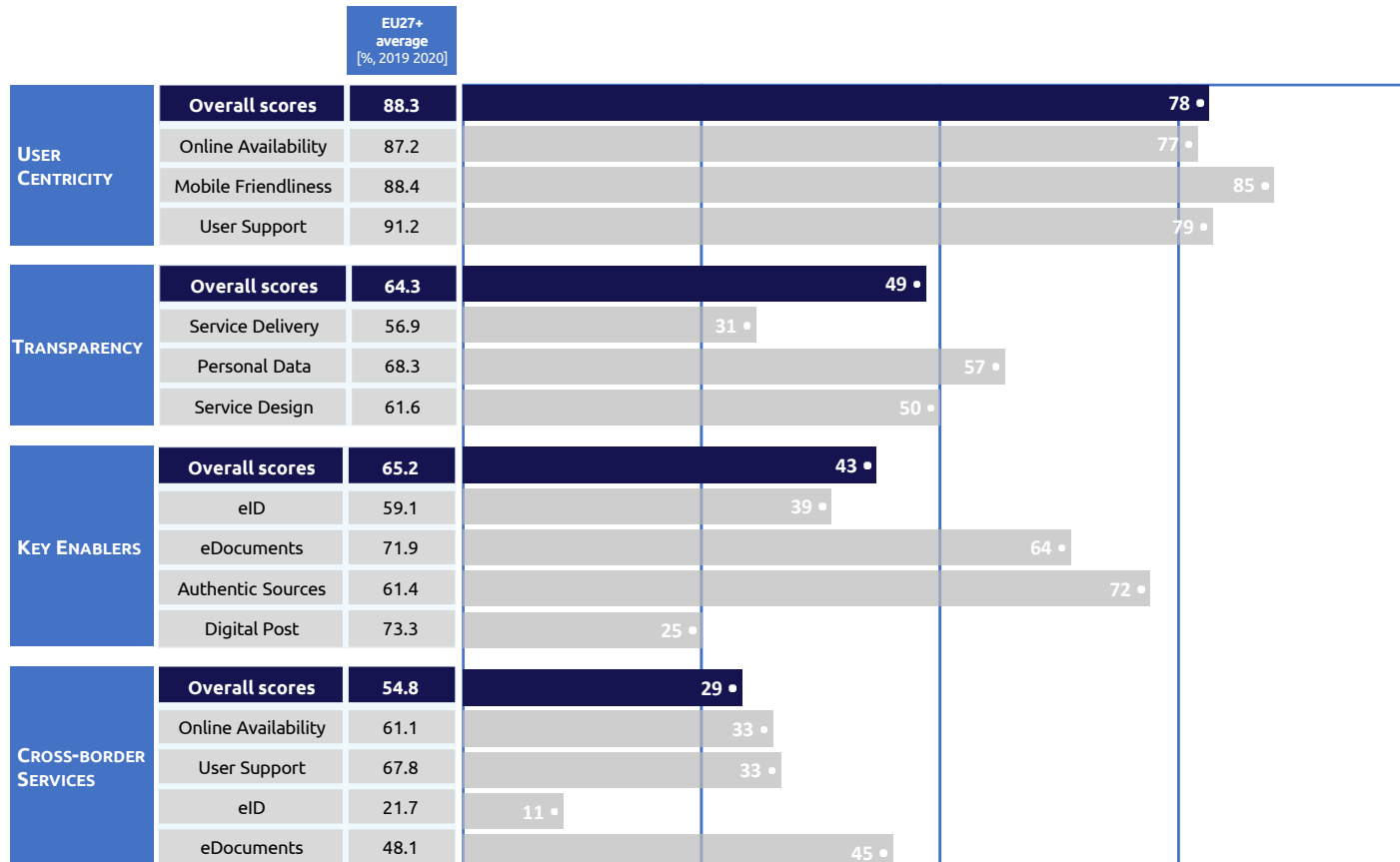
REPUBLIC OF SERBIA

eGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]	Score
USER CENTRICITY	Overall scores	88.3	78
	Online Availability	87.2	77
	Mobile Friendliness	88.4	85
	User Support	91.2	79
TRANSPARENCY	Overall scores	64.3	49
	Service Delivery	56.9	31
	Personal Data	68.3	57
	Service Design	61.6	50
KEY ENABLERS	Overall scores	65.2	43
	eID	59.1	39
	eDocuments	71.9	64
	Authentic Sources	61.4	72
	Digital Post	73.3	25
CROSS-BORDER SERVICES	Overall scores	54.8	29
	Online Availability	61.1	33
	User Support	67.8	33
	eID	21.7	11
	eDocuments	48.1	45

70% of the services **are online**
EU27+: 81%

0% of the government portals **show whether personal data was consulted**
EU27+: 61%

56% of the services **accept eID login**
EU27+: 64%

17% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.
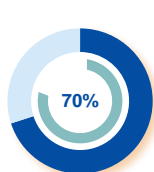
The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: indicates if support, help and (interactive) feedback functionalities are online.
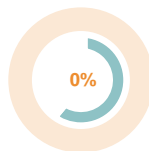**eID**: indicates if a national eID from country A can be used in country B.
eDocuments: indicates if eDocuments can be transmitted from country A to country B.
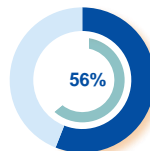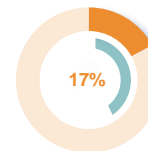
eGovernment performance of life events (domains)

User Centricity

Life event	Country score	EU27+ average
Business Start-Up (2020)	93	94
Family (2020)	76	83
Career (2020)	85	88
Studying (2020)	69	87
Regular Business Operations (2019)	87	95
Moving (2019)	79	89
Owning and Driving a Car (2019)	86	88
Starting a Small Claims Procedure (2019)	51	83

Transparency

Life event	Country score	EU27+ average
Business Start-Up (2020)	74	69
Family (2020)	39	60
Career (2020)	64	62
Studying (2020)	19	61
Regular Business Operations (2019)	42	74
Moving (2019)	64	72
Owning and Driving a Car (2019)	48	60
Starting a Small Claims Procedure (2019)	38	56

Key Enablers

Life event	Country score	EU27+ average
Business Start-Up (2020)	95	82
Family (2020)	63	59
Career (2020)	57	71
Studying (2020)	0	64
Regular Business Operations (2019)	48	75
Moving (2019)	38	69
Owning and Driving a Car (2019)	46	54
Starting a Small Claims Procedure (2019)	0	48

Cross-border Services

Life event	Country score	EU27+ average
Business Start-Up (2020)	48	67
Family (2020)	0	54
Career (2020)	21	47
Studying (2020)	11	65
Regular Business Operations (2019)	37	64
Moving (2019)	49	54
Owning and Driving a Car (2019)	58	48
Starting a Small Claims Procedure (2019)	9	40

Each life event is measured once every two years

■ Country score ■ EU27+ average

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

SWEDEN

eGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]	Score
USER CENTRICITY	**Overall scores**	**88.3**	**92**
	Online Availability	87.2	91
	Mobile Friendliness	88.4	100
	User Support	91.2	93
TRANSPARENCY	**Overall scores**	**64.3**	**73**
	Service Delivery	56.9	63
	Personal Data	68.3	75
	Service Design	61.6	88
KEY ENABLERS	**Overall scores**	**65.2**	**66**
	eID	59.1	53
	eDocuments	71.9	64
	Authentic Sources	61.4	72
	Digital Post	73.3	75
CROSS-BORDER SERVICES	**Overall scores**	**54.8**	**71**
	Online Availability	61.1	89
	User Support	67.8	79
	eID	21.7	10
	eDocuments	48.1	58

84% of the services **are online**
EU27+: 81%

75% of the government portals **show whether personal data was consulted**
EU27+: 61%

75% of the services **accept eID login**
EU27+: 64%

72% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.
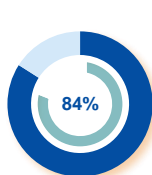
The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: indicates if support, help and (interactive) feedback functionalities are online.
eID: indicates if a national eID from country A can be used in country B.
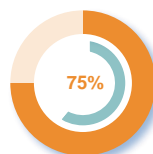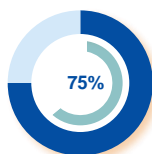**eDocuments**: indicates if eDocuments can be transmitted from country A to country B.

eGovernment performance of life events (domains)

	User Centricity	Transparency	Key Enablers	Cross-border Services
Business Start-Up (2020)	Country score: 100 / EU27+ average: 94	94 / 69	95 / 82	92 / 67
Family (2020)	87 / 83	69 / 60	55 / 59	65 / 54
Career (2020)	92 / 88	64 / 62	69 / 71	53 / 47
Studying (2020)	100 / 87	87 / 61	92 / 64	79 / 65
Regular Business Operations (2019)	97 / 95	80 / 74	78 / 75	57 / 64
Moving (2019)	100 / 89	83 / 72	97 / 69	74 / 54
Owning and Driving a Car (2019)	95 / 88	62 / 60	45 / 54	75 / 48
Starting a Small Claims Procedure (2019)	67 / 83	42 / 56	0 / 48	73 / 40

Each life event is measured once every two years

■ **Country score** ■ **EU27+ average**

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.
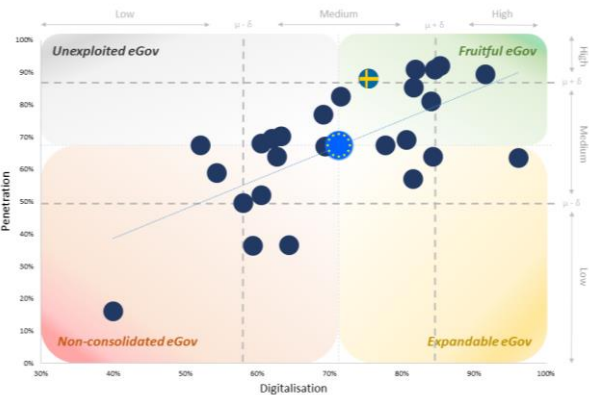
Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad
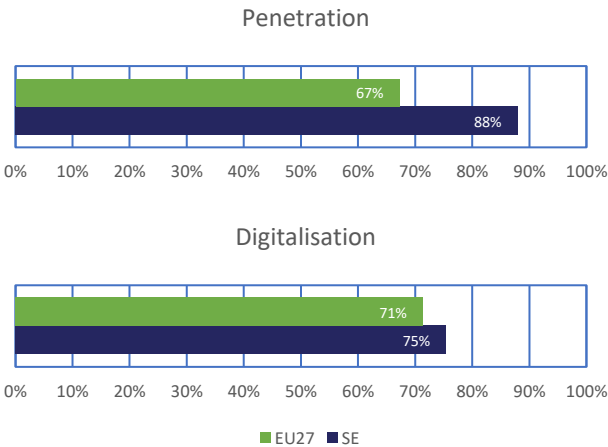
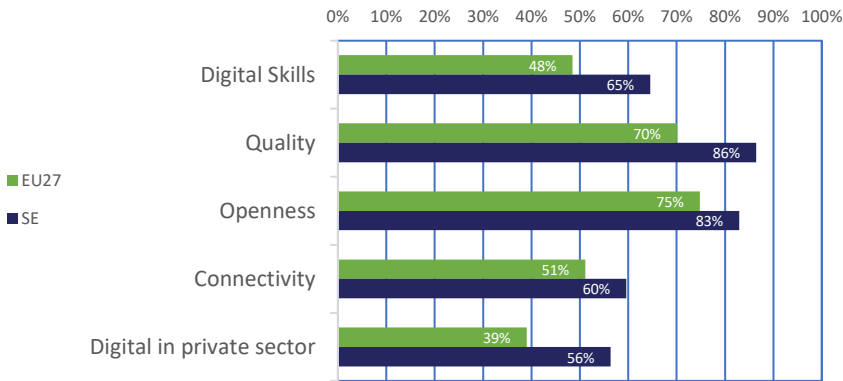# eGovernment performance of life events (domains)

Performance

A medium-high level of Digitalisation 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 Digitalisation 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 (88%) and one of the highest Digitalisation level of back- and front-office (75%).

Penetration

- 67%
- 88%

Digitalisation

- 71%
- 75%

■ EU27 ■ SE

Relative Indicators and Environment

	EU27	SE
Digital Skills	48%	65%
Quality	70%	86%
Openness	75%	83%
Connectivity	51%	60%
Digital in private sector	39%	56%

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) and in the deployment of the broadband and its quality (Connectivity). The data show a country that excels not only in eGovernment services, but also in digital development as a whole.
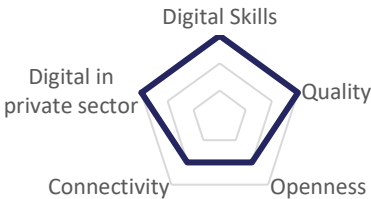
Considerations

Penetration
On-Track

Digitalisation
On-Track

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

SLOVENIA

EGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]	Slovenia score
USER CENTRICITY	**Overall scores**	**88.3**	**88**
	Online Availability	87.2	87
	Mobile Friendliness	88.4	83
	User Support	91.2	93
TRANSPARENCY	**Overall scores**	**64.3**	**68**
	Service Delivery	56.9	69
	Personal Data	68.3	72
	Service Design	61.6	50
KEY ENABLERS	**Overall scores**	**65.2**	**64**
	eID	59.1	63
	eDocuments	71.9	76
	Authentic Sources	61.4	67
	Digital Post	73.3	50
CROSS-BORDER SERVICES	**Overall scores**	**54.8**	**57**
	Online Availability	61.1	63
	User Support	67.8	79
	eID	21.7	27
	eDocuments	48.1	25

78% of the services **are online**
EU27+: 81%

100% of the government portals **show whether personal data was consulted**
EU27+: 61%

66% of the services **accept eID login**
EU27+: 64%

43% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.
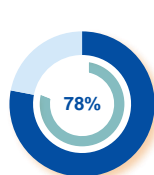
The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: indicates if support, help and (interactive) feedback functionalities are online.
eID: indicates if a national eID from country A can be used in country B.
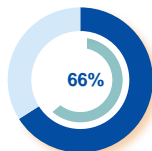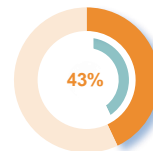**eDocuments**: indicates if eDocuments can be transmitted from country A to country B.

eGovernment performance of life events (domains)

Life event	User Centricity (Country / EU27+)	Transparency (Country / EU27+)	Key Enablers (Country / EU27+)	Cross-border Services (Country / EU27+)
Business Start-Up (2020)	90 / 94	75 / 69	91 / 82	72 / 67
Family (2020)	74 / 83	62 / 60	53 / 59	42 / 54
Career (2020)	91 / 88	61 / 62	81 / 71	32 / 47
Studying (2020)	89 / 87	68 / 61	79 / 64	72 / 65
Regular Business Operations (2019)	94 / 95	80 / 74	63 / 75	45 / 64
Moving (2019)	99 / 89	70 / 72	72 / 69	73 / 54
Owning and Driving a Car (2019)	87 / 88	61 / 60	37 / 54	50 / 48
Starting a Small Claims Procedure (2019)	82 / 83	63 / 56	35 / 48	73 / 40

Each life event is measured once every two years

■ Country score ■ EU27+ average

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.
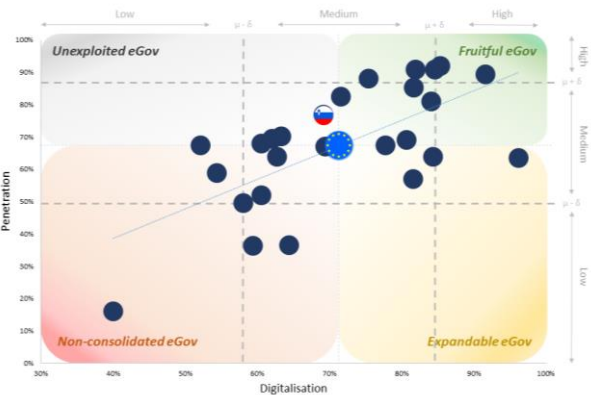
Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad
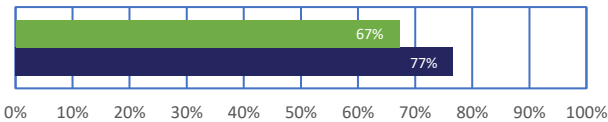
eGovernment performance of life events (domains)

Performance

Penetration

EU27	67%
SI	77%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Digitalisation

EU27	71%
SI	69%

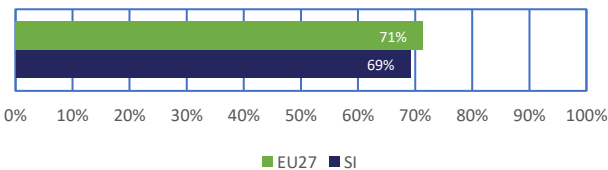0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ EU27 ■ SI

Slovenia is characterised by a medium-high level of Penetration and average level of Digitalisation. Therefore, Slovenia is part of the Unexploited eGov scenario, a scenario where countries are not fully exploiting ICT opportunities.
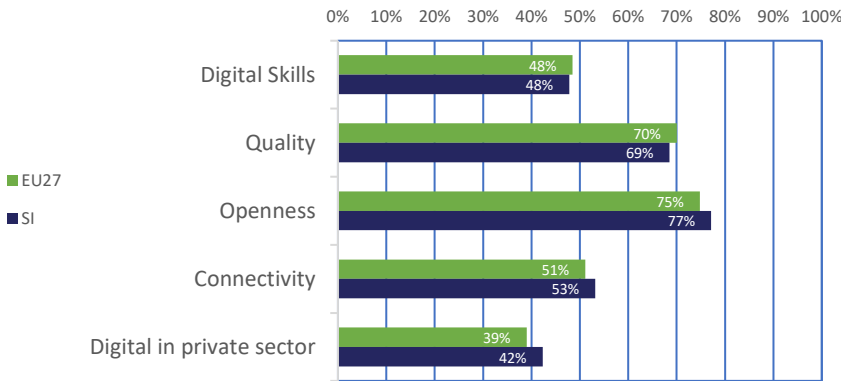
Relative Indicators and Environment

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Indicator	EU27	SI
Digital Skills	48%	48%
Quality	70%	69%
Openness	75%	77%
Connectivity	51%	53%
Digital in private sector	39%	42%

■ EU27
■ SI

Slovenia relative indicators show 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, Connectivity and Digital in private sector indicators are the only ones that are slightly above the European average. All others are slightly below average.
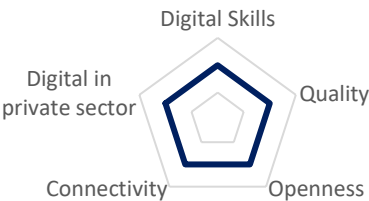
Considerations

Penetration	Matching relative and absolute indicators, Slovenia has the On-Track position regarding both the Penetration and the Digitalisation level. Digitalisation is in line with the performance of other European countries with similar environment. Regarding the Penetration level, despite having an absolute performance level which is remarkably above the European average, Slovenia seems to be performing similar to other countries with a similar environment.
On-Track	
Digitalisation	
On-Track	

SLOVAKIA

EGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]						
USER CENTRICITY	**Overall scores**	**88.3**					84	
	Online Availability	87.2					83	
	Mobile Friendliness	88.4					78	
	User Support	91.2						91
TRANSPARENCY	**Overall scores**	**64.3**			51			
	Service Delivery	56.9			46			
	Personal Data	68.3		37				
	Service Design	61.6				75		
KEY ENABLERS	**Overall scores**	**65.2**				67		
	eID	59.1				65		
	eDocuments	71.9				67		
	Authentic Sources	61.4		36				
	Digital Post	73.3						100
CROSS-BORDER SERVICES	**Overall scores**	**54.8**		40				
	Online Availability	61.1			52			
	User Support	67.8		42				
	eID	21.7	12					
	eDocuments	48.1	21					

62% of the services **are online**
EU27+: 81%

12% of the government portals **show whether personal data was consulted**
EU27+: 61%

75% of the services **accept eID login**
EU27+: 64%

22% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.
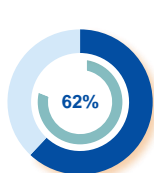
The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
User Support: indicates if support, help and (interactive) feedback functionalities are online.
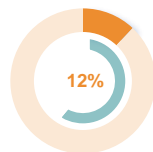**eID**: indicates if a national eID from country A can be used in country B.
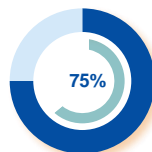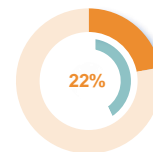**eDocuments**: indicates if eDocuments can be transmitted from country A to country B.

eGovernment performance of life events (domains)

Life event	User Centricity		Transparency		Key Enablers		Cross-border Services	
	Country	EU27+	Country	EU27+	Country	EU27+	Country	EU27+
Business Start-Up (2020)	89	94	53	69	89	82	44	67
Family (2020)	77	83	48	60	47	59	33	54
Career (2020)	63	88	47	62	41	71	22	47
Studying (2020)	77	87	56	61	50	64	60	65
Regular Business Operations (2019)	93	95	55	74	79	75	78	64
Moving (2019)	83	89	64	72	81	69	45	54
Owning and Driving a Car (2019)	94	88	50	60	76	54	8	48
Starting a Small Claims Procedure (2019)	98	83	36	56	75	48	30	40

Each life event is measured once every two years

■ **Country score** ■ **EU27+ average**

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.
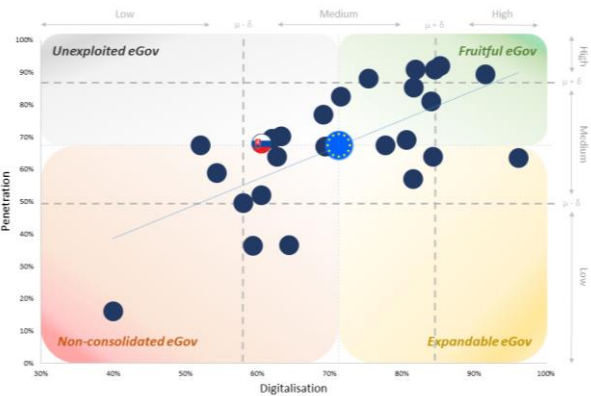
Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad
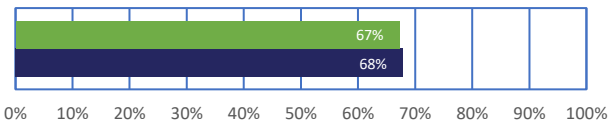
eGovernment performance of life events (domains)

Performance

Penetration
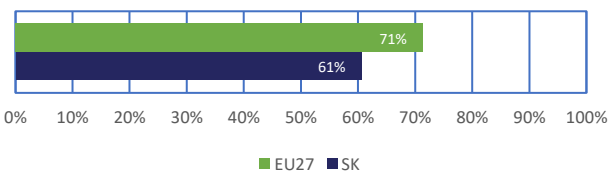

67%
68%

Digitalisation

71%
61%

■ EU27 ■ SK

Slovakia is characterised by a medium level of Penetration and a medium-low level of Digitalisation. Therefore, Slovakia is part of the Unexploited eGov scenario, a scenario where countries are not fully exploiting ICT opportunities.
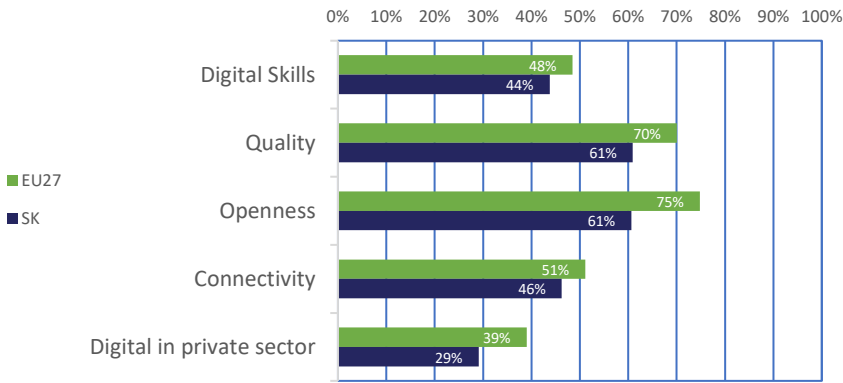
### Relative Indicators and Environment

■ EU27
■ SK

Indicator	EU27	SK
Digital Skills	48%	44%
Quality	70%	61%
Openness	75%	61%
Connectivity	51%	46%
Digital in private sector	39%	29%

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 (by 14 percentage points). All others are slightly below average.
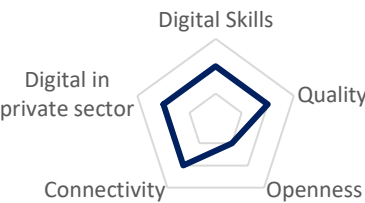
Considerations

Penetration

On-Track

Digitalisation

On-Track

By comparing performances of countries with similar relative indicator scores, Slovakia is On-Track in both Penetration and Digitalisation. Despite a low absolute performance in Digitalisation, that percentage is similar to the one of other countries with comparable environmental characteristics. Slovakia's eGovernment maturity process seems to be benefiting from a digitalisation of the back- and the front- office. On the other hand, the Penetration level is in line, also compared with similar countries.

TURKEY

EGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]	Score
USER CENTRICITY	**Overall scores**	**88.3**	**92**
	Online Availability	87.2	90
	Mobile Friendliness	88.4	93
	User Support	91.2	100
TRANSPARENCY	**Overall scores**	**64.3**	**56**
	Service Delivery	56.9	55
	Personal Data	68.3	53
	Service Design	61.6	44
KEY ENABLERS	**Overall scores**	**65.2**	**71**
	eID	59.1	77
	eDocuments	71.9	62
	Authentic Sources	61.4	58
	Digital Post	73.3	100
CROSS-BORDER SERVICES	**Overall scores**	**54.8**	**44**
	Online Availability	61.1	48
	User Support	67.8	75
	eID	21.7	5
	eDocuments	48.1	6

83% of the services **are online**
EU27+: 81%

50% of the government portals **show whether personal data was consulted**
EU27+: 61%

88% of the services **accept eID login**
EU27+: 64%

17% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.
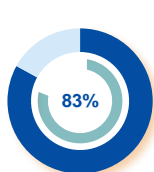
The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
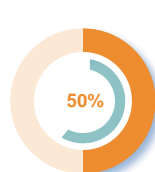**User Support**: indicates if support, help and (interactive) feedback functionalities are online.
eID: indicates if a national eID from country A can be used in country B.
eDocuments: indicates if eDocuments can be transmitted from country A to country B.
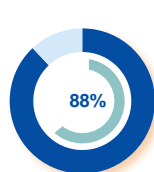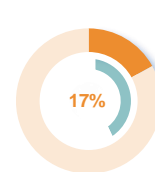
eGovernment performance of life events (domains)

Life event	User Centricity (Country / EU27+)	Transparency (Country / EU27+)	Key Enablers (Country / EU27+)	Cross-border Services (Country / EU27+)
Business Start-Up (2020)	96 / 94	35 / 69	66 / 82	28 / 67
Family (2020)	71 / 83	43 / 60	31 / 59	33 / 54
Career (2020)	93 / 88	45 / 62	83 / 71	47 / 47
Studying (2020)	86 / 87	38 / 61	50 / 64	60 / 65
Regular Business Operations (2019)	93 / 95	84 / 74	94 / 75	37 / 64
Moving (2019)	100 / 89	73 / 72	88 / 69	72 / 54
Owning and Driving a Car (2019)	99 / 88	60 / 60	71 / 54	25 / 48
Starting a Small Claims Procedure (2019)	100 / 83	66 / 56	88 / 48	50 / 40

Each life event is measured once every two years

■ Country score   ■ EU27+ average

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

UNITED KINGDOM

EGOVERNMENT STATE OF PLAY 2021

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]	Score
USER CENTRICITY	**Overall scores**	**88.3**	**92**
	Online Availability	87.2	94
	Mobile Friendliness	88.4	99
	User Support	91.2	82
TRANSPARENCY	**Overall scores**	**64.3**	**73**
	Service Delivery	56.9	54
	Personal Data	68.3	72
	Service Design	61.6	100
KEY ENABLERS	**Overall scores**	**65.2**	**41**
	eID	59.1	40
	eDocuments	71.9	77
	Authentic Sources	61.4	17
	Digital Post	73.3	38
CROSS-BORDER SERVICES	**Overall scores**	**54.8**	**71**
	Online Availability	61.1	79
	User Support	67.8	92
	eID	21.7	15
	eDocuments	48.1	54

88% of the services **are online**
EU27+: 81%

50% of the government portals **show whether personal data was consulted**
EU27+: 61%

50% of the services **accept eID login**
EU27+: 64%

38% of the services **are online for cross-border users**
EU27+: 43%

How are services delivered?

The Key Dimension *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%).
User Support: 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 Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates 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.
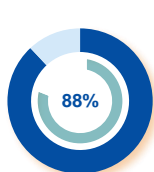
The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
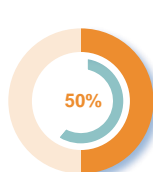**User Support**: indicates if support, help and (interactive) feedback functionalities are online.
eID: indicates if a national eID from country A can be used in country B.
eDocuments: indicates if eDocuments can be transmitted from country A to country B.
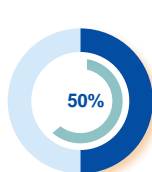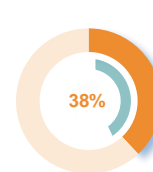
eGovernment performance of life events (domains)

User Centricity

Life event	Country score	EU27+ average
Business Start-Up (2020)	97	94
Family (2020)	85	83
Career (2020)	92	88
Studying (2020)	97	87
Regular Business Operations (2019)	100	95
Moving (2019)	91	89
Owning and Driving a Car (2019)	91	88
Starting a Small Claims Procedure (2019)	83	83

Transparency

Life event	Country score	EU27+ average
Business Start-Up (2020)	85	69
Family (2020)	72	60
Career (2020)	79	62
Studying (2020)	88	61
Regular Business Operations (2019)	79	74
Moving (2019)	49	72
Owning and Driving a Car (2019)	67	60
Starting a Small Claims Procedure (2019)	63	56

Key Enablers

Life event	Country score	EU27+ average
Business Start-Up (2020)	62	82
Family (2020)	29	59
Career (2020)	54	71
Studying (2020)	61	64
Regular Business Operations (2019)	56	75
Moving (2019)	5	69
Owning and Driving a Car (2019)	28	54
Starting a Small Claims Procedure (2019)	29	48

Cross-border Services

Life event	Country score	EU27+ average
Business Start-Up (2020)	87	67
Family (2020)	67	54
Career (2020)	55	47
Studying (2020)	69	65
Regular Business Operations (2019)	88	64
Moving (2019)	79	54
Owning and Driving a Car (2019)	67	48
Starting a Small Claims Procedure (2019)	58	40

Each life event is measured once every two years

■ Country score ■ EU27+ average

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 (2020)

This life event covers 16 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. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

Career (2020)

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 19 services has been assessed.

Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

European Commission

Publications Office
of the European Union