European
Commission

What's inside

eGovernment in

Spain

ISA²

Country Profile

Basic data and indicators

Basic Data

Population (1000): 46,528.966 inhabitants (2017)

GDP at market prices: 1,163,662 million Euros (2017)

GDP per inhabitant in PPS (Purchasing Power Standard EU 28=100): 92 (2016)

GDP growth rate: 3.1% (2017)

Inflation rate: 2.0% (2017)

Unemployment rate: 17.2% (2017)

General government gross debt (Percentage of GDP): 98.3% (2017)

General government deficit/surplus (Percentage of GDP): -3.1% (2017)

Area: 505,990 km^2

Capital city: Madrid

Official EU language: Spanish

Currency: EUR

Source: Eurostat (last update: 7 February 2018)

Political Structure

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

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

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

The [Constitution of](#) the Kingdom of Spain was adopted in December 1978 and last amended in 2011.

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

Head of State: King [Felipe VI](#) (since 19 June 2014)

Head of Government: Pedro President of the Government since June 2018

Information Society Indicators

Generic Indicators

The following graphs present data for the latest Generic Information Society Indicators for Spain compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

Percentage of households with Internet access in Spain
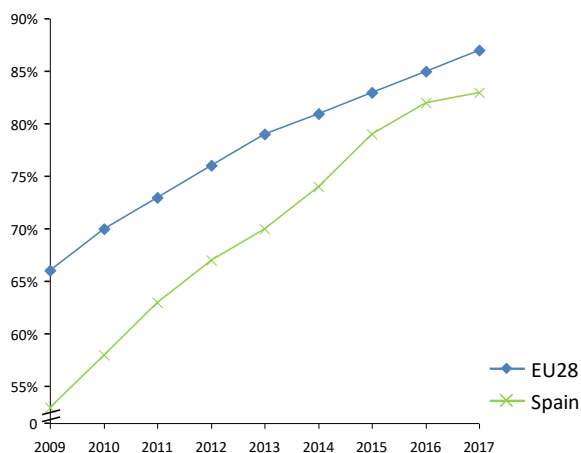
Percentage of enterprises with Internet access in Spain
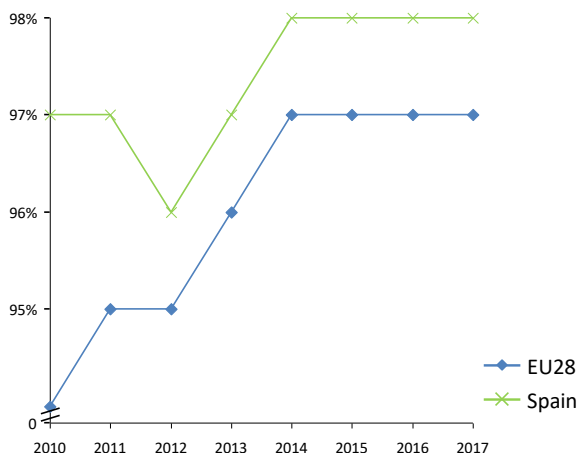
Source: Eurostat Information Society Indicators

Source: Eurostat Information Society Indicators

Percentage of individuals using the internet at least once a week in Spain

Source: Eurostat Information Society Indicators

joinup
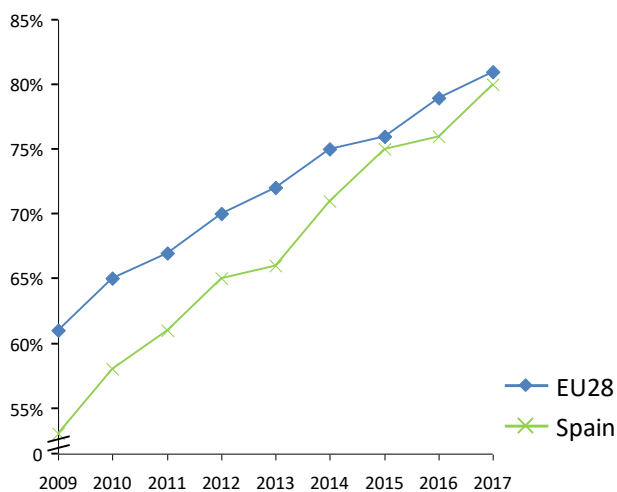
Percentage of households with a broadband connection in Spain
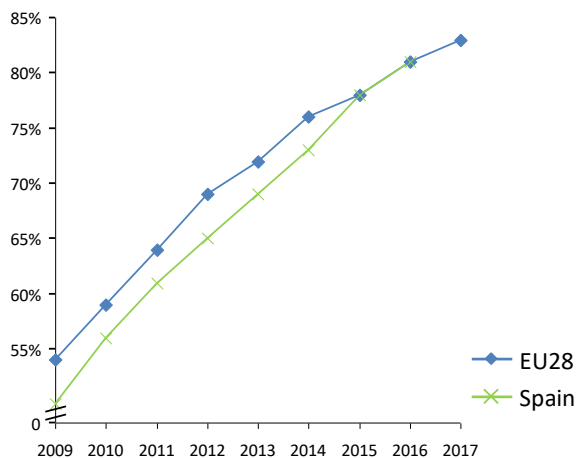
Source: Eurostat Information Society Indicators

Percentage of enterprises with a broadband connection in Spain
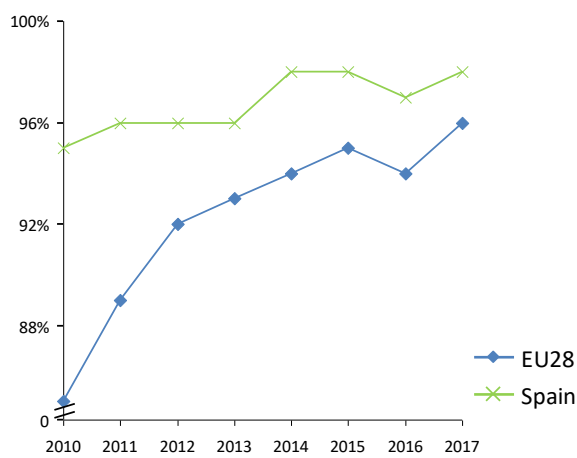
Source: Eurostat Information Society Indicators

Percentage of individuals having purchased/ordered online in the last three months in Spain
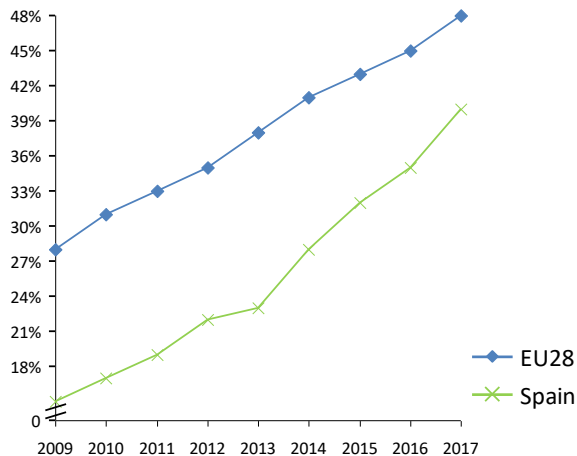
Source: Eurostat Information Society Indicators

Percentage of enterprises having received orders online within the previous year in Spain


Source: Eurostat Information Society Indicators

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eGovernment Indicators

The following graphs present data for the latest eGovernment Indicators for Spain compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

Percentage of individuals using the internet for interacting with public authorities in Spain
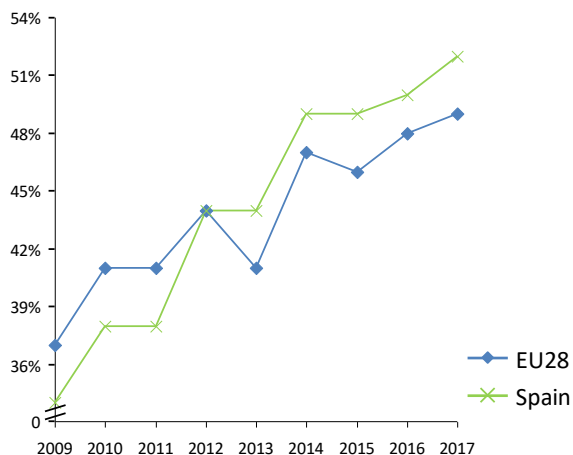
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for obtaining information from public authorities in Spain
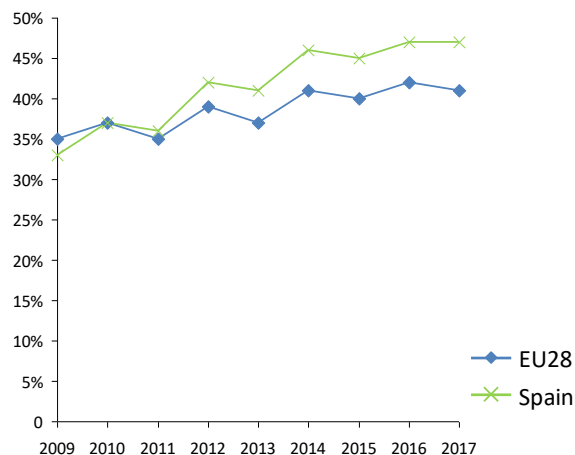
Source: Eurostat Information Society Indicators

Percentage of individuals using the Internet for downloading official forms from public authorities in Spain
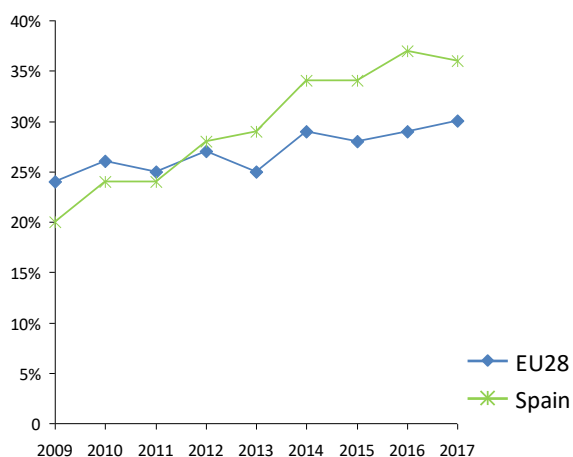
Source: Eurostat Information Society Indicators

Percentage of individuals using the Internet for sending filled forms to public authorities in Spain
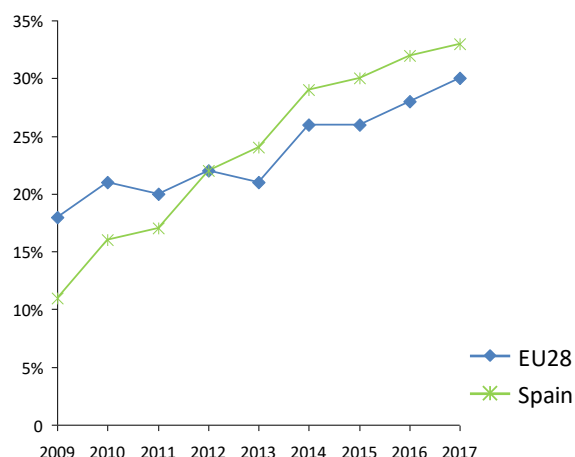
Source: Eurostat Information Society Indicators

eGovernment State of Play

The graph below is the result of the latest eGovernment Benchmark report, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments are transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens and businesses can use online services in another country.
- **Key Enablers** – indicates the extent to which 5 technical pre-conditions are available online. There are: Electronic Identification (eID), Electronic documents (eDocuments), Authoritative Sources, and Digital Post. Digital Post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.

This year's measurement has selected a set of four life events that cover the most common domains of public services, representative for both businesses and citizens: Starting a business and early trading operations; Losing and finding a Job; Studying; Family Life (new life event, measured for the first time). The figure below presents the development of eGovernment in Spain compared to the EU average score.
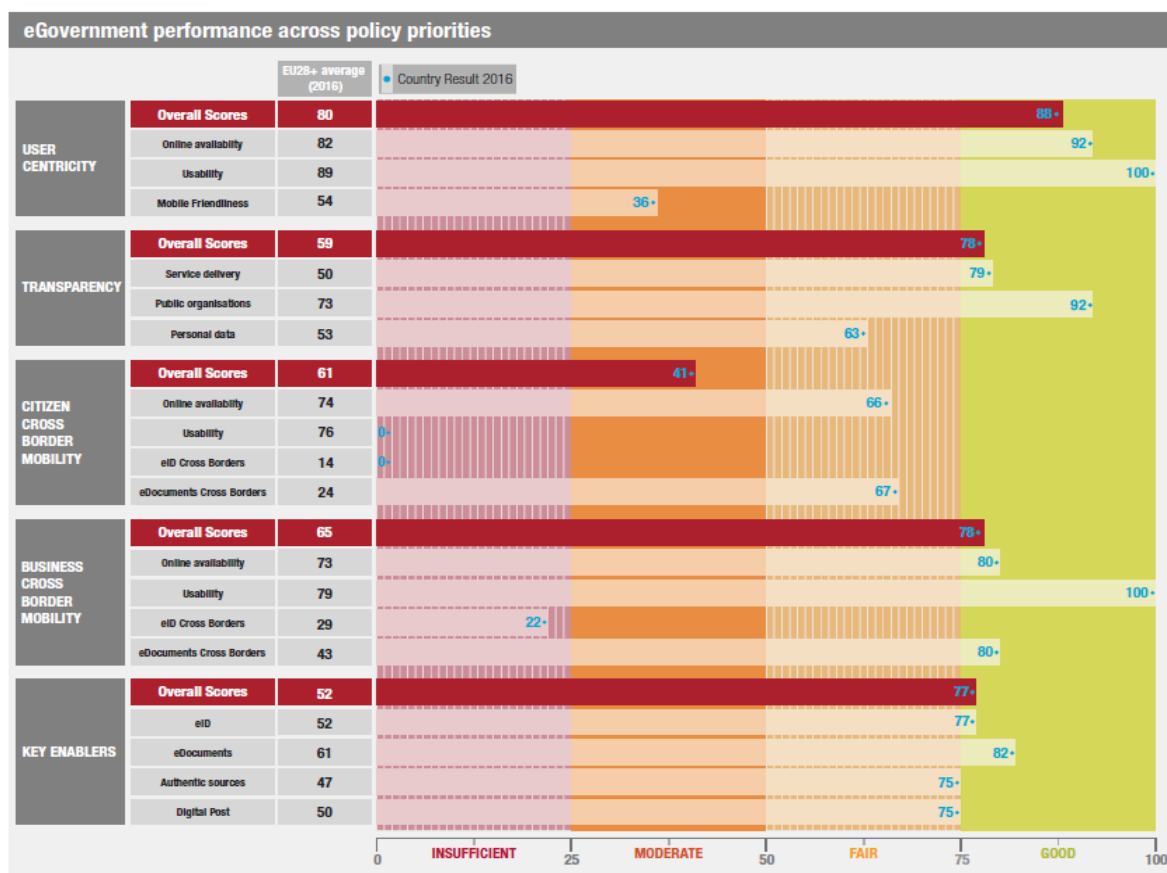
Source: eGovernment Benchmark Report 2017 Country Factsheets

eGovernment Highlights

Main eGovernment changes and key milestones in 2017

eGovernment Strategy

The Spanish government has implemented two main strategies in 2017.

▸ The Third National Action Plan (2017-2019) is the result of the participation of Spain in the Open Government Partnership (OGP). This Partnership seeks to make governments more transparent, accountable, as well as improve the responsiveness to its citizens, thus improving the quality of governance and of the services provided.

▸ The National Security Strategy 2017, adopted by the government in the Council of Ministers of 1 December 2017, is the first one developed in accordance with Law 36/2015 on National Security. The section on cybersecurity aims to guarantee a secure use of networks, communications and information systems by strengthening the capacity of prevention, detection and response to cyber-attacks, boosting and adopting specific measures to contribute to the promotion of a secure and reliable cyberspace.

eGovernment Legal Framework

In December 2018, the Organic Law 3/2018, of December 5, Protection of Personal Data and guarantee of digital rights was adopted. This legal act seeks to adapt the Spanish legal system to Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), and complete its provisions; and guarantee the digital rights of the citizenship according to the mandate established in Article 18.4 of the Constitution.

On 7 November the notification of the DNIe as a Spanish identification system according to the eIDAS Regulation has been published in the Official Gazette of the European Union. As of that moment, the Member States have 12 months to recognize this means of identification in the access to their public services. At this moment there are six countries that have notified an electronic identification system: Germany, Italy, Estonia, Luxembourg, Croatia and Spain.

In September 2018, the Royal Decree 1112/2018, of 7 September, on the accessibility of websites and mobile applications of the public sector approved at the proposal of the Ministries of Territorial Policy and Public Function, Economy and Business, Health, Consumption and Social Welfare was adopted. This Royal Decree transposes the Directive (EU) 2016/2102 of the European Parliament and of the Council of 26 October 2016 on the accessibility of the websites and mobile applications of public sector bodies. The aforementioned Royal Decree guarantees equality and non-discrimination of access to all citizens, in particular to people with disabilities and the elderly.

In September 2018, the Royal Decree-Law 12/2018, of 7 September, on the security of networks and information systems was adopted. It transposes the Directive (EU) 2016/1148 of the European Parliament and of the Council of 6 July 2016 concerning measures for a high common level of security of network and information systems across the Union, known as the NIS Directive. The purpose of the Royal Decree-Law is to regulate the security of the networks and information systems used for the provision of essential services and digital services, and to establish an incident notification system, while

establishing an institutional framework for the coordination between competent authorities and with the relevant cooperation bodies in the EU.

In September 2018 the Royal Decree-Law transposing Directives on the protection of pension commitments with workers, prevention of money laundering and requirements for entry and residence of third-country nationals was published, amending Law 39/2015, of 1 October, on the Common Administrative Procedure of Public Administrations. The proposed specific extension delays by two years the entry into force of the provisions of the seventh final provision of Law 39/2015, of 1 October, regarding the electronic registry of powers of representation, the electronic registry, the registry of authorised public employees, the electronic general access point of the Administration and the electronic archive, and aims to complete all legal, organisational, procedural and technical aspects to ensure that legal operators, citizens and Public Administrations can fully exercise their rights with full legal certainty and thus benefit from the advantages that the new scenario is beginning to provide them.

In November 2017 the government introduced Law 9/2017 on Public Sector Contracts which transposes the European Parliament and Council Directives 2014/23/EU and 2014/24/EU of 26 February 2014 into Spanish law. The Spanish law, transposing the Directives, entered into force on 9 March 2018.

In July 2018, the Royal Decree 863/2018 was released. It develops the basic structure of the Ministry of Territorial Policy and Public Function. The Ministry of Territorial Policy and Public Function oversees:

▸ The Digital Administration;

▸ The coordination of the process of rationalisation of ICT within the scope of the General Administration of the State and its public bodies;

▸ The promotion of eGovernment through the shared provision of the Common Service of Information and Communication Systems.

eGovernment Actors

▸ The General Secretary for Digital Administration (acronym SGAD), with the rank of Undersecretary, is the governing body under the authority of the Secretary of State for Public Function, as detailed by the Royal Decree 863/2018 of 13 July, responsible for the direction, coordination and execution of the powers attributed to the Ministry of Territorial Policy and Public Function in terms of digital administration, rationalisation of information technologies and communications in the field of the General Administration of the State and its Public Organisms, and in charge of the operation of the Common ICT Services.

▸ The FNMT – RCM is a public corporate entity attached to the Ministry of Finance, which, in the field of eGovernment, acts as Qualified Trust Service according to Regulation (EU) No 910/2014 on electronic identification and trust services for electronic transactions in the internal market (eIDAS Regulation). In this regard, an agreement between the Ministry of Finance and Public Function and FNMT – RCM was formalised in 2017 to provide trust services for the General state administration.

eGovernment Infrastructure

In December 2018, the Inter-American Development Bank (IADB) and the Government of Spain, through its Technology Transfer Center (CTT), have established a collaboration for the federation of their repositories of open digital tools so that governments and organisations in Latin America and the Caribbean and Europe can benefit from the offer of

both institutions, adapting and reusing the respective software tools to solve development problems and meet the needs of citizens and communities.

The Universal Card of Social Protection will allow the coordinated management of public aids provided at different levels of the administration (Central, Regional and Local) and facilitate the detection and correction of situations characterised by a lack of social protection.

Primary Registries and Public Notaries:

▸ The integration between the Registry of Last Wills of Spain and the European Network of Wills Registries has been developed, which allows a Spanish notary to consult a foreign registry through its national registry.

▸ The use of electronic means for communication between professional groups with the Ministry of Justice has been strengthened. Currently Notaries and Property and Mercantile Registrars make all their communications by electronic means.

eGovernment Services

▸ In September 2017 the percentage of electronic prescriptions reached 90.12% over the total of prescriptions issued in Spain until that moment. Nine regions are fully integrated within the nation-wide electronic prescription system, while other three have initiated the certification process. More than 71.87% of the primary health care centres and 43.44% of pharmacies can use the common electronic prescription format, thus simplifying the access to the services for citizens displaced out of their region.

▸ There has been significant progress in the handling of the pensions of the '*Régimen de Clases Pasivas del Estado*', pensions given to civilian and military civil servants. Now, thanks to the connection with the Data Intermediation Platform, the obligation for the citizens to provide documents in the application of the different procedures has been virtually removed. During 2017, this platform completed more than 77 Million data exchanges (see "*Transmisiones de datos – PID*"). As for the electronic documents that are used in those processes, it is important to highlight that all of them meet the requirements and specifications of the National Interoperability Framework (NIF) and the Interoperability Agreements.

Other highlights

The Smart Tourism System (SIT), developed by Segittur, a public company in charge of fostering innovation and technology in the tourism sector in Spain, has been awarded at the 14th edition of UNWTO Awards for innovation in Tourism 2018, in the category of Research and Technology. The SIT is a crucial element of the Smart Destinations strategy of the Spanish Tourism Secretary of State, allowing information of different sources be transformed in knowledge to manage tourism destinations.

2001 – 2017

For previous eGovernment highlights, please consult the factsheets for past years, accessible through this link.

eGovernment Strategy

Main strategic objectives and principles

Third National Action Plan (2017 – 2019) for Open Government

The [Third National Action Plan (2017-2019)](#) is the result of the participation of Spain in the [Open Government Partnership](#) (OGP). This Partnership seeks to make governments more transparent, accountable, as well as improve the responsiveness to its citizens, thus improving the quality of governance and of the services provided.

It is based on the recommendations of the [Independent Reporting Mechanism](#) (IRM) and has three main objectives:

- Promote mechanisms of participation and dialogue with citizens;
- Ensure inter-administrative cooperation between different levels of the administration;
- Lay out the foundations of the Open Government to adopt measures beyond the Third Plan.

An effort was made to ensure the Plan counts on the participation of the different public administrations and of the civil society, maximising their contribution through a collective debate addressing its conception and development. To this end, a road map of the Plan was approved, detailing three phases: a preparatory phase (January-May 2017), an approval of the Plan phase (May-June 2017) and the execution and evaluation of the Plan phase (2017-2019).

The Plan contains 20 measures structured around five cross-cutting themes:

- **Collaboration**: The measures included in this section of the Plan aim to strengthen both lines of collaboration with civil society and with the different public administrations, as well as to promote inter-administrative cooperation;
- **Participation**: These measures seek to place citizens in more active leading roles, so as to be able to influence public decisions that directly concern them;
- **Transparency**: Within this theme, the commitments included aim to strengthen the tools available for transparency. Information should be publicly available to citizens in both qualitative and quantitative terms. Hence, these measures aim to make the information for the civil society complete, clear, and easy to access;
- **Accountability**: These are measures that reinforce transparency in areas of public action where information has a strong added value and facilitates direct and decisive scrutiny by citizens as well as public accountability;
- **Training**: This theme aims to disseminate a culture based on the principles of Open Government. The measures cover: training public employees on the values, tools and strategies of open government; making citizens aware of their rights in their relations with the public administrations; and educating students on open government for the development of social and civic competences concerning the principles of Open Government.

Digital Transformation Plan for the General Administration and Public Agencies (ICT Strategy 2015-2020)

The Government adopted "The Digital Transformation Plan for the General Administration (GA) and the Public Agencies belonging to it (PAs) (ICT Strategy 2015-2020)"in the Council of Ministers of 2 October 2015. It was proposed by the Ministers of the Presidency, of Finance and Public Administrations and of Industry, Energy and Tourism based on the work carried out by the Directorate for Information Technology and Communications. The time period of this Plan runs from 2015 to 2020; its validity should be reviewed and, if necessary, amended yearly by the Commission on ICT Strategy.

This ICT Strategy sets out the global strategic framework to make progress in the transformation of the Administration, set forth the guiding principles, goals and actions required to complete it, as well as the landmarks in the gradual development of Digital Government. These, in turn, will become the basis on which the various ministries will draft their sectorial action plans for the digital transformation to be carried out in their areas, led by the General Secretariat for Digital Administration, i.e. the body in charge of the development of shared ICT means and services.

In writing this plan, the provisions of the Bills of Law on Common Administrative Procedures in the Public Administration and on the Legal Regime of the Public Sector (Respectively, Law 39/2015, of 1 October, the Common Administrative Procedure Public Administration (BOE-A-2015-10565); and Law 40/2015, of 1 October, the Legal Regime of the Public Sector (BOE-A-2015-10566)) were taken into account, along with the suggestions made by the Public Administration Reform Committee (CORA) (where ICT plays a key role) and the OECD Recommendation on Digital Government Strategies.

Although the Digital Agenda for Spain envisaged a series of guidelines for the digitisation of the Administration through 2015, the results obtained by the CORA and the provisions in article 9 of Royal Decree 806/2014, on the organisation and operational ICT tools at the General State Administration, require continuation of the endeavour undertaken under a new strategic approach that speeds up the digital transformation of the Administration.

This plan contains five chapters:

▸ Chapter 1, 'Digital Government', gives an overview of the current situation and future prospects of the Administration that should serve as the background to the transformation of the GA and its PAs.

▸ Chapter 2, 'Guiding Principles', describes the plan's guiding principles that should govern both its implementation and those of sectorial action plans: orientation for services users, unity and global vision of needs and actions, as if they were the work of a single body, collaboration within and between administrative units and the forging of alliances to ensure goal achievement, transparency and accountability for management improvement, and the promotion of innovation to make progress and adapt to changes more effectively.

▸ Chapter 3, 'Strategic goals' introduces the five strategic goals that structure the ICT Strategy for a real transformation of the General State Administration. These goals are:

1. **Increasing productivity and efficiency in the internal functioning of the public administrations** as an element of national competitiveness;

2. **Deepening the digital transformation of the public administrations**, making the digital channel the preferred choice of citizens and businesses to interact with the Administration, as well as an apt means for public servants to perform their tasks, thus improving the quality of the services provided and enhancing the transparency of internal functioning;

3. **Achieving greater efficiency in the provision of common ICT services in the public administrations**, building synergies in the use of shared means and services so that more resources can be allocated to innovation and service expansion;

4. **Implementing the smart corporate management of knowledge, data and information** in order to capitalise on this asset and improve the efficiency of the public administration to the benefit of citizens, while ensuring the protection of their digital identity; and

5. **Developing a corporate security and usability strategy for public eServices** in order to increase confidence in them and promote their use.

▶ Chapter 4, 'Lines of action', details the nine lines of action that may lead to the achievements of the above-mentioned goals, as applicable to the GA and the PAs. The suggested actions, to be carried out and supervised by the DTIC, should be supplemented with specific actions in the sectorial plans for the digital transformation of individual ministerial departments.

1. Making the internal management processes of administrative units digital;

2. Developing digital jobs;

3. Providing eServices in the public sector that match the new technologies;

4. Improving user satisfaction with e-services in the public sector;

5. Promoting innovation in the provision of services;

6. Providing shared common services;

7. Publishing information for citizens and businesses and facilitating its being re-used;

8. Relying on data analysis systems for decision making;

9. Ensuring the security of information systems of the General State Administration and its public bodies.

▶ Chapter 5, 'Governance', introduces a governance model for the coordination and evaluation of this Digital Transformation Plan, defining the organisational structure required for implementation and follow-up, as well as a series of outreach activities.

Finally, an appendix includes landmarks for the lines of action.

National Cyber Security Strategy

The National Security Strategy 2017, adopted by the government in the Council of Ministers of 1 December 2017, is the first one developed in accordance with Law 36/2015 on National Security. The section on cybersecurity aims to guarantee a secure use of networks, communications and information systems by strengthening the capacity of prevention, detection and response to cyber-attacks, boosting and adopting specific measures to contribute to the promotion of a secure and reliable cyberspace.

The National Cyber Security Strategy was adopted under, and aligned with, the National Security Strategy of 2013, which includes cyber security among its twelve areas of action. The National Cyber Security Strategy is the strategic document that provides the Spanish Government with a basis for developing the provisions of the National Security Strategy on the protection of cyberspace in order to implement cyber threat prevention, defence, detection, response and recovery actions against cyber threats.

The Strategy has six main lines of action:

1. Strengthen the capabilities of prevention, detection, reaction, analysis, recovery, response and research in the face of cyberthreats, as well as enhance coordination at the technical and strategic levels of the National Security System in the field of cybersecurity;
2. Strengthen and promote regulatory, organisational and technical mechanisms, as well as the application of measures, services, good practices and continuity plans for protection, safety and resilience in:

   ▸ The public sector;

   ▸ The strategic sectors (especially in critical infrastructures and essential services);

   ▸ The business sector;

   ▸ Citizenship, in a way that guarantees a safe and reliable digital environment.

3. Strengthen and improve national public-public and public-private cooperation structures in the field of cybersecurity;
4. Achieve the necessary technological capabilities through the promotion of the Spanish cybersecurity industry, promoting an environment that favours research, development and innovation as well as the participation of the academic world;
5. Promote the reach and maintenance of knowledge, skills, experience, as well as technological and professional capabilities, needed to support the objectives of cybersecurity;
6. Contribute to the security of cyberspace, within the scope of the European Union and compliance with international law.

The official Gazette (BOE) of August 10, 2018, published the Order PCI / 870/2018, of August 3, publishing the Agreement of the National Security Council, which approves the procedure for the preparation of a new National Cybersecurity Strategy that communicates the mandate of the National Security Council of July 16, 2018.

Digital Strategy

The [Ministry of Energy, Tourism and the Digital Agenda](#), currently Ministry of Economy and Enterprise by means of the Secretary of State for the Digital Advance, launched a [public consultation](#) to involve business, social organisations and citizens in the development of the Digital Strategy for Spain. This strategy further develops the *[Estrategia Digital para una España Inteligente](#)* and is structured around five areas:

▸ Data economy;

▸ Ecosystems 4.0;

▸ Smart regulations;

▸ Technological infrastructure;

▸ Citizenship and digital employment.

[Preliminary results](#) of the public consultation were published in December 2017.New plans and strategies have been adopted also by regional administrations.

The Committee of Digital Strategy of the Social Security

The Committee of Digital Strategy of the Social Security has been created with the objective of coordinating the digital transformation initiatives within the [State Secretariat of Social Security](#). As part of its responsibilities the Committee is developing an Action Plan for the digital transformation of the State Secretariat, in order to comply with Laws [39/2015](#) and [40/2015](#). The plan includes actuations in specific areas as: digital notifications;

authorisation of representatives; public servant registry; normalisation of administrative procedures; electronic registry and organisational change management.

Declaration of shared services

The ICT Strategy committee adopted the regulatory framework for the declaration of shared services and the first declaration of 14 shared services. This figure of shared services, created by the Royal Decree 806/2014 of 19 September, is one of the key operational tools of the new ICT governance and falls within the strategic objective of the ICT Strategy "Greater efficiency in the delivery of ICT services", in particular action Line 6 "Provide common services in a shared way". For many of the proposed measures, the declaration of shared services acts as a general framework that will allow the promotion of a measure.

The statement includes the following services:

▶ Unified telecommunications service;

▶ Managed Security Service;

▶ Hosting service for ICT infrastructure;

▶ Service of hybrid cloud (cloud SARA);

▶ Unified email service;

▶ Multichannel Citizen Service;

▶ Management of the Registry Service;

▶ Management of notifications;

▶ Payroll Management;

▶ Integrated service for the management of human resources;

▶ Service for economic-financial management;

▶ Service for the generation and validation of electronic signatures;

▶ Service for the management of electronic documents and electronic files;

▶ Service for electronic archiving.

The accompanying document titled 'Regulatory framework for the declaration of shared services' contains the common elements to consider and apply to all declarations of shared services: shared services requirements, exemptions to the use of shared services, legal support for the provision of shared services, reassignment of human resources, financial compensation for the providers of shared services and supervision of shared services.

The CORA Report

The Council of Ministers of 26 October 2012 created the Commission for the Reform of Public Administration(CORA) whose purpose is to conduct a comprehensive study of the situation of public administrations in Spain and to propose necessary reforms to the government, that would be necessary, in order to endow public administrations with the size, efficiency and flexibility demanded by the citizens and the country's economy and to transform its structure with the dual objective of enabling economic growth, effective delivery of public services and eliminate inefficiencies.

CORA issued the Report of the Commission for the Reform of Public Administration on 21 June 2013.

CORA was at the time under the Ministry of Finance and Public Administrations through the State Secretariat for Public Administrations.

The 'Office for the implementation of the reform of the administration' (OPERA) was created with the aim of ensuring the implementation of the measures contained in the report of the Commission for the Reform of Public Administration, to assume monitoring, promotion, coordination and ongoing evaluation, as well as to elaborate new proposals. OPERA performs an annual monitoring report both of the various subcommittees and of the CORA as the whole.

General Secretary for Digital Administration

The General Secretary for Digital Administration (SGAD), with the rank of Undersecretary, is the governing body under the authority of the Secretary of State for Public Function, as detailed by the Royal Decree 863/2018 of 13 July, responsible for the direction, coordination and execution of the powers attributed to the Ministry in terms of digital administration, rationalisation of information technologies and communications in the field of the General Administration of the State and its Public Organisms. Furthermore, the General Secretary for Digital Administration is in charge of the operation of the Common ICT Services. In addition, in coordination with the Ministry of Economy and Enterprise, it oversees the exercise of all actions arising from the action plans for the implementation of the National and International Strategies in the scope of the Digital Agenda. A figure which is largely equivalent to the CIO title in English.

Furthermore, the Governance of Information and Communication Technologies in the General State Administration and dependent entities WAS established by the Royal Decree 806/2014, of 19 September.

Previously the Directorate for Information Technologies and Communications of the General State Administration was regulated by the 'Royal Decree 695/2013, of 20 September, amending Royal Decree 199/2012, of 23 January, on the basic organisational structure of the Ministry of the Presidency and amending Royal Decree 1887/2011 of 30 December on the basic organisational structure of ministerial departments' (Official Gazette of 24 September 2013).

National Security Framework (ENS)

The Royal Decree 3/2010, of 8 January, was amended by Royal Decree 951/2015, of 23 October, which regulates the National Security Framework (in Spanish *Esquema Nacional de Seguridad* - ENS) in the field of Electronic Administration referred to in the second section of article 156 of Law 40/2015, of 1 October, of the Legal Regime of the Public Sector. The new Framework determines the security policy to be applied in the use of electronic means and consists of the basic principles and minimum requirements for an adequate protection of the information. This National Security Framework is to be applied by the entities of the Public Sector in Spain. The Framework was developed using state-of-the-art methodologies concerning information security.

The National Security Framework foresees a series of so-called Technical Security Instructions, which provide more detailed provisions on: a) reporting on the security status; b) notification of security incidents; c) performing security audits; d) achieving compliance with the National Security Framework; e) acquisition of security products; f) application of cryptography in the National Security Framework; g) achieving interoperability in the National Security Framework; h) safety requirements in outsourced environments. They are to be published in the official diary.

The ENS establishes the CCN-CERT (attached to the Spanish National Intelligence Centre) as the Spanish Government Computer Security Incident Response Team (CSIRT). It

foresees in its article 36 that the entities of the Public Sector will report to the CCN those incidents that have a significant impact on the security of the information handled and the services provided in relation to the categorisation of systems.

Public sector entities in Spain and private sector service providers can be certified against the National Security Framework by independent certification bodies. These certification bodies should be accredited against ISO/IEC 17065 by ENAC (*Entidad Nacional de Acreditación* – The National Accreditation Entity). ENAC is the body appointed by the Spanish government to act as the sole accreditation body in Spain. It is also applicable to entities of the private sector providing services or solutions to the public sector or participating in the delivery of digital public services, for instance by means of cloud computing. A Technical Security Instruction Publication, published in the official diary, details the conditions under which the certification may be obtained and published, by entities of the public sector and by providers of services or the private sector.

The National Security Framework was developed using state of the art methodologies concerning security of the information coming from the European Union and OECD among others.

The main goals pursued by this framework are the following seven objectives:

1. To create the necessary conditions of trust, through measures to ensure IT security for the exercise of rights and the fulfilment of duties through the electronic access to public services.
2. To promote the continuous management of security, regardless of the impulses of the moment or lack thereof.
3. To promote best practices for prevention, detection and reaction.
4. To provide a common language, concepts and elements of security. To provide guidance to public administrations in the implementation of ICT security.
5. To enable cooperation to deliver eGovernment services.
6. To facilitate the interaction between public administrations. The NSF complements the National Interoperability Framework.
7. To facilitate the communication of security requirements to industry. Surely, it is easy to imagine what this means in terms of calls for tenders, technical specifications, predictive offer. This ensures that industry finds that all public administrations speak the same language.

The National Security Framework includes an obligation applicable to entities of the public sector in Spain to annually report the level of security (the scope reaches Ministries, Autonomous Regions, Local Authorities and bodies related or attached to them) by answering a questionnaire related to the implementation of the ENS that is established in the CCN-STIC 824 Guideline.

The roadmap for the near future includes the extension of the ENS with specific aspects and measures of data protection as established in the Organic Law 3/2018 for the Protection of Personal Data and the Guarantee of Digital Rights says the following:

"First additional provision. Security measures in the field of the public sector.

1. The National Security Framework will include the measures that should be implemented in case of processing of personal data, to prevent their loss, alteration or unauthorized access, adapting the risk determination criteria in the data processing to that established in the Article 32 of Regulation (EU) 2016/679.

2 (new) Those responsible listed in article 77.1 of this organic law should apply to the treatment of personal data security measures that correspond to those provided in the National Security Framework, as well as promote a degree of implementation of equivalent measures in companies or foundations linked to them subject to private law.

In the cases in which a third party provides a service under concession, management or contract, the security measures will correspond to those of the public Administration of origin and will conform to the National Security Framework."

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National Interoperability Framework (ENI)

Interoperability has become one of the principles included in the [Law 40/2015 on Public Legal System](). The National Interoperability Framework (*Esquema Nacional de Interoperabilidad* – ENI), as foreseen in the Law 40/2015 and implemented through the Royal Decree 4/2010, in whose elaboration all public administrations took part, was developed following the [European Interoperability Framework]() as a reference. The Royal Decree 4/2010 of 8 January 2010, which regulates the National Interoperability Framework within the scope of eGovernment, develops provisions about interoperability stated in the eGovernment Law 11/2007 and later in Law 40/2015 and is applicable to all public administrations in Spain. This legal approach to implement the NIF embeds interoperability requirements in the legal framework of administrative procedure and eGovernment, thus configuring an integrated coherent and comprehensive approach.

The NIF of Spain (the ENI) enshrines interoperability globally, from technical rules to tools for interoperability, also covering infrastructures and common services, reuse, recovery and preservation of electronic documents, and electronic signature. In its elaboration the European Interoperability Framework was a reference and every action was designed in alignment with the European model.

The aim of the NIF is the creation of the necessary conditions to guarantee the adequate level of interoperability regarding the technical, semantic and organisational aspects of the systems and applications used by Public Administrations that allow the exertion of rights and fulfilment of duties through digital access. The main objectives of the NIF are mainly the following:

▸ To contribute to create adequate interoperability conditions for the deployment and delivery of eGovernment services;

▸ Provide benefits in terms of effectiveness and efficiency;

▸ Introduce common elements of interoperability to guide public administrations;

▸ Facilitate the implementation of security policies (through the National Security Framework, Royal Decree 3/2010) thanks to a more rational environment.

The National Interoperability Framework is extended through a number of technical interoperability regulations (interoperability agreements) which develop specific requirements necessary to guarantee the more practical and operational aspects of interoperability between public administrations, agencies and citizens published in the Official Gazette. These technical interoperability regulations are developed in cooperation between all public administrations in Spain following the same cooperative approach which was used to develop the NIF. There are twelve: catalogue of standards, electronic document, electronic file, digitisation of documents, electronic signature policies, data intermediation protocols, data models, electronic documents management policy, Requirements for the connection to the network of the Spanish public administration, Procedures for authentic copies and conversion between formats, Data model for the exchange of records between official input/output registries and Reuse of public sector information.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment Legislation

The eGovernment Code published by the BOE includes all applicable legislation in this field.

On 2 October 2015, the Official Gazette published the new administrative laws: Law 39/2015 of October 1, on Common Administrative Procedure of Public Administrations and Law 40/2015, of 1 October, on the Legal Regime of the Public Sector.

This new legislation to reform the functioning of the government implements a fully electronic, interconnected, transparent and with a clear and simple administrative structure. Specifically, it is collected in separate laws: Law 39/2015 of 1 October, on Common Administrative Procedure of Public Administrations and Law 40/2015, of 1 October, on the Legal Regime of the Public Sector.

This reform is based on two complementary areas: the external relations of the administration with citizens and businesses through the Law on the Common Administrative Procedure of Public Administration; and the organisation and internal relations within each administration and between different administrations through the Law on the Legal Regime of the Public Sector.

Major developments for citizens:

▸ Electronic relations between citizens and the Administration are facilitated. With this goal written submissions are enabled at any time in the electronic record of any administration.

▸ The processes for identification and electronic signature that can be used for administrative procedures are simplified. For this, the use of prearranged keys delivered to citizens the expected processing times. Personal attendance in the use of electronic means to those citizens who need it is established and administrations are expected to inform the citizens, if they have been authorised through mobile confirmation.

▸ Administrative burdens are reduced and no request for original documents is established as a general rule (e.g. income tax or registration certificates, etc.).

▸ There will be a single common procedure, easier to learn, and there will be an "express" procedure for cases of less complexity.

▸ The possibility of reducing the amount of penalties for early payment or acknowledgment of responsibility is generalised.

▸ Citizens will learn about the main reforms expected to be approved each year through the normative annual plan.

Major developments for businesses:

▸ It will be mandatory for businesses to interact electronically with all Administrations, as they are already doing with the Tax Agency and Social Security, and they can empower their representatives electronically to perform administrative tasks. To facilitate this task there will be an official administrative record of powers at their disposal.

▶ Reduction of administrative burdens; Public Administrations will not require as a general rule documents which have been presented before or have been prepared by the Administration (e.g. already issued licenses or authorisations).

▶ At the state level, it is set a common date (January-June) of entry into force of the rules imposing obligations on professionals and companies for the development of their economic or professional activity, allowing companies to plan their activities with more certainty and better adapt to the regulatory changes.

Greater transparency and more streamlined operation of Public Administration

All communications between administrations will be entirely electronic. This will reduce processing times in the regulation development process, by providing an abbreviated procedure, making it easier to faster regulatory responses to certain problems.

Measures to improve transparency are addedin order to have complete and reliable information about the types of public bodies and entities that exist at any given time.

On one hand, Law 40/2015 establishes the obligation to register the creation, transformation or extinction of any member entity of the institutional public sector in the new inventory of state, regional and local public sector entities.

On the other hand, all administrations must have a system of continuous supervision of their dependent entities, which leads to the periodic formulation of proposals for transformation, maintenance or extinction. In the field of the General administration, a new classification of the state public sector is established for the organisms and entities.

In addition, various controls are established of the entities that are members of the state public sector, focusing on the fulfilment of the entity's own objectives.

Regarding to legislative initiatives and in order to ensure the congruence of all the initiatives that are being processed and to avoid successive modifications, the drafting of the draft laws, of the projects of Royal Legislative Decree and of regulatory standards will be preceded by as many studies and consultations as deemed appropriate to ensure the correctness and legality of the standard. A public consultation will be carried out, through the web of the competent department, prior to the elaboration of the text, in which the opinion of the subjects potentially affected by the future norm and the most representative organisations will be gathered.

An evaluation of the passed regulations during the previous year as a mechanism of ex post control will take place, in order to analyse the effects of its application, the degree of compliance with their targets and, if necessary, proposals for amendment or repeal.

In addition, the Sectorial Conferences (principal organ of cooperation between the State and the Autonomous Communities) will be informed about the draft legislation, when they affect the competence of other public authorities, with the aim of improving the exchange of information between national authorities and avoid duplication.

Better cooperation and coordination between various public authorities

Law 40/2015 establishes a complete regime of the relations between the different public administrations, define and differentiate two key principles of the relations between administrations: the cooperation, which is voluntary, and the coordination, which is mandatory.

As techniques of cooperation, the Conference of Presidents (which is regulated for the first time), sectorial conferences and bilateral cooperation committees, stand out.

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Sectorial conferences have been taken on an even more prominent role following the adoption in 2013 of the report of the Commission for the reform of public administrations (CORA report) and the adoption of Law 20/2013.

In this framework of administrative rationalisation and elimination of duplication, the conferences have constituted the appropriate forum to deal with the various CORA measures affecting the various public administrations, in order to eliminate overlaps and Regulatory distortions, and make them more agile and transparent, and more oriented to the needs of the citizen.

In particular, all public administrations in Spain, central, regional, local (through their association of Spanish local entities, the FEMP) public administrations and public universities (through their association, the CRUE), cooperate by means of the Sectorial Commission of Electronic Administration, whose functions include: ensure compatibility and interoperability of systems used by public administrations; promote the development of eGovernment in Spain; ensure cooperation between public administrations to provide clear, up-to-date and unambiguous administrative information.

Also, the General State Administration has a governance structure with the participation of all ministries, as defined in the Royal Decree 806/2014.

The General Secretary of Digital Administration plays a key role in the work of those two cooperation and governance structures.

Furthermore, forums for public-private cooperation also exist. They are open to the participation of society, and allow the management of complex issues for digital transformation with multiple stakeholders, under the leadership of the Administration, particularly in the fields of eInvoicing, Citizen´s Folder (*Carpeta Ciudadana*), and electronic documents.

Royal Decree 863/2018

The Royal Decree 863/2018 of 13 July, develops the basic structure of the Ministry of Territorial Policy and Public Function, and establishes the detailed functions and structure of the General Secretariat for Digital Administration (SGAD). It supersedes the Royal Decree 769/2017 of 28 July. The Ministry of Territorial Policy and Public Function is in charge of the Digital Administration, the coordination of the process of rationalisation of the information technologies and communication within the scope of the General Administration of the State and its Public Organisms, and the promotion of eGovernment through the shared provision of the Common Service of Information and Communication Systems.

The General Secretariat of Digital Administration is the governing body under the authority of the Secretary of State for Public Function, responsible for the direction, coordination and execution of the powers attributed to the Department in terms of digital administration, rationalisation of information technologies and communications in the field of the General Administration of the State and its Public Organisms and of the operation of the Common Service of Information and Communication. In addition, and in coordination with the Secretary of State for the Digital Advance of the Ministry of Economy and Enterprise, the SGAD oversees the exercise of all actions arising from the action plans for the implementation of the National and International Strategies in the scope of the Digital Agenda.

The SGAD carries out the exercise of the following main functions:

▸ Drawing up strategies within the area of Digital Government and Digital Public Services for Central Government and its Public Bodies, as well as the innovation process, and establishing any decisions and guidelines required for the execution thereof.

▸ Shared management, by means of coordination or direct provision, within a framework of joint responsibility, of the common Information and Communication Systems services for Central Government and its public bodies, in the terms set out by the General Secretary General for Digital Administration.

▸ Technical design, implementation and management of the resources and services required to evolve current public services towards universal high-quality user-oriented electronic services, promoting the incorporation of information and communication technologies into administrative procedures and adaptation of public management to the use of electronic media, in accordance with the functional specifications of the Directorate General of Public Governance.

▸ Technical design and management of technology platforms that support plans, programmes and projects pertaining to transparency and citizen services, as well as with management of the general access point. It is also responsible for the rationalisation and promotion of the consolidation and technological integration of citizen services and general access points of public administrations, working in conjunction with the Directorate General of Public Governance.

▸ Supervising, with the support of the Ministerial Commissions for Digital Government, the execution of specific measures established in the departmental Action Plans for Digital Transformation.

▸ Promoting the consolidation of services, ICT infrastructures, and common equipment and IT networks for Central Government and its public bodies.

▸ Developing proposals and liaising directly with specialised bodies in the areas of security and data protection, both nationally and internationally, as well as any others that have an impact on the scope of the department with regard to digital government. Specifically, it is responsible for developing proposals and liaising with the National Cryptology Centre in the development of security scripts, the coordinated procurement of encryption material, staff training specialising in systems security, and the development and application of the provisions set out under Royal Decree 3/2010, of 8 January, regulating the National Security Scheme within the sphere of Electronic Government; specifically, it will coordinate responses to incidents.

▸ Acting as the national point of contact in relations with European and international bodies and institutions within the sphere of the Department's digital competencies and chairing the Electronic Government Commission.

▸ Defining standards, technical directives and ICT governance, technology security and quality standards, and information applied to Central Government and its Public Bodies.

▸ Drawing up, developing, implementing and managing the Catalogue of Shared Services.

▸ Establishing criteria and general guidelines regarding the sharing of data in order to promote better conditions of rationality and service for people in general and interested parties in order to meet the provisions set out under section 1. d) of article 53 of Act 39/2015, of 1 October, and section 1 of article 155 of Act 40/2015, of 1 October; as well as drawing up, developing, implementing, coordinating and monitoring a Catalogue of Shared Data, including the necessary infrastructures and technical elements, in order to facilitate the implementation of the provisions cited above.

▸ Assisting the Under-Secretariat of Regional Policy and Civil Service in the management, promotion and coordination of electronic government within the department and its affiliated bodies.

▸ Providing services in the area of information and communication technologies to the Ministry and all its affiliated bodies and units, including Government Delegations and Sub-Delegations, the National Institute of Public Government, the Mutual Society of Civil Servants, as well as other bodies, units, organisms and public entities with which an agreement has been reached in this regard.

▸ Defining and managing a common system for the allocation of ICT costs for the whole of Central Government and its Public Bodies.

▸ Working in collaboration with the Directorate General of Rationalisation and Centralisation of Contracts within the Ministry of Finance, when this affects its sphere of

competencies, to draw up proposals related with policies governing the procurement of IT and computing goods, along with technical requirements related with public contracts for ICT goods and services within Central Government and its Public Bodies.

▶ Studying, planning, promoting and monitoring contractual processes with regard to ICT and related areas; drawing up the mandatory technical report for management agreements and assignments that encompass the procurement of computing goods and services, as well as reports and technical requirements regarding the contracting of computing goods and services in the terms set out under Royal Decree 806/2014, of 19 September, regarding Organisation and operational instruments of Information and Communication Technologies in Central Government and its Public Bodies.

▶ Technical and strategic management of the Cyber Security Operations Centre for Central Government and its SOC public bodies.

Royal Decree 596/2016

The Spanish government implemented the Royal Decree 596/2016, of 2 December, for the modernisation, improvement and promotion of the use of electronic means in the management of Value Added Tax.

Royal Decree 806/2014

The Royal Decree 806/2014, of 19 September defines the ICT governance model of the General State Administration and dependent entities. The main elements of the ICT governance are the ICT Strategy Commission and its Executive Committee, the Digital Administration Ministerial Commissions and the Committee of the Directorate for Information Technologies and Communications (CDTIC).

The ICT Strategy Commission has the following functions:

▶ Setting the strategic lines, in accordance with the policy established by the government, on information and communication technologies to promote eGovernment in the General State Administration and its public bodies.

▶ Approving the proposed ICT Strategy of the General Administration of the State and its public agencies for its referral to the Council of Ministers by the heads of the departments of Finance and Public Administration and of the Presidency.

▶ Reporting on draft laws, draft regulations and other general standards that are submitted to them by proposing bodies whose purpose is the regulation of ICT matters applicable to the General State Administration and its public bodies or of the material and human involved in their implementation.

▶ Defining priorities for investment in ICT materials in accordance with the objectives set by the Government.

▶ Declaring certain resources or services as shared.

▶ Declaring projects as a priority interest, at the proposal of attached ministries and their public agencies after a report from the Directorate of Information and Communication Technologies. Considered as projects of priority interest shall be those whose special characteristics are essential to improving the delivery of services to citizens.

▶ Promoting collaboration and cooperation with the Autonomous Communities and local authorities for the implementation of integrated inter-administrative services and the sharing of technical infrastructure and common services that enable the rationalisation of ICT resources at all levels of government.

▶ Promoting the cooperation activities between the General State Administration and its public bodies with the European Union, international organisations and, especially, with Latin America, in terms of technologies and e-government, in collaboration with the Ministry of Foreign Affairs and Cooperation.

▶ Act as an observatory of e-government and digital transformation.

The Executive Committee of the ICT Strategy Commission is the instrument of the ICT Strategy Commission to ensure a smooth and effective performance of the ICT Strategy in the General State Administration and its public bodies. The Executive Committee shall exercise the powers expressly conferred on it by the plenary of the ICT Strategy Commission and shall regularly inform it about the decisions and actions taken. In any case, it is vested with the approval of the Departmental Action Plans.

The Digital Administration Ministerial Commissions have the following functions:

▸ Serve as the liaison body between ministerial departments and their attached agencies and the General Secretariat for Digital Administration, to ensure coordination with the criteria and policies defined thereby.

▸ Promote, implement and supervise, in the scope of the department, compliance with the guidelines and the oversight of the action guidelines contained in the ICT Strategy of the General State Administration and its public bodies approved by the Government at the proposal of the ICT Strategy Committee.

▸ Prepare the departmental Action Plan for digital transformation, developing the criteria established by the General Secretariat for Digital Administration, while addressing the ICT Strategy of the General State Administration and its public bodies.

▸ Analyse the functional needs of the department's management units and affiliated agencies and evaluate the various solution alternatives proposed by the ICT units, identifying the opportunities for improving efficiency that ICT can bring, applying already developed solutions in the public sector field and estimating the costs in human and material resources that the associated ICT developments may entail.

▸ Promote the digitisation of departmental services and procedures in order to standardise, simplify, improve their quality and ease of use, as well as the benefits offered to citizens and businesses, optimising the use of ICT resources available.

▸ Collaborate with the General Secretariat for Digital Administration in identifying and making common available human, economic and material resources assigned to the department that should be used for setting up or maintaining the shared resources or services.

▸ Any others determined by their respective regulatory ministerial orders, according to the unique needs of each ministerial department.

The CDTIC is a support body attached to the General Secretariat for Digital Administration. It consists of the ICT heads in each of the ministerial departments as well as those responsible for ICT units that, due to its relevance are appointed by the General Secretary for Digital Administration, who shall chair it. It shall act as a coordination and collaboration body between the General Secretariat for Digital Administration and the bodies and institutions belonging to the General State Administration and its public bodies to establish a coordinated action, in accordance with the strategic lines defined by ICT Strategy Commission. It shall also help define methodologies, processes, architectures, standards and best practices common to all ICT units of the General State Administration and its public bodies in order to ensure the compliance of programmes and projects, the achievement of the objectives set and the elimination of redundancies.

Royal Decree 1671/2009

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

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notifications; the proceedings for obtaining or submitting documents, which are in the possession of the Central Government and its public bodies; and electronic documents.

Royal Decree 3/2010, National Security Framework

The Royal Decree 3/2010, of 8 January, amended by Royal Decree 951/2015, of 23 October, which regulates the National Security Framework (*Esquema Nacional de Seguridad* - ENS) in the field of Electronic Administration referred to in the second section of article 156 of Law 40/2015, of 1 October, of the Legal Regime of the Public Sector, determines the security policy to be applied in the use of electronic means and consists of the basic principles and minimum requirements for an adequate protection of the information. This National Security Framework is to be applied by the entities of the Public Sector in Spain. The Framework was developed using state-of-the-art methodologies concerning information security.

Technical Security Instructions

The following technical security instructions are developed under the NSF:

a. Security status report.
b. Notification of security incidents.
c. Security auditing.
d. Compliance with the National Security Framework.
e. Security product purchases.
f. Employment cryptology in the National Security Framework.
g. Interconnection in the National Security Framework.
h. Security requirements in outsourced environments.

The Instruction on the Security Status Report, from 7 October 2016, establishes the conditions for the gathering and communication of data about the status of security. This will allow to know the main variables regarding the security of the information from the systems included in the scope of the National Security Framework. Moreover, it will help to elaborate a general profile for the state of cybersecurity in the public sector.

The Instruction on the Compliance with the National Security Framework from 13 October 2016, establishes the criteria and procedure to determine the compliance with the National Security Framework and determines the mechanism to obtain and publish the declaration of compliance and security credentials.

The Instruction on the Notification of security incidents from 13 April 2018, establishes the conditions about the notification of security incidents with a significative impact to the CCN-CERT.

The Instruction on Security auditing, from 27 March 2018, establishes the conditions about the security audits foreseen in the NSF.

Royal Decree 4/2010, National Interoperability Framework

The Royal Decree 4/2010 of 8 January 2010, which regulates the National Interoperability Framework within the scope of eGovernment, develops provisions about interoperability stated in the eGovernment Law 11/2007 and later in Law 40/2015 and is applicable to all public administrations in Spain.

This legal approach to implement the NIF embeds interoperability requirements in the legal framework of administrative procedure and eGovernment, thus configuring an integrated coherent and comprehensive approach. The NIF of Spain (*Esquema Nacional de Interoperabilidad* - ENI) enshrines interoperability globally, from technical rules to tools for interoperability, also covering infrastructures and common services, reuse, recovery and preservation of electronic documents, and electronic signature.

Interoperability Agreements

The National Interoperability Framework is extended through a number of technical interoperability regulations (interoperability agreements) which develop specific

requirements necessary to guarantee the more practical and operational aspects of interoperability between public administrations, agencies and citizens published in the Official Gazette. These technical interoperability regulations are developed in cooperation between all public administrations in Spain following the same cooperative approach which was used to develop the NIF. There are twelve: catalogue of standards, electronic document, electronic file, digitisation of documents, electronic signature policies, data intermediation protocols, data models, electronic documents management policy, Requirements for the connection to the network of the Spanish public administration, Procedures for authentic copies and conversion between formats, Data model for the exchange of records between official input/output registries and Reuse of public sector information. All these technical regulations have been issued as resolutions of the Secretary of State.

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

The Ministry of the Presidency published the Order PRE/878/2010 of 5 April, establishing a notification system based on a centralised scheme that may be employed by throughout public administration. This notification system, foreseen in the Royal Decree 1671/2009, is available for either voluntary or mandatory notifications.

Resolution of 4 July 2017

Resolution of 4 July 2017, Secretariat of state of Public Function, regulates the conditions to become a point of presence of the SARA network, the Spanish administration intranet.

Resolution of 3 May 2017

Resolution of 3 May 2017, Secretariat of State of Public Function, regulates the conditions of adhesion of regional and local governments to the platform GEISER/ORVE, which covers the digitisation of physical documents presented by citizens in registry offices and the electronic exchange of registrations.

Order HFP/417/2017 of 12 May

Order HFP/417/2017, of 12 May, regulating the normative and technical specifications that develop the keeping of the Value Added Tax books through the electronic headquarters of the State Agency of Tax Administration.

Resolution of 13 March 2017

Resolution of March 13,2017, from the General Directorate of the State Agency of Tax Administration, approving the standard document to accredit the representation of third parties in the Procedure for Electronic Supply of Billing Records through the Electronic Headquarters of the Tax Agency.

All documents can be found here.

eGovernment in the Administration of Justice

Law 18/2011

Law 18/2011 regulates the use of information technologies by citizens and professionals in their relations with the administration of justice and the relationships of the Administration of Justice Administration and other government agencies.

Royal Decree 84/2007

Royal Decree 84/2007 of 26 January on the implementation in the Administration of Justice LexNET telecommunications computer system for filing papers and documents, transferring copies and performing acts of judicial telematics communication.

Royal Decree 396/2013

Royal Decree 396/2013 of 7 June which regulates the National Technical Committee for the Electronic Administration of Justice

Royal Decree 1065/2015

Royal Decree 1065/2015 of 27 November on electronic communications in the Administration of Justice regulating the use of LexNET (secure messaging system).

Order JUS/1126/2015

Order JUS/1126/2015 of 10 June which creates the Electronic Judicial Office, the official website that provides electronic access to the Administration of Justice to citizens and professionals.

Freedom of Information Legislation

Law 19/2013 of 9 December, on transparency, public access to information and good governance.

The law has a triple purpose:

▶ To increase and strengthen the transparency of public activity – materialised in an array of obligations of active publicity on the part of all the public administrations and agencies;

▶ To recognise and guarantee access to information regulated as a right with an ample subjective and objective scope and;

▶ To establish the obligations of good governance that those holding public posts must comply with as well as the legal consequences deriving from non-compliance therewith.

From a technological perspective, and in order to provide a channel for publication of such an enormous amount of information and to expedite compliance of these obligations of active publicity, the Act considers the creation and development of a Transparency Portal.

Law 39/2015 on the Common Administrative Procedure Public Administration

The article 53 of the new Law 39/2015 on the Common Administrative Procedure Public Administration, gives citizens using eGovernment services the right to know about the estate of their administrative procedures through the Single Access point of the Spanish Administration (administracion.gob.es), which also provides means to consult all the documents included in the procedure.

Data Protection/Privacy Legislation

Law 39/2015 on the Common Administrative Procedure Public Administration

The article 17 of the new Law 39/2015 on the Common Administrative Procedure Public Administration, states that each administration shall implement a single Digital Archive System for the long-term preservation of documents belonging to resolved procedures. The article also requires the application of adequate security and privacy protection measures as required by the National Security Framework (*Esquema Nacional de Seguridad* – ENS) and law on data protection.

eSignatures Legislation

Law on electronic signature

Law 59/2003 of 19 December on electronic signature replaced a Royal Decree of 1999 on digital signatures. Aimed at promoting a widespread use of digital signatures for eGovernment and eCommerce, it transposed the EU Directive 1999/93/EC on a Community framework for electronic signatures into Spanish law. Amongst other provisions, the law clarifies relevant concepts and terminology, introduces a digital signature for legal entities, promotes certification industry self-regulation and establishes a legal framework for the development of a national electronic ID card. This law was last modified on 1 October 2015.

In addition, Royal decree 1553/2005 of 23 December regulates the issuance of the national ID document and its eSignature certificates. Their Royal Decree was modified by the Royal Decree 869/2013 of 8 November, amending Royal Decree 1553/2005 of 23 December on the issue of national identity and electronic signature certificates.

Law 40/2015 on the Legal Regime of the Public Sector

Articles 42 and 43 of Law 40/2015 on the Legal Regime of the Public Sector regulates the use of digital signature methods by public administrations. Article 45 imposes requirements for the interoperability of electronic signatures not based on electronic certificates.

Law 39/2015 on the Common Administrative Procedure Public Administration

Article 10 of the Law 39/2015 on the Common Administrative Procedure Public Administration regulates the use of digital signature methods by citizens and business in their relationships with the Public Administrations.

TECHNICAL INTEROPERABILITY STANDARD For the Spanish Public Administration E-Signature and Certificate Policy

The Technical Interoperability Agreement of Policy of Signature, Digital Stamp and of Administration's Certificates from 27 October 2016, replaces the previous named Policy of electronic signature and Administration's certificates. It establishes the set of criteria used for the development or adoption of signature and electronic stamp's policies based on Public Administration's certificates. It defines the content needed in the creation of a policy of electronic signature and stamp based on certificates and specifying the characteristics of the common rules such as formats and algorithms used.

The conditions established in this agreement aim to set a framework for the definition of the electronic signature and stamp based on certificates that are aligned with recent European acts such as the Execution Decision (EU) 2015/1506 from the Commission on 8 September 2015.

Previously, in November 2012, the eSignature Policy of the General State Administration was approved by means of the Resolution of 29 November 2012, of the Ministry of Public Administration, for which the agreement of approval of the eSignature and certificates policy of the General State Administration is published and advertised.

Order HFP / 633 / 2017, 28 June

The order approves the models of powers of attorney to be used in the Electronic Registry of Representatives of the Central Administration and in the Electronic Registry of Representatives of Local Entities. The order also regulates the valid methods to be used in the electronic signature of powers of attorney.

Resolution of 14 July 2017

Resolution of 14 July 2017 of the General Secretariat of Digital Administration, which regulates the conditions of use of non-cryptographic electronic signature by citizens and business in their relations with administrative bodies of the Central Administration.

eCommerce Legislation

Law on Information Society services and electronic commerce

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

eCommunications Legislation

General Telecommunications Law

The General Telecommunications Law 32/2003 of 3 November implements in Spanish law the EU regulatory framework for electronic communications. The General Telecommunications Law was amended by Royal Decree Law 13/2012, to incorporate the 2009 telecom package of directives on electronic communications. A new General Telecommunications Law was passed by the Spanish Parliament on 29 April 2014. This new law intends to foster the deployment of new generation networks, both fixed and mobile, mainly through simplification of all administrative procedures and developing infrastructure.

'Strategic Action for the Economy and the Digital Society' Legislation

Order IET/786/2013

Order IET/786/2013 of 9 May, published by the Ministry of Industry, Energy and Tourism, established the framework for the promotion, financial support and management of the actions and projects within the 'Strategic Action for the Economy and the Digital Society' implemented under the Spanish National Plan for Scientific and Technical Research and Innovation (2013-2016).

The Strategic Action for the Economy and the Digital Society brings together a set of measures set out in the 'Digital Agenda for Spain' and designed to promote the adoption of digital technologies and the development of the Information Society. The aim is for the digital environment to become the dominant one for economic transactions, providing effective and efficient public services while defining a new model for the organisation of labour and social relations.

eProcurement Legislation

Law on Public Sector Contracts

The implementing Law 9/2017 on Public Sector Contracts transposed the European Parliament and Council Directives 2014/23/EU and 2014/24/EU of 26 February 2014 into Spanish law. It entered into force on 9 March 2018.

The law aims to achieve greater transparency in public procurement and a better value for money, establishing for the first time the obligation of contracting bodies to ensure that the

design of the award criteria allows to obtain works, supplies and services of high quality, specifically through the inclusion of qualitative, environmental, social and innovative aspects linked to the object of the contract. The aim is also to simplify procedures and thereby impose less bureaucracy for bidders and better access for companies, specially SME`s. The process should be simple in order to reduce the administrative burdens of all the economic operators involved in this area.

Regulatory changes included in Law 20/2013 compel every contracting authority (central, regional or local) to make available their contract notices through the *Plataforma de Contratación del Sector Público* (former *Plataforma de Contratación del Estado*).

Law on procurement procedures in the water, energy, transport and postal services sectors

Adopted on 30 October 2007, this law no.31/2007 is intended to bring Spanish Law into compliance with EU Directive 2004/17/EC coordinating the procurement procedures of entities operating in the water, energy, transport and postal services sector. In particular, it contains eProcurement provisions relating, among others, to eAuctions and the Dynamic Purchasing System. This law has been in force since 1 May 2008, except for the postal services sector whose implementation deadline was extended to 1 January 2009. Both these laws were amended by Law 34/2014.

Ministerial order on electronic invoicing

This ministerial order approved and published in October 2007 is intended to standardise and promote electronic invoicing for public contracts. This Order was modified by Law 25/2013 which contains measures to promote the use of electronic invoicing and regulates the registration of invoices in the public sector. Adopted on 28 December 2013, this law compels all governments to bill electronically from 15 January 2015. The law also requires all public administrations to have an invoice accounting record which point all invoices received, unpaid bills, for knowledge of accounting units and the Spanish Tax Agency (AEAT). The use of accounting records is mandatory from 1 January 2014.

eInvoicing legislation

Law 25/2013 mandates the use of the electronic invoices as well as an accounting record of invoices in the public sector. It also obliges all public entities to receive all invoices through one common point of entry regardless of their different units and departments. This common point of entry shall be available publicly.

In accordance with this law and as of 15 January 2015, all invoices sent to public sector entities must be electronic, should have a structured format (Facturae V3.2.X) and be signed with an electronic signature based on a qualified certificate.

Public administrations shall receive and process invoices electronically; nevertheless, administrations can accept printed invoices under certain circumstances (e.g. if the amount is less than EUR 5,000).

Re-use of Public Sector Information (PSI)

Law on the re-use of public sector information

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

In July 2015, the law 37/2007 was amended and renewed. The highlights of the renewed law are the following:

▸ The obligation for governments and public sector bodies to allow the re-use of documents, with the exception of information that is restricted or excluded under national law or the Directive;

▸ The law has been extended to libraries, including university libraries, museums and archives, and the extensive information resources they already have and are currently producing as part of digitisation projects;

▸ Whenever possible and appropriate, the information should be provided in an open and machine-readable format, along with its metadata, thereby ensuring interoperability;

▸ The new law incorporates from the Directive the principle of marginal costs in the calculation of tariffs for the re-use of documents;

▸ Tariffs are kept under control by using electronic media to publish information and by transparency in rates; and

▸ The use of open licences is encouraged, in order to minimise restrictions on the re-use of information.

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

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

The Royal Decree regulates the following aspects:

▸ It describes in detail the obligations of administrations and public sector bodies in promoting re-use;

▸ Public Sector Information Catalogue;

▸ Regulation of re-use modalities;

▸ Regulation of conditions applicable to the re-use of information subject to intellectual property rights, or which contain personal data.

Other Legislation

eAccessibility Legislation

Law on measures to promote the Information Society

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

Royal Decree 1112/2018

The Royal Decree 1112/2018, of September 7, on the accessibility of websites and mobile applications of the public sector transposes the Directive (EU) 2016/2102 of the European Parliament and of the Council of 26 October 2016 on the accessibility of the websites and mobile applications of public sector bodies. The aforementioned Royal Decree guarantees equality and non-discrimination of access to all citizens, in particular to people with disabilities and the elderly.

The transposition done in Spain extends the minimum requirements of the directive in some aspects such as:

▸ There are more entities obliged to fulfil the requirements such us public companies and private companies that are in charged (by a contract with a public administration) to provide a public service.

▸ Kindergarten has not been excluded from the scope.

▸ Web sites and apps of public broadcasters should be accessible, although time-based media in still excluded.

▸ Most provisions have entered into force in September 2018, instead of 2019 and 2020 as expected by the Directive.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Ministry of Territorial Policy and Public Function

The Ministry of Territorial Policy and Public Function is in charge and has full responsibility for the eGovernment strategy. It promotes the full incorporation of information technologies and communications for the provision of public services through simplified procedures and processes aiming at the modernisation of the entire sector. Within the Ministry of Territorial Policy and Public Function, the General Secretary for Digital Administration is responsible for the functions about digital administration, as detailed below in this section, and is assisted in the performance of these functions by the necessary administrative and material support of the various ministerial departments.

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Ministry of Economy and Enterprise

The Ministry of Economy and Enterprise is responsible for the Telecommunications and Information Society strategy in Spain and for conducting the Digital Agenda for Spain, which aims to realise the development of eGovernment. To this end, the Ministry comprises the State Secretariat for Digital Advance (SEAD).

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Coordination

Commission for ICT Strategy

The Commission for ICT Strategy coordinates the implementation of eGovernment across Central the Government. The Commission for ICT Strategy is an inter-ministerial body comprised of senior officials representing all ministries and the Central Administration. It is

tasked with the preparation, design and development of the eGovernment strategy and ICT policy for Spain's Central Administration.

Ministerial Committees for Digital Government

The Ministerial Committees for Digital Government are in charge of promoting digital governance in public administration.

Sectorial Commission of eGovernment

Law 40/2015, of 1 October, the Legal Regime of the Public Sector (BOE-A-2015-10566), establishes the Sectorial Commission of eGovernment as a technical cooperation body of the General State Administration, the Administrations of the Autonomous Communities and Local Entities in matters of electronic administration. Its main functions are:

▸ Ensure the compatibility and interoperability of the systems and applications used by Public Administrations;
▸ Promote the development of electronic administration in Spain;
▸ Ensure cooperation between Public Administrations to provide clear, updated and unequivocal administrative information.

State Technical Committee of the Electronic Justice Administration

The State Technical Committee is the government body responsible for promoting justice and ensuring through the establishment of working groups for the coordination and proper implementation of electronic justice **administration** among all involved actors.

Implementation and support

Ministry of Territorial Policy and Public Function

The Ministry of Territorial Policy and Public Function develops and is responsible for the implementation of eGovernment across Central Government departments, as well as for cross-departmental infrastructures and shared services.

General Secretary for Digital Administration (SGAD)

The General Secretary for Digital Administration (SGAD),with the rank of Undersecretary, is the governing body under the authority of the Secretary of State for Public Function, as detailed by the Royal Decree 863/2018 of 13 July, responsible for the direction, coordination and execution of the powers attributed to the Ministry in terms of digital administration, rationalisation of information technologies and communications in the field of the General Administration of the State and its Public Organisms; furthermore, the General Secretary for Digital Administration is in charge of the operation of the Common ICT Services. In addition, and in coordination with the Ministry of Economy and Enterprise, it oversees the exercise of all actions arising from the action plans for the implementation of the National and International Strategies in the scope of the Digital Agenda. A figure which is largely equivalent to the CIO title in English.

National Cryptologic Centre

The National Cryptologic Centre (CCN) coordinates the action of the different organisms of the Administration that use means or procedures of number, guarantees the security of the information technologies in that area, informs about the coordinated acquisition of the cryptologic material and trains the personnel of the Administration specialized in this field. The CCN Director is the certification authority for information technology security and cryptologic certification authority.

The CCN is responsible for ensuring compliance with the regulations regarding the protection of classified information in the aspects of information and telecommunications systems.

Within it's scope of action, the National Cryptologic Centre performs the following functions:

a) Prepare and disseminate standards, instructions, guidelines and recommendations to ensure the security of the information technology and communications systems of the Administration. The actions derived from the development of this function will be proportional to the risks to which the information processed, stored or transmitted by the systems is subjected.

b) Train the Administration's personnel specialized in the field of security of information and communication technology systems.

c) Constitute the certification body of the National Scheme for evaluation and certification of the security of information technologies, applicable to products and systems in their field.

d) Evaluate and accredit the capacity of the digitized products and the information technology systems, which include encryption means, to process, store or transmit information in a secure manner.

e) Coordinate the promotion, development, procurement, acquisition and start-up and use of the security technology of the aforementioned systems.

f) Ensure compliance with the regulations regarding the protection of classified information in its area of competence.

g) Establish the necessary relationships and sign the relevant agreements with similar organisations in other countries, for the development of the aforementioned functions.

h) For the development of these functions, the CCN may establish timely coordination with the national commissions to which the laws assign responsibilities in the field of information and communications technology systems.

In particular, the CCN-CERT is the Information Security Incident Response Team of the National Cryptologic Centre, CCN, accountable to the Spanish National Intelligence Centre, CNI. This service was created in 2006 as the Spanish Government CERT, and its functions are listed in Law 11/2002 on the CNI, in RD 421/2004 regulating the CCN and in RD 3/2010, of 8 January, regulating the National Security Scheme, modified by RD 951/2015 of 23 October.

In compliance with this regulation, the CCN-CERT ensures protection from cyber-attacks on classified systems and systems belonging to Public Administrations, and to companies and organisations of strategic interest (those essential for Spanish security and economy).

The ultimate goal of the CCN-CERT is to guarantee a safer and trustworthy cyberspace by protecting classified information (pursuant to article 4.F of Law 11/2002) and sensitive information, preserving the Spanish technological heritage, training experts, implementing security policies and procedures, and by using and developing the most adequate technology to this aim.

Services provided by CCN-CERT include: Incident Management, Early Warning System (SAT), Training and Awareness-raising, Security Guides, Cybersecurity Reports, Solutions, ENS Compliance, Web Audits, Forensic and Reverse Engineering Capability.

Ministry of Economy and Enterprise

The Ministry of Economy and Enterprise is the Central Government department responsible for carrying out Government policy in the areas of the Information Society and Digital Agenda.

Secretary of State for the Digital Advance (SEAD)

The Secretary of State for the Digital Advance (SEAD) of the Ministry of Economy and Enterprise is the body responsible for coordinating the plans, technological projects and action programs for the digital transformation of Spain, necessary to create an Entrepreneur Nation.

It is responsible for the regulation and knowledge of the telecommunications sector, audio-visual services and the Information Society, the dialogue with the professional, industrial and academic sectors and inter-ministerial coordination or cooperation with other public

administrations regarding these matters, without prejudice to the powers attributed to other ministerial departments and to the National Commission of Markets and Competition.

Ministry of the Interior

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

Individual Government Ministries and Agencies

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

Ministerial ICT Units

ICT units are administrative units whose function is the provision of services in matters of information and communications technologies to themselves or to other administrative units. ICT units, under the direction of the higher or executive bodies to which they are attached, are created as key instruments for the implementation and development of the ICT Strategy and the process of digital transformation of the sectoral areas of the General State Administration and its public bodies under the coordination and supervision of the General Secretary for Digital Administration.

ICT units attached to ministerial departments or their attached bodies, promote, within the framework of their corresponding Ministerial Commission for Digital Administration (CMAD), the digital transformation of the sectoral services in their areas. ICT units perform this transformation identifying opportunities that allow them to make the most of ICT in consonance with to the functional needs identified by the administrative areas they serve.

FNMT – RCM

FNMT – RCM is the public corporate entity attached to the Ministry of Finance and Public Function which, in the field of eGovernment, develops its activity as Qualified Trust Service according to the Regulation (EU) no.910/2014 of the European Parliament and of the Council, of 23 July 2014, on electronic identification and trust services for electronic transactions in the internal market.

On March 2017, the Ministry of Finance and Public Function formalised a new agreement with FNMT – RCM to provide trust services for the General State Administration, continuing the work started in the late 90s. This agreement includes the following trust services:

▸ Electronic signature (natural person, legal person);

▸ Electronic seal;

▸ Website authentication.

Currently, the active electronic certificates exceed the number of 6 million. FNMT-RCM responds to more than 166 million validations each month.

Creation of qualified electronic time stamp. FNMT-RCM issues more than 17 million of time stamps each month.

FEMP - Spanish Federation of Municipalities and Provinces

The Spanish Federation of Municipalities and Provinces (FEMP) is the Association of Local Entities with the highest level of government, which includes City Councils, County Councils, Councils and Island Councils, a total of 7,324, representing more than 90% of the Spanish Local Governments.

The FEMP is the Spanish Section of the Council of Municipalities and Regions of Europe (CEMR) and the official headquarters of the Ibero-American Organisation for Inter-municipal Cooperation (OICI).

The foundational and statutory purposes of the FEMP are: the promotion and defence of the autonomy of the Local Entities; the representation and defence of the general interests of

the Local Entities before other Public Administrations; the development and consolidation of the European spirit at the local level, based on autonomy and solidarity between Local Authorities; the promotion and favouring of friendship and cooperation relations with Local Entities and their organisations, especially in the European, Ibero-American and Arabic spheres; the provision, directly or through companies or entities, of all kinds of services to the Local Corporations or the entities dependent on these and any other purpose that directly or indirectly affects the Federation's associates.

CRUE

The Conference of Rectors of Spanish Universities (CRUE), founded in 1994, is a non-profit organisation formed by a total of 75 Spanish universities: 50 public and 25 private. CRUE is the main interlocutor of the universities with the central government and plays a key role in all regulatory developments affecting higher education in Spain.

The Sectoral Committee on Information Technologies and Communications of the CRUE Universities of Spain was created at the end of 2003 with the birth of a working group within the CRUE concerned and sensitized on the role that these technologies were already playing in our institutions.

Its mission is:

▸ To advise and propose to CRUE Spanish Universities as many topics as may be considered appropriate in the field of information and communication technologies to improve the quality, effectiveness and efficiency of Spanish universities.

▸ Study the needs and applications of these technologies in management, teaching and research, proposing joint actions and projects.

▸ And To promote and lead cooperation among universities.

Red.es

Red.es is the public corporate entity attached to the Ministry of, Energy, Tourism and Digital Agenda (MINETAD), which is responsible for promoting the development of Information Society in Spain. Its mission is also to carry out projects related to information and communication technologies (ICTs) in accordance with the strategic priorities of the State Secretariat for Information Society and Digital Agenda (SESIAD), in collaboration with the Autonomous Communities, councils, local authorities and the private sector. Red.es is responsible for managing the Internet Domain Names Registry for the country code ".es". Red.es also manages RedIRIS, the Spanish academic and research network that provides advanced communication services to the scientific community and national universities. Finally, the National Observatory for Telecommunications and the Information Society is a body attached to Red.es, the main objective of which is the monitoring and analysis of the Telecommunications and Information Society sector.

SEGITTUR

SEGITTUR (*Sociedad Estatal para la Gestión de la Innovación y las Tecnologías Turísticas S.A.*) is a State-owned Company, entirely participated by the Central Administration of Spain, and depending on the Ministry of Energy, Tourism and Digital Agenda. SEGITTUR aims at improving the efficiency and competitiveness of the tourism sector through digitalisation, innovation and use of the New Technologies within an established framework based on the promotion of the competitiveness of the tourism sector. SEGITTUR is the leading institution responsible for managing the Smart Destinations strategy of the Spanish Tourism Secretary of State and the Smart Tourism System (SIT) Smart Tourism System (SIT).

ASTIC

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

joinup

Audit/Assurance

Court of Audit

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

Data Protection

Data Protection Agency (AEPD)

The Data Protection Agency (*Agencia Española de Protección de Datos* – AEPD) is the public law authority which oversees compliance with the legal provisions on the protection of personal data, thus enjoying absolute autonomy from the Public Administration. It undertakes actions specifically aimed at enhancing citizens' capacity to effectively contribute to such protection.

Policy/Strategy

Autonomous Communities

Autonomous Communities are responsible for regional eGovernment initiatives.

Municipalities

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

Coordination

Autonomous Communities

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

Municipalities

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

Sectorial Committee of eGovernment

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

Implementation

Autonomous Communities

Regional eGovernment initiatives are implemented by the respective Autonomous Communities.

Municipalities

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

Support

FEMP- Spanish Federation of Municipalities and Provinces

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

Red.es

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

Audit/Assurance

Regional Audit Offices

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

Data Protection

Some Autonomous Communities have their own Data Protection Agencies, e.g. the communities of Catalonia or the Basque Country.

eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

General Access Point - administracion.gob.es

The General Access Point facilitates the intercommunication of citizens and businesses with Public Administrations: access to government information, the possibility of doing paperwork and know at any time the state of processing of their cases. It is in accordance with Law 39/2015 and RD 1671/2009. It is regulated by Order HAP / 1949/2014, of 13 October, which regulates the General Access Point of the General State Administration.

In 2017, the Citizens Folder of the General Access Point registered 461,894, which is three times the size of the entries registered in 2016.

Citizen's folder

The Citizen's folder of the General Access Point is a one-stop service where a user can access and browse all the information the administration possesses about him or her, either citizens or business, including open proceedings and registry entries, across all public organisations. A user can, for example, check the state of their tax returns or find out whether they have any pending traffic fines.

administracionelectronica.gob.es

The eGovernment portal, PAe, is the Public Administration's channel that unifies and centralises all available information about eGovernment. It serves as a gateway for all information on the status, development, analysis, news and initiatives around eGovernment. It was created in response to the growth eGovernment has undergone in recent years. Included in this portal are the National Observatory of eGovernment where it's possible to find reports and indicators regarding eGovernment and the Technology Transfer Centre, the repository of reusable solutions.

Data Portal

The Data Portal incorporates a control panel functionality to be used by the public bodies that publish data in the portal. The control panel will simplify the management of the data and provide information concerning the access to the published data.

Portal de la Transparencia (Transparency Portal)

The Transparency Portal is the platform created by Law 19/2013 9 December, of transparency, access to information and good governance. It offers citizens the possibility to consult information of the following types: organisational; of legal significance; economic information of the General Tate Administration. An electronic service will allow citizens to request access to other information that is not published in the Transparency Portal. The identification and authentication by the citizen requesting this service will be made by means of the service called Cl@ve, which also enables access to citizens of other Member States.

DATAOBSAE

DATAOBSAE is a national observatory that monitors eGovernment activity in Spain.

joinup

It has the following sections:

▸ The first area displays information about electronic services provided to citizens and businesses;

▸ The second area displays information about electronic services provided to administrations;

▸ There is a third area with some other index, as ICT in the different level of administrations (central administration, regional administration, municipality administration) and budget in the central administration.

Indexes are updated monthly or yearly according to its nature.

Networks

'060 Network'

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

'Red SARA' network

The 'Red SARA' network, administered by the Ministry of Finance and Public Function, is Spain's Government intranet. It interconnects 16 ministries, all Autonomous Communities (17) and Autonomous Cities (2), as well as over 4,000local entities, representing more than90% of the population. Red SARA's objective is to increase collaboration and interoperability among the information systems of the various levels of Government. It therefore aims to save both development costs and time, facilitate the integration of systems and the exchange of data/software while easing the development of new eGovernment services and enhancing the re-use of solutions. The network is designed with the latest VPLS (Virtual Private LAN Services) technology, thus providing high-capacity data transmission.

eIdentification/eAuthentication

Public Certification Authority (CERES)

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

National eID card (DNIe)

The national eID card makes it possible to digitally sign electronic documents and contracts, identify and authenticate citizens in a secure digital environment and provide them with easy, straightforward, fast and convenient access to eServices. The card is valid for 10 years. Over 38 million Spanish citizens hold a DNIe card. Most government bodies (Central Government, Regions and Municipalities) and businesses provide eServices enabling the use of the DNIe.

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@firma – MultiPKI Validation Platform for eID and eSignature Services

The multiPKI validation platform (MPVP – @firma) provides free eID and electronic signature services to eGovernment applications. The national validation platform provides a secure service to verify the state and validity of the qualified certificates, as well as the electronic signatures created by citizens and businesses in any eGovernment service. It is offered as a cloud service to national, regional and local eGovernment services, as well as software to be deployed by organisms with a high demand of signature services. An updated version of the client of the electronic signature platform @firma was released in December 2017, offering additional electronic signature formats and timestamping functionalities. The new version released in August 2017 also implements the validation of foreign electronic certificates and signature formats in accordance to the eIDAS regulation.

@firma – MultiPKI Validation Platform for eID and eSignature Services served 307,536,757 requests between January and October of 2017, with an increment of 11% over the same period of 2016.

Cl@ve

Cl@ve, linked to the national eIDAS node, is a common platform for identification, authentication and electronic signature, a horizontal and interoperable system that avoids Public Administrations having to implement and manage their own systems for authentication and signature, and citizens having to use different methods of identification when interacting electronically with the Administration.

Cl@ve complements the existing systems for accessing electronically public services, based on the DNI-e (electronic ID card) and electronic certificates, and offers the possibility of signing in the cloud with personal certificates kept in remote servers.

Currently, Cl@ve has been adopted by more than 50 public bodies of the Central Administration and 10 Autonomous Regions.

Index: Total number of authentications

eIDAS node

Spain has deployed the first version of the national eIDAS node, integrated with the National eID card (DNIe). The node has been validated by DIGIT, being the first country in having an eIDAS node available. With this deployment, Spain places itself in an excellent position for addressing the integration of public services in order to meet the requirements imposed by the eIDAS regulation in 2018.

FIRe

The FIRe system is an integral solution of electronic signature of citizens, which applies to any Public Administration. This system makes it easier for the user to use and implement electronic signatures. In 2017, a new version of FIRe was released, integrating the Cl@ve platform.

VALIDe

VALIDe is an on-line service offered by the Ministry of Territorial Policy and Public Function for the validation of electronic signatures and certificates. It is a key solution for the compliance of the measures appearing in Chapter II of Law 11/2007, citizen's electronic access to Public Services, regarding the identification and authentication.

Index: Certificates validated with VALIDe

Index: No. Of signatures validates with VALIDe

URL: http://dataobsae.administracionelectronica.gob.es/

ePassports

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

The Data Intermediation Platform

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

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

The Data Intermediation Platform completed 77,141,826 data exchanges between public bodies during 2017, with an increment of 54% in the activity with respect to 2016.

Index: Data transmissions (SVD)

URL: http://dataobsae.administracionelectronica.gob.es/

Electronic notifications

This service allows citizens and businesses to receive free online administrative notifications and correspondence, thus contributing to the elimination of official paper-based notifications.

Index: Number of notifications issued (SNE)

URL: http://dataobsae.administracionelectronica.gob.es

The Inter-connection Registry System (SIR)

The Inter-connection Registry System (SIR) interconnects traditional face-to-face registry offices and electronic registries offices of the different public administrations. The exchange of registries entries is based on a standard SICRES 3.0 developed in the National Interoperability Framework. More information:

http://administracionelectronica.gob.es/ctt/sir.

Index: Number of registry entries at SIR

URL: http://dataobsae.administracionelectronica.gob.es/

In 2017, a total 1,963,344 record exchanges between public bodies were registered, an increase of 48% compared to 2016.

EUGO

The single point of contact of the Services Directive of the European Union in Spain, called 'eugo.es'. EUGO provides national and European entrepreneurs with information and the formalities necessary for the exercise of their economic activity, and facilitates these procedures electronically.

Index: Visits to eugo.es portal

URL:
http://dataobsae.administracionelectronica.gob.es/cmobsae3/dashboard/Dashboard.action?selectedScope=A1

Centre of Technology Transfer (CTT)

The Centre of Technology Transfer (CTT) publishes a comprehensive directory of applications and / or solutions which aims to encourage the reuse of solutions for all levels of government. This site informs projects, initiatives, services, standards and solutions that are being developed in eGovernment. It is linked with Joinup.

Index: No. of downloads from CTT

URL: http://dataobsae.administracionelectronica.gob.es/

Management Information System – Sistema de Información Administrativa (SIA)

The SIA has the basic function to act as a repository of information on administrative procedures and electronic services in the whole of the general government, although the current focus is on the general state administration.

Accessibility Observatory

The Accessibility Observatory is an initiative that aims to help improve the accessibility level of the portals of the Spanish Public Administrations in all levels (General State Administration, Regional Governments and Local Governments). It provides tools for analysis and collaboration and different documentation to help Public Administrations in this area. It also performs a periodic official analysis to know the global state of accessibility in the Spanish public administrations.

Index: Number of pages analysed by OAW

URL: http://dataobsae.administracionelectronica.gob.es

InSide and ARCHIVE

InSide and ARCHIVE produced a solution package to enable the management and archiving of electronic documents and files by the Spanish public administrations according to the legal framework of documents and files and the specifications of the National Interoperability Framework (NIF) and its Interoperability Agreements.

InSide is a system for managing electronic documents and electronic files that meets the requirements so that they can be stored and retrieved according to the NIF. This solution allows the management of live documents and files, prior to their final archiving in an interoperable format and lasting way. InSide acts as a point to allow the exchange of electronic documents between any units of any administration of Spain. The number of public bodies that use INSIDE increased from 401 to 811 during the 10 first months of 2017.In November 2017, a new version of InSide was released.

ARCHIVE is a web application for archiving documents and electronic files. ARCHIVE provides the following functionalities:

▸ Archive management;

▸ Management of different centres of archive;

▸ Management of metadata according to the specifications of the interoperability standards of the NIF;

▸ Management of electronic files;

▶ Transfer electronic files between archives;

▶ Resealing and massive conversion of electronic documents.

@podera

@podera ("@uthorise") is an online electronic registry for powers of attorney and other forms of representation. It allows citizens to authorise third parties to act in their name, online or offline, in public administrative proceedings.

The registry has reached 13,708 registered powers of attorney during 2017 and is integrated with a total of 315 digital public services.

Habilit@

Habilit@("En@ble") is a registry of civil servants with authority to issue certified copies of documents and present requests online on behalf of users who are not required to do so personally.

EGEO – Spain in Georeferencing

EGEO is a system that permits the generation of maps with geographical information isolating users of the complexity of this type of systems offering an environment for the management of such maps based on a simple parametrisation and data with a simple (Excel or XML).

eInvoicing

FACe

FACe is the single contact point of electronic invoices of the Spanish Government. Law 25/2013 establishes the obligation of invoicing electronically to all public administrations in Spain. Administrations may decide to develop their system of reception of invoices or use the system of other administration. Under this possibility FACe has become the single contact point for the vast majority of Public Administrations. Nearly 8,000 administrations use it daily as their point of entry.

FACe allows to administration suppliers to submit invoices electronically and track invoices through the portal, knowing at all times the status of processing of invoices.

A new version of FACe was implemented on November 2017, integrating with the Electronic Registry of Representatives, which authorised representatives to access FACe on behalf of their principals. Also in November, the SGAD has made the FACeEB2B pilot available to business. The web services of FACeB2B permit the integration of the invoicing systems of private companies with FACe for the presentation of electronic bills to the administration and the monitoring of the invoicing process.

A new version of the exchange format for electronic invoices, '*Facturas*', was released in September 2017. In this new version, FACe includes new identification mechanisms for the presentation and access to electronic invoices through the integration with Cl@ve, the platform of electronic identity of the public administration. Moreover, since March 2017 FACe implements a service of automatic notification of changes in the state of the presented invoices.

Index: No. of invoices processed with FACe

URL: http://dataobsae.administracionelectronica.gob.es/

eProcurement

***Plataforma de Contratacióndel Sector Público* (PCSP)** provides eNotification (electronic publication of standardised notices including all necessary documentation enabling suppliers to apply for public procurement opportunities), eTendering and eAward services. It also provides customised electronic document search and distribution services and electronic communications facilities for both economic operators and contracting authorities. PCSP is of mandatory use for Central Government authorities and bodies but is also used by many regional and local administrations.

Conecta-Centralización is a centralised procurement system based on Framework Agreements and electronic catalogues of generic products and services. Its use is mandatory for the Central Government authorities and bodies but is also used by many regional and local administrations to purchase online. Currently, more than 1 100 processing units within public sector entities have access to this system which also enables these processing units to create their purchase orders online and send them to economic operators. Economic operators have also access to their purchase orders as well as to their catalogues so they can easily update the description of their goods/services. The system also shows the status of ordered goods and services at any moment and uses both login/password and advanced eSignature based eID mechanisms.

"*Portal de Contratación Centralizada*" is a web portal specifically dedicated to the centralised procurement system, in which, all information related to the Framework Agreements, contracts based in Framework Agreements and centralised contracts is provided. All existing catalogues are published in the portal, and their characteristics and prices can be consulted, as well as guides, forms and information for institutions and companies on how to join to the centralised procurement system

RegistroOficial de Licitadores y Empresas Clasificadas provides eCertificate related services for both economic operators and contracting authorities. An eCertificate or eAttestation is a documentary evidence - provided by a third neutral party - in an electronic form which is then submitted to an Economic Operator to demonstrates compliance with formal requirements in specific contracting procedures. Thus, these documents are relevant for the Economic Operator to prove its suitability to the Contracting Authority.

WebClaEm allows economic operators to provide electronically all the necessary documents to apply for a specific classification (a compliance document that ensures that a candidate or tenderer has the legal and financial capacities and the technical and professional abilities to perform specific contracts).

Registro de Contratos del Sector Público. All public sector contracting authorities are obliged to submit the information regarding its contracts to this centralised system for statistical purposes.

Regional and Local eProcurement Platforms

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

eTax

Immediate Supply of VAT Information (ISI)

With reference to Royal Decree 596/2016 for the modernisation, improvement and promotion of the use of electronic means in the management of Value Added Tax, the Tax

Agency has implemented a new VAT management system based on Immediate Supply of Information (ISI). The main changes are reported below:

- ▶ Taxpayers that voluntarily choose to use ISI or that must do so shall send the details of the billing records within four days to the Tax Agency's online inbox;

- ▶ Taxpayer will be able to file and enter their periodic self-settlements of VAT ten days later than usual;

- ▶ Taxpayers will no longer be required to submit forms 347 (transactions with third parties), 340 (registration books) and 390 (annual VAT summary);

- ▶ Taxpayers will be able to compare the information in their Registration Books with the information provided by their customers and suppliers as long as they are also included in the system.

The system of Immediate Supply of VAT Information (ISI) became operative on the 1st of July 2017.

Knowledge Management

Esquema de Información Interoperable de Aragón (EI2A)

The Aragón Government developed an ontology defining the elements of information used in the administrative activity, the "*Esquema de Información Interoperable de Aragón (EI2A)*" (Aragón Interoperable Information Schema). This schema is used in the management of the interoperable information of the Government

Other Infrastructure

Observatory of Accessibility

The accessibility observatory is an initiative from the Ministry of Territorial Policy and Public Function whose goal is to improve the degree of compliance in terms of the accessibility to Public Sector Websites. It's aligned with the provisions related to monitoring accessibility by Member States in Directive 2016/2102 and Decision 2018/1524 and with the Spanish Royal Decree 1112/2018. The web accessibility observatory tracker is the engine used to perform the periodic iterations of the observatory. It has been released as open source software for its possible reuse by other Member States.

Catalogue of Services for the Digital Administration

The Catalogue of services for the Digital Administration's main goal is to diffuse the mutual services, infrastructures and other solutions that are available to Public Administrations in order to contribute to the development of the Digital Administration and improvement of the services offered to the citizens and companies.

Public Sector Information online catalogue ('*Aporta*')

Aporta is an initiative promoted by the Ministry of Energy, Tourism and Digital Agenda, through the Public Business Entity Red.es, and in collaboration with the Ministry of Finance and Public Function, which was launched in 2009 in order to promote the culture of the opening of information in Spain.

Aporta was born with the objective of creating the conditions for the development of the market of the reuse of information of the public sector, as well as, to give support to the administrative units, in the technical and organisational activities necessary for them to

publish in accordance with the legislation in force and in the friendliest way for its reuse, the information of unrestricted access that they collect.

Aporta provides a link between all those who are part of the data ecosystem: Users, citizens or professionals who demand information; Public bodies that provide and use public information; Re-users and infomediaries that create products and services based on data. These actors and main beneficiaries of the reuse of information from the public sector make it possible: the launching of new business models, the modernisation of administrations and the creation of platforms for transparency, collaboration and citizen participation.

The lines of action of Aporta, an initiative, framed in the Spanish Digital Agenda, is developed around seven lines of action:

1. Dissemination, awareness and training;

2. National catalogue of open data;

3. Sector statistics;

4. Public-private partnership;

5. Legislative scope and national cooperation;

6. International cooperation; and

7. Advice and support.

Datos.gob.es hosts the National Catalogue of open data that is the only point of access to the data sets that Public Administrations make available for reuse in Spain.

From the section "Data catalogue" you can consult the data sets that public entities and organisations have available. To facilitate the location of the data that you wish to consult, you can combine the search by free text with filters by category, format, labels, publishing body or level of administration to which these data belong.

The data sets present in the catalogue are described and categorized in accordance with the Technical Norm of Interoperability of Reuse of Information Resources (NTI-RISP). However, the files with the data (distributions) are not housed in this platform but reside directly in the systems of the managing bodies of the same to facilitate their management and to avoid de-synchronisation of the information.

Public bodies have two mechanisms to publish data sets and update the information already published about them:

▸ Manual: the body accesses a form that allows you to enter the information to register a new data set or update a set of data that is already present in the catalogue.

▸ Federation: the process of registering and updating the data sets is done periodically and automatically based on the information published by the organisation in the catalogue of open data available on its website.

Public organisations that want to incorporate your open datasets into the catalogue must request a user account on the platform.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the Your Europe initiative that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad.

The groups of services for citizens are as follows:

1. **Travel**
2. **Work and retirement**
3. **Vehicles**
4. **Residence formalities**
5. **Education and youth**
6. **Health**
7. **Family**
8. **Consumers**

1. Travel

Passenger rights, documents you need

Passport

Responsibility:	Central Government, Ministry of the Interior
Website:	http://www.interior.gob.es/es/web/servicios-al-ciudadano/pasaporte
Description:	Information and forms to download when needed. Passport applications are handled by local police branches.

Traveller on-line record

Responsibility:	Ministry of External Affairs, European Union and Cooperation
Website:	https://www.visatur.maec.es/viajeros/
Description:	The information collected can be used by the Ministry of External Affairs to contact the registered traveller in the unlikely event of an emergency at its destination.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices I

Responsibility:	Central Government, Regional Government
Website:	https://www.empleate.gob.es
Description:	The new portal "empleate.es", operated by the National Public Employment Service, is released as a major step towards providing an easy-to-use tool for job-seekers to find job vacancies. The portal integrates both native and external job vacancies from other portals, and provides information about all the open job vacancies dealt by the network of regional Public Employment Services.

Job search services by labour offices II

Responsibility: Ministry of Labour, Migrations and Social Security

Website: http://www.empleo.gob.es/es/garantiajuvenil/home.html

Description: The Youth Guarantee is a European initiative that aims to facilitate the access of young people to the labour market. In Spain it is part of the Youth Entrepreneurship Strategy 2013-2016. The Youth Guarantee Recommendation states that young people can get a job, education or training after completing their studies or be unemployed. This service provides registration of young people in the National System of Youth Guarantee, as well as it gathers information about agents and actions for young people.

Job search abroad for civil servants

Responsibility: Ministry of Foreign Affairs, European Union and cooperation

Website: https://ufi.maec.es/informados/

Description: Vacancies for international organisations are published in this website.

Pensions, "*Régimen de Clases Pasivas del Estado*"

Responsibility: Ministry of Finance, *Dirección General de Costes de Personal y Pensiones Públicas*

Website: https://sede.administracion.gob.es/;
https://sede.administracion.gob.es/carpeta;
http://www.clasespasivas.sepg.pap.minhafp.gob.es/sitios/clasespasivas/es-ES/organizacion/Paginas/dgcpypp.aspx

Description: All the related notifications are available in the General Access Point. All the information relating to the different files is available to citizens in the Citizen's folder. Additionally, the website of the *Dirección General de Costes de Personal y Pensiones Públicas* allows the possibility of electronically submitting any application for pension.

Professional qualifications

Legal information system (incl. information on the regulated professions)

Responsibility: Government of Spain

Website: http://www.boe.es/

Description: The portal of Official State Gazette (BOE) provides access to Spanish legislation online.

Taxes, unemployment and benefits

Benefits and pensions

Responsibility: Central Government, Ministry for Labour, Migrations and Social Security, *Instituto Nacional de la Seguridad Social*

Website: http://www.seg-social.es

Description: List of links to information, forms and electronic proceedings offering an integral service for the social security system. The electronic transactions are grouped into benefits for active workers and pensioners and beneficiaries of these.

Income taxes: declaration, notification of assessment

Responsibility: Central Government, Ministry of Finance, Spanish Tax Agency (AEAT)

Website:	https://www.agenciatributaria.gob.es
Description:	Fully transactional online submission and assessment system. Nineteen million declarations were carried out in 2014, constituting 76 % of all declarations.

Unemployment benefits

Responsibility:	Central Government, State Public Employment Service
Website:	http://www.sepe.es/contenidos/personas/prestaciones/distributiva_prestaciones.html
Description:	The National Public Employment Service online portal has a dedicated section about unemployment and offers a series of important information on allowances and ways to improve chances of finding a job. The website has been redesigned back in July 2014 promoting simplicity, modern look, and organising contents for better user experience. In December 2017, it started using Notific@, the shared service of administrative notifications. In addition, citizens can now obtain information about their electronic notifications through CarpetaCiudadana, part of the Single Access point of the Spanish Administration.

3. Vehicles

Driving licence

Driver's licence

Responsibility:	Central Government, Ministry of the Interior, Directorate for Traffic
Website:	https://sede.dgt.gob.es/es/tramites-y-multas/permiso-de-conduccion/
Description:	Information and forms to download when needed. Driving licence applications are handled by local traffic offices. There is a facility for checking online the number of points remaining on a driver's licence. Moreover, the result of the licence exam can be checked online.

Fines

Responsibility:	Central Government, Ministry of the Interior, Directorate for Traffic
Website:	https://sede.dgt.gob.es/es/tramites-y-multas/permiso-de-conduccion/obtencion-permiso-licencia-conduccion/
Description:	Online application to pay the fines.

Registration

Car registration (new, used, imported cars)

Responsibility:	Central Government, Ministry of the Interior, Directorate for Traffic
Website:	https://sede.dgt.gob.es/es/tramites-y-multas/tu-coche/matriculacion/
Description:	Information and forms to download for the registration or change of ownership of a car.

Public Registry of Vehicles

Responsibility:	Directorate for Traffic
Website:	https://sede.dgt.gob.es/es/tramites-y-multas/tu-coche/informe-de-vehiculo/

Description: Information regarding vehicle's ownership, mandatory inspections, pending taxes etc., it is accessible to anyone who has a legitimate interest.

4. Residence (and other) formalities

Documents and formalities

Sexual Criminal Record Certificate

Responsibility: Central Office of Citizen Services, Ministry of Justice

Website: http://www.mjusticia.gob.es/cs/Satellite/Portal/es/ciudadanos/tramites-gestiones-personales/certificado-delitos

Description: Using the new electronic service available in the web portal of the Ministry of Justice, citizens can request online their digital certificate. Alternatively, a specific form (model 790 application) can be filled and submitted to the Central Office of Citizen Services at the Ministry of Justice.

Spanish nationality

Responsibility: Ministry of Justice

Website: http://www.mjusticia.gob.es/cs/Satellite/Portal/es/ciudadanos/tramites-gestiones-personales/nacionalidad-residencia

Description: Applications for Spanish citizenship by residence can be submitted through an electronic service available in the web portal of the Ministry of Justice. Additionally, members of the General Board of Administrative Managers and the General Council of Spanish Lawyers can submit electronic applications from their information systems when acting as authorised representatives of an applicant.

Announcement of moving (change of address)

Responsibility: Central Government, Regional Government, Local Government

Website: https://cambiodomicilio.redsara.es/pcd/

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

Centre of the National System for the Reception and Integration of applicants and beneficiaries of international protection

Responsibility: Ministry of Labour, Migrations and Social Security

Website: http://www.empleo.gob.es/index.htm

Description: It is an application for the Management of the Resources Centre of the National System for the Reception and Integration of applicants and beneficiaries of international protection, allowing Regional Administrations and the FEMP (Federation of Municipalities and Provinces) to register and find residential and non-residential resources available for refugees.

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry of Justice

Website:	Birth: http://www.mjusticia.gob.es/
	Marriage: http://www.mjusticia.gob.es/
Description:	Online request and delivery of birth and marriage certificates.

Criminal Record Certificate

Responsibility:	Central Office of Citizen Services, Ministry of Justice
Website:	http://www.mjusticia.gob.es/cs
Description:	Online service at the web portal of the Ministry of Justice is available to request a digital certificate. Alternatively, person can complete a specific form (model 790 application) and submit it to the Central Office of Citizen Services at the Ministry of Justice.

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

Responsibility:	Central Government, Ministry of Justice, Police Directorate General
Website:	https://denuncias.policia.es/OVD/
Description:	The Police Directorate General dedicates a whole section of its website on crime reporting. The initial page gives instructions to citizens regarding the types of crime that need or need not be reported and the following page allows each citizen to report a crime of which he/she has been a witness or victim.

Housing (building and housing, environment)

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

Passport

Responsibility:	Central Government, Ministry of the Interior
Website:	http://www.interior.gob.es/es/web/servicios-al-ciudadano/pasaporte
Description:	Information and forms to download when needed. Passport applications are handled by local police branches.

5. Education and youth

School, university

Public libraries (availability of catalogues, search tools)

Responsibility:	Central Government, Ministry of Culture and Sport, Regional Government
Website:	http://www.mecd.gob.es/cultura-mecd/areas-cultura/bibliotecas
Description:	The website of the National Library of Spain provides an online catalogue and a search facility covering its collections and those of other Spanish libraries, as well as an electronic reservation facility, digital copy deliveries for specific titles and the possibility to ask queries to librarians online. Users can also be warned of new arrivals.

Enrolment in higher education/university

Responsibility:	Central Government, Regional Government, Higher Education

joinup

Institutions

Website:	http://administracion.gob.es/pag_Home/empleoBecas/becasAyudasPremios.html
Description:	Enrolment in higher education is managed by individual higher education institutions. Some of them provide online enrolment information and services. Students are supported in their enrolment process by guiding them through the Spanish National eServices portal.

Student grants

Responsibility:	Central Government, Higher Education Institutions
Website:	http://administracion.gob.es/pag_Home/empleoBecas/becasAyudasPremios.html
Description:	The Spanish national eServices portal allows students to find information on study grants as well as to initiate and complete a process of demand for a study grant by logging in the system with their own credentials.

Researchers

Information and assistance to researchers

Responsibility:	EURAXESS Spain
Website:	http://www.euraxess.es/
Description:	EURAXESS Spain provides information and assistance to mobile researchers – by means of the web portal and with the support of our national EURAXESS Service Centres. The portal contains practical information concerning professional and daily life, as well as information on job and funding opportunities.

Public libraries (availability of catalogues, search tools)

Responsibility:	Central Government, Ministry of Culture and Sport, Regional Government
Website:	http://www.mcu.es/bibliotecas/MC/CBPE/index.html
Description:	The website of the National Library of Spain provides an online catalogue and a search facility covering its collections and those of other Spanish libraries, as well as an electronic reservation facility, digital copy deliveries for specific titles and the possibility to ask queries to librarians online. Users can also be warned of new arrivals.

6. Health

Planned and unplanned healthcare

Medical costs (reimbursement or direct settlement)

Responsibility:	Ministry of Health, Consumption and Social Welfare
Website:	https://www.msssi.gob.es
Description:	Information about the procedure and beneficiaries of financial assistance in terms of medical costs affronted.

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

Responsibility:	Regional Government. Except for the Ministry of Defence, which centrally, also provides a service with its Health Defence System

(SISANDEF)

Website:	http://regcess.msssi.es/regcessWeb/cambioIdiomaAction.do?lang=en http://www.msssi.gob.es/organizacion/ccaa/directorio/home.htm
Description:	Some of the Regional Governments provide health-related services fully online, including access to electronic health records, appointments, etc. At national level:

- There is an interoperable health care for all the Autonomous Communities.
- The digital clinical history of the National Health System can be accessed from any connected region.

Nine Spanish regions are fully integrated within the national wide electronic prescription system, while another three have initiated the certification process.

When living abroad

European Health Insurance Card (EHIC) Application

Responsibility:	Ministry of Health, Consumption and Social Welfare
Website:	https://sede.seg-social.gob.es/Sede_6/Lanzadera/index.htm?URL=98
Description:	This service is used to apply for or renewal of the European Health Insurance Card (EHIC), a personal and non-transferable document that proves an individual's entitlement to receive any healthcare that may be required, from a medical standpoint, during a temporary stay in the European Economic Area or Switzerland, taking into account the nature of the healthcare services and length of the stay, in accordance with the legislation of the country that the individual is visiting, regardless of whether the visit is for tourism, professional or educational reasons.

7. Family

Children, couples

Birth registration in the Civil Registry

Responsibility:	Ministry of Justice
Website:	http://www.mjusticia.gob.es/cs/Satellite/Portal/en/servicios-ciudadano/tramites-gestiones-personales/inscripcion-nacimiento
Description:	The service of communication of births from health centres is available in the 97% of public hospitals, with an average of 120,000 communications per year. The service eliminates the need of the parents to move to the registry office to formalise the inscription.

Certificates (birth, marriage): request and delivery

Responsibility:	Central Government, Ministry of Justice
Website:	Birth: http://www.mjusticia.gob.es/ Marriage: http://www.mjusticia.gob.es/
Description:	Online request and delivery of birth and marriage certificates.

8. Consumers

Shopping (your rights), unfair treatment

Consumer protection

joinup

Responsibility: Agency for Consumer Affairs, Food Safety and Nutrition

Website: http://aesan.msssi.gob.es/en/AESAN/web/home.shtml#; http://eletiquetadocuentamucho.aecosan.es/

Description: Information about consumer affairs, safety and nutrition is available on the portal of the Agency for Consumer Affairs, Food Safety and Nutrition. Notifications services are available on the portal as an eService. Furthermore, a specific dedicated section is focused on the information on food labelling.

Energy supply

Living facilities and energy (electricity)

Responsibility: N/A

Website: N/A

Description: Usually, it entails a visit to the company's office to register, although most companies now offer the possibility of registering online or by telephone.

Record of distributors

Responsibility: Ministry of Industry, Commerce and Tourism

Website: https://sede.minetur.gob.es/

Description: Record regarding all the electric distributors

Electric supply's quality

Responsibility: Ministry of Industry, Commerce and Tourism

Website: https://sede.minetur.gob.es/es-ES/procedimientoselectronicos/

Description: Annual information of the electric supply's quality.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the Your Europe initiative that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to doing business abroad.

The groups of services for businesses are as follows:

1. **Start and grow**
2. **VAT and customs**
3. **Selling abroad**
4. **Staff**
5. **Product requirements**
6. **Public contracts**
7. **Environment**

1. Start and grow

Start-ups, European Company

Registration of a new company

Responsibility: Central Government, Regional Government, Local Government

Website: http://www.circe.es/ (CIRCE)

Description: Information and online registration application. The Information and Creation Network Centre (CIRCE) portal sets out an eleven-step procedure for online company registration. Since March 2007, new limited companies (SRL) have been able to register their businesses online, and since 2010 it is possible to create sole traders too, saving a significant amount of time and speeding up the registration process to just 24-72 hours. Online registration reduces the number of forms to be filled in by the entrepreneur from twenty-three to just one (the Unique Electronic Document). Forwarding to other related Agencies is done automatically by the CIRCE.
                          Since 2016 it is possible to create communities of property (*comunidades de bienes*), civil companies (*sociedades civiles*), Limited liability entrepreneurs (*emprendedor de responsabilidad limitada*) and limited liability labour companies. Next year will be possible to process cooperative companies.
                          On the other hand, since 2016 the CIRCE system can process the termination of the activity of sole traders. By the end of the year will be possible to process the termination of the activity of limited liability companies, as well.

Annual accounts

Submission of data to statistical offices

Responsibility: Central Government, National Institute of Statistics (INE)

Website: https://iria.ine.es/iriaPortal/contents/index.jsf

Description: Web completion of statistical questionnaires is available. In 2015 83.27% of companies completed the structural surveys by this means and 67.59% for short-term statistics. For hotel and apartment tourism surveys there exists the possibility of loading xml files directly generated from internal companies' information systems. Errors and warnings are checked in web questionnaires.

2. VAT and customs

VAT – Basic rules, Cross-border VAT, Check a VAT number (VIES), VAT refunds

VAT: declaration, notification

Responsibility: Central Government, Ministry of Finance, Spanish Tax Agency (AEAT)

Website: https://www.agenciatributaria.gob.es/AEAT.sede/Inicio/Procedimientos_y_Servicios/Impuestos_y_Tasas/IVA/IVA.shtml

Description: It allows registered businesses to file VAT returns online.

The National Electronic Clearing System (SNCE)

Responsibility: IBERPAY (*Sociedad Española de Sistemas de Pago*), Banco de España

Website: http://www.bde.es/bde/en/areas/sispago/Sistemas_de_pago/El_SNCE/El_SNCE.html

Description: The system is based on electronic communications networks and on the use of a single technical platform for the exchange, clearing and settlement of transactions, the CICLOM platform, in use since the end of 2011. The National Electronic Clearing System (SNCE) is a national retail payment system that has been initially managed by the Banco de España, but as a result of the reform of payment systems in Spain in 2005, this function was transferred to IBERPAY (*Sociedad Española de Sistemas de Pago*) a private company whose shareholders are the credit institutions participating in the SNCE. As required by Law, the Banco de España is responsible for approving the rules of the system and for its oversight.

Excise duties

Corporate tax: declaration, notification

Responsibility: Central Government, Ministry of Finance, Spanish Tax Agency (AEAT)

Website: https://www.agenciatributaria.gob.es/AEAT.sede/Inicio/Procedimientos_y_Servicios/Impuestos_y_Tasas/Impuesto_sobre_Sociedades/Impuesto_sobre_Sociedades.shtml

Description: It allows registered businesses to file their taxes online.

Reporting imports/exports

Customs declarations (e-Customs)

Responsibility: Central Government, Ministry of Finance, Spanish Tax Agency (AEAT)

Website: https://www.agenciatributaria.gob.es/AEAT.sede/Inicio/Procedimientos_y_Servicios/Aduanas/Aduanas.shtml

Description: Web completion of statistical questionnaires is available. In 2017, in the first nine months, 85.53% of companies completed the structural surveys by this means and 71.49% for short- term statistics for hotel and apartment tourism surveys there exists the possibility of loading xml files directly generated from internal companies' information systems. Errors and warnings are checked in web questionnaires.

3. Selling abroad

Competition rules, unfair contract terms, consumer guarantees, defective products

Promotion of foreign trade

Responsibility: Government of Spain

Website: http://www.boe.es/

Description: Information and services to support the internationalisation of business.

4. Staff

Terms of employment, social security, equal treatment, redundancies

Social contributions for employees

Responsibility: Central Government, Ministry for Labour, Migrations and Social Security, *Tesorería General de la Seguridad Social*

Website: http://www.seg-social.es/

Description: The RED system allows businesses and registered professionals to perform electronic processing of proceedings relating to the areas of Business Registration and Membership of Workers, Social Security Fees of Business and Report of Temporary Disability of Workers. RED allows the entry fees through direct debit systems and electronic payment.

Health and safety

The National Institute for Safety and Health at Work portal

Responsibility: Instituto Nacional de Seguridad e Higiene en el Trabajo

Website: http://www.insht.es/portal/

Description: The web portal of the National Institute for Safety and Health at Work contains all necessary information with regard to the legislation related to the safety and health at work.

5. Product requirements

CE marking, mutual recognition, standardisation in Europe, classification, labelling, packaging

Commercial and industrial norms

Responsibility: The Spanish Association for Standardisation and Certification, UNE

Website: https://www.une.org/

Description: The Spanish Association for Standardisation and Certification, currently named UNE, is a private non-profit organisation that was founded in 1986. UNE is the only Standardisation Body in Spain, and it was appointed so by the Ministry of the Economy, Industry and Competitiveness before the European Commission. UNE is the Spanish representative in the international and European organisations ISO/IEC and CEN/CENELEC, respectively, as well as in the national standardisation organisation ETSI. UNE offers various information online related to the commercial and industrial norms, as well as an online collection of standards. The standards that apply to various sectors are provided with automatic updates and are enabled to be accessed online.

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6. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility: Central Government, Ministry of Finance

Website: https://contrataciondelestado.es (PCSP)
https://catalogocentralizado.minhafp.es(CONECTA)
https://registrodelicitadores.gob.es (ROLECE)
https://eclasificacion.minhafp.es (WEBCLAEM)
http://rpc.minhap.es (REGCON)

Description: Public procurement electronic services:

▸ *Plataforma de Contratacióndel Sector Público* – PCSP: eNotification, eTendering, eAwarding and other eProcurement related services for both economic operators and contracting authorities.

▸ *Conecta-Centralización*: Centralised procurement system based on framework agreements and electronic catalogues of generic products and services.

▸ *RegistroOficial de Licitadores y EmpresasClasificadasdel Estado* – ROLECE: e-Certificate based accreditation services for both economic operators and contracting authorities.

▸ WebClaEm: On-line application service for the classification required for specific contracts.

▸ *Registro de Contratosdel Sector Público* – REGCON: Centralised Contract Registry system for statistical purposes.

7. Environment

Documents and formalities

Authorisations

Responsibility: Ministry of Agriculture, Fisheries and Food

Website: https://sede.mapama.gob.es/portal/site/se/procedimientos-intermedio?type_id=1

Description: Authorisations regarding the environment can be submitted in this website.

Aids, scholarships and grants

Responsibility: Ministry of Agriculture, Fisheries and Food

Website: https://sede.mapama.gob.es/portal/site/se/procedimientos-intermedio?type_id=2

Description: The request for aids, scholarships and grants shall be filled through this website.

Sanctions

Responsibility: Ministry of Agriculture, Fisheries and Food

Website: https://sede.mapama.gob.es/portal/site/se/procedimientos-intermedio?type_id=4

Description: A sanctioning procedure is carried out in this website.

European Commission

The factsheets present an overview of the state and progress of eGovernment in European countries.

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