

Respondent

< 44 Anonymous >

136:33
Time to complete

1. Country name *

Austria

Contact information

2. Your name *

Reinhard Posch

3. Title *

Federal Chief Information Officer

4. Organization *

Federal Ministry for Digital and Economic Affairs

5. Email *

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6. Please select whichever applies *

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I am authorized but I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other

A. Institutional / Organizational Framework

7. What is the official e-government portal at the national level? If more than one exists, please list all. *

Note: E-government and digital government are used interchangeably in this Questionnaire.

<https://www.oesterreich.gv.at> (for citizens), <https://www.usp.gv.at> (for businesses)

8. Please provide link(s) for portal(s) providing following services/features:

- E-services or similar *

<https://www.oesterreich.gv.at>

9. Please provide link(s) for portal(s) providing following services/features:

- E-participation or similar *

<https://www.oesterreich.gv.at>

10. Please provide link(s) for portal(s) providing following services/features:
- Open government data

<https://www.data.gv.at/>

11. Please provide link(s) for portal(s) providing following services/features:
- Public procurement

<https://ausschreibungen.usp.gv.at/at.gv.bmdw.eproc-p/public/tenderlist>

12. Please provide link(s) for portal(s) providing following services/features:
- Others (if any)

<https://www.oesterreich.gv.at/>; <https://www.usp.gv.at/>

13. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

Federal Ministry for Digital and Economic Affairs Federal Ministry for Digital and Economic Affairs (bmdw.gv.at) Under the main responsibility of the Federal Ministry for Digital and Economic Affairs, the following agencies/ departments / institutions/ structures play a major role for the subject concerned: CDO - Taskforce (<https://www.bmdw.gv.at/Ministerium/Gremien-und-Institutionen/Gremien-und-Organisationen/CDO-Taskforce.html>) The overall digitalisation strategy is streamlined in close cooperation with the CDO (Chief Digital Officer) taskforce of the federal government. Directorate 'International and Legal Affairs and eGovernment Strategy' The Directorate on 'International and Legal Affairs and eGovernment Strategy' supports the Platform Digital Austria at legal and organisational level and represents Austrian positions at European and international level. eGovernment Innovation Centre (EGIZ) (<https://www.egiz.gv.at/en>) The eGovernment Innovation Centre (eGovernment Innovations Zentrum, EGIZ) was founded in autumn 2005 as part of a consolidation of the bodies in charge of ICT and eGovernment. EGIZ consists of a research group that investigates innovative technologies and solutions for eGovernment. Under this cooperation, both groups (the EGIZ for research, the ICT Strategy Unit for implementation) focus on their respective duties. In addition, it allows for closer collaboration between research and application. The EGIZ represents a platform and network for research activities with respect to eGovernment solutions. Austrian Federal Computing Centre - <https://www.brz.gv.at/en/> With the resolution of the new Federal Ministries Act in 2020, the Austrian Federal Computing Centre (Bundesrechenzentrum – BRZ) was incorporated into the Federal Ministry for Digitisation and Business Location (BMDW), transforming it into a competence centre for digitisation. Secure Information Technology

Centre (A-SIT) (<https://graz.pure.elsevier.com/en/organisations/a-sit-secure-information-technology-centre-austria>) Founded in May 1999 by the Ministry of Finance, the Austrian National Bank and the technical University of Graz, A-SIT is an independent non-profit association tasked with the development of expertise in the area of technical information security in order to serve authorities, the economy and citizens. Specific issues addressed include the introduction of the Citizen Card (Bürgerkarte), the evaluation of cryptographic methods and eGovernment security aspects. The Austrian Governance Structure ensures the broadest possible stakeholder involvement (including decision makers from all government levels, academia and economy) https://www.bmdw.gv.at/Ministerium/Gremien-und-Institutionen/Gremien-und-Organisationen/Koordinationsgremien_digitale_Verwaltung.html

14. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

Yes

No

Contact information of national Chief Information Officer (CIO) or equivalent

15. Name *

Reinhard Posch

16. Title *

Federal Chief Information Officer

17. Organization *

Federal Ministry for Digital and Economic Affairs

18. Email *

Multiple and/or networked CIOs or equivalent across Government Ministries

19. Are there multiple and/or networked CIOs or equivalent positions across Government agencies/departments/ministries? *

Yes

No

20. Please provide link and detail on above, including coordination/integration between national and sub-national levels on e-government development.

Chairman of the Platform Digital Austria: https://www.bmdw.gv.at/Ministerium/Gremien-und-Institutionen/Gremien-und-Organisationen/Koordinationsgremien_digitale_Verwaltung.html
<https://www.digitalaustria.gv.at/> Platform Digital Austria In Austria, eGovernment is organised as a cooperation of the federal government, states, cities, municipalities and economy. The "umbrella brand" for eGovernment in Austria is the Plattform Digitales Österreich (PDÖ), created in 2005 by a decision of the Federal Government, which represents the Federal Government's coordination and strategy committee for e-Government in Austria. The communication platform 'eGovernment reference server' is the joint communication platform for the federal government, provinces, municipalities, communities and partners concerning eGovernment topics. Digital Austria is a strategic platform that ensures the active participation of all levels of government. It is composed of representatives of the federal government, regions, cities, municipalities, private and public sector bodies. The main tasks of the platform are strategic decision-making and priority-setting regarding the implementation, coordination and monitoring of common eGovernment projects and the communication of these activities. It is headed by the Federal Chief Information Officer (CIO) and the administrative support is provided by the Federal Ministry for Digital and Economic Affairs. CDO - Taskforce (<https://www.bmdw.gv.at/Ministerium/Gremien-und-Institutionen/Gremien-und-Organisationen/CDO-Taskforce.html>) The overall digitalisation strategy is streamlined in close cooperation with the CDO (Chief Digital Officer) taskforce of the federal government. The government programme defined digital development as an interdisciplinary issue. To coordinate innovation and digitalisation issues between ministries and work on a nationwide innovation and digitalisation strategy, a Chief Digital Officer (CDO) was appointed in each

Ministry. The CDOs are to optimise the coordination of digitalisation measures between the different Ministries. Through a coordinated approach, goals such as further automating processes or providing improved digital services can be realised more efficiently. The Federal Chief Digital Officer and CDO of the Federal Ministry for Digital and Economic Affairs is the head of General Directorate I (Digitalisation and eGovernment) Mag. Maria Ulmer. The Austrian Governance Structure ensures the broadest possible stakeholder involvement (including decision makers from all ministries, government levels, academia and economy) See also: <https://www.bmdw.gv.at/Ministerium/Gremien-und-Institutionen/Gremien-und-Organisationen/CDO-Taskforce.html>

Sectoral agencies/departments/ministries

Please provide names and URLs of the government agencies/departments/ministries at the national level in charge of the following

21. Planning/development *

Austrian Federal Ministry of Education, Science and Research - <https://www.bmbwf.gv.at/en.html>; Federal Ministry for Climate Action, Environment, Energy, Mobility, Innovation, and Technology - <https://www.bmk.gv.at/en.html>

22. Education *

Federal Ministry of Education, Science and Research - <https://www.bmbwf.gv.at/en.html>

23. Health *

Federal Ministry of Social Affairs, Health, Care and Consumer Protection - <https://www.sozialministerium.at/en.html>

24. Social Welfare (social inclusion, social protection, etc.) *

Federal Ministry of Social Affairs, Health, Care and Consumer Protection - <https://www.sozialministerium.at/en.html>

25. Employment and Labour *

Federal Ministry Republic of Austria Labour - <https://www.bma.gv.at/en.html>

26. Environment *

Federal Ministry for Climate Action, Environment, Energy, Mobility, Innovation, and Technology - <https://www.bmk.gv.at/en.html>

27. Justice *

Federal Ministry of Justice - <https://www.bmj.gv.at/>

28. Economy/finance *

Federal Ministry for Digital and Economic Affairs - <https://www.bmdw.gv.at/en.html>; Federal Ministry of Finance - <https://www.bmf.gv.at/en.html>

29. Industry/trade *

Federal Ministry for Digital and Economic Affairs - <https://www.bmdw.gv.at/en.html>

B. COVID-19 Response and Recovery

30. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic? *

Yes

No



Other

COVID-19 response

31. Please provide link(s) and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic? *

<https://www.oesterreich.gv.at/public.html> (for citizens), <https://www.usp.gv.at> (for businesses) The epidemic reporting system EMS ("Elektronisches Meldesystem") as central database for monitoring epidemics and pandemics such as Covid-19 in Austria (<https://datenplattform-covid.goeg.at/EMS>)

32. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? *



Yes



No

33. Please provide link and detail.

Law on digitalisation fund public administration - DigiFoundsG:
<https://www.ris.bka.gv.at/eli/bgbl/l/2021/91/20210527> The investment aims to contribute to developing citizen-centred service-oriented administration with a modern digital infrastructure. The objective is to accelerate digitalisation in the federal administration by financing projects with a cross-departmental impact. There is currently an increased need for consolidation in the IT landscape of the Austrian federal administration, which is very heterogeneous. Departments often use different data centres, software and hardware and service providers. The consequences are, for example, avoidable costs and variable quality. The investment shall help address those issues by implementing IT consolidation in the federal government, develop IT services for citizens and businesses, and optimise procedures. The investment consists of funding the projects submitted by federal departments and selected by the dedicated task force. At least half of these funds shall be used for cross-departmental projects to implement IT consolidation in the federal government. The other funds shall be used for projects with a cross-departmental impact for the development of citizen and business services and for projects aimed at accelerating and improving the efficiency of procedures. Examples of possible projects include electronic

identity (e-ID), introduction of Single Digital Gateway, development of the Business Service Portal and implementation of the Once Only principle. The total funding of the investment under the RRP is EUR 160 million. The investment shall be implemented by 31 December 2023.

34. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g for digital transformation, digital inclusion)? *

Yes

No

35. Please provide link and detail.

See " EU-Aufbauplan (oesterreich.gv.at)
<https://www.oesterreich.gv.at/nachrichten/allgemein/EU-Aufbauplan.html> • Österreichischer Aufbau- und Resilienzplan 2020-2026 (PDF, 1 MB), Chapter 3.5. „Digitaler Wandel“ (<https://www.oesterreich.gv.at/dam/jcr:ecf30896-0861-4107-8ed9-b589a79bd623/%C3%96sterreichischer%20Aufbau-%20und%20Resilienzplan%202020-2026.pdf>) • Anhang zum Österreichischen Aufbau- und Resilienzplan 2020-2026 (PDF, 4 MB), Chapter „Komponente 2: Digitaler Aufbau“ (<https://www.oesterreich.gv.at/dam/jcr:e0b131c9-f2d9-40f8-9350-d533bc9bf4c9/Anhang%20zum%20%C3%96sterreichischen%20Aufbau-%20und%20Resilienzplan%202020-2026.pdf>)

C. Legal Framework

36. Is there any legislation, law or regulation on access to information such as Freedom of Information Act? *

Yes

No

37. If yes, please provide link and detail.

“Auskunftspflichtgesetz” - “Duty to Grant Information Act”
https://www.ris.bka.gv.at/Dokumente/Erv/ERV_1987_287/ERV_1987_287.pdf
[https://www.ris.bka.gv.at/GeltendeFassung.wxe?
Abfrage=Bundesnormen&Gesetzesnummer=10000916](https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=10000916)

38. Is there any legislation, law or regulation on data privacy and/or protection? *

- Yes
- No

39. If yes, please provide link and detail.

EU-GDPR. The Data Protection Act
(https://www.ris.bka.gv.at/Dokumente/Erv/ERV_1999_1_165/ERV_1999_1_165.pdf) was amended in 2017, in particular as a result of the adjustment to the EU Regulation No 2016/679 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, GDPR). These amendments entered into force on 25 May 2018. The last amendment to the act, made on 15 January 2019, regarded the competences of the federation and the provinces in the field of data protection. The Austrian Data Protection Authority (Datenschutzbehörde – DSB) is the national supervisory authority for data protection in the Republic of Austria. Its role is to safeguard data protection in accordance with the GDPR and the relevant data protection rules and regulations.

40. Is there any legislation, law or regulation on cybersecurity or similar? *

- Yes
- No

41. If yes, please provide link and detail.

Netz- und Informationssystemsicherheitsgesetz (NISG) - Network and Information Systems Security Act – NIS Act
https://www.ris.bka.gv.at/Dokumente/Erv/ERV_2018_1_111/ERV_2018_1_111.pdf
<https://www.nis.gv.at/>

42. Is there any legislation, law or regulation on digital identity? *

Yes

No

43. If yes, please provide link and detail.

The eGovernment Act, (https://www.ris.bka.gv.at/Dokumente/Erv/ERV_2004_1_10/ERV_2004_1_10.pdf), the centrepiece of Austrian eGovernment law, entered into force on 1 March 2004 and was last amended on 31 December 2020. Austria was one of the first EU Member States to adopt a comprehensive legislation on eGovernment. This act is the core of Austrian laws on eGovernment. It serves as the legal basis for eGovernment instruments and components. Many mechanisms - such as the Citizen Card (in the future: eID or ID Austria), sector-specific personal identifiers and electronic delivery - can also be put to use in the private sector. The most important principles of eGovernment law are: - Freedom of choice for users in selecting the means of communication when contacting public authorities. - Security and improved legal protection provided by appropriate technical measures such as the Citizen Card. The recent amendments of the eGovernment Act, which entered into force on 31 December 2020, were made in consideration of the technical developments with regard to a simplified smartphone-based use of the eID and to increase the data quality and widen the use of the eID. It also introduced the legal basis for a "digital" driver's license for eID holders. https://www.ris.bka.gv.at/Dokument.wxe?Abfrage=BgblAuth&Dokumentnummer=BGBLA_2004_I_10

44. Is there any legislation, law or regulation on digital signature? *

Yes

No

45. If yes, please provide link and detail.

EU - eIDAS Regulation Signature and Trust Services Act (SVG) Through the creation of a new EU-wide harmonised legal framework for trust services, the Signature and Trust Services Act (https://www.ris.bka.gv.at/Dokumente/Erv/ERV_2016_1_50/ERV_2016_1_50.pdf) was rescinded and a new accompanying law implementing the eIDAS Regulation was issued on the topic of trust services. The SVG regulates those areas in which the directly applicable eIDAS Regulation gives Member States the possibility of issuing national regulations. In particular, this concerns regulations or specifications in the areas of trust service providers,

supervision, formal regulations, liability and penalties in the event of non-compliance with the specifications of the eIDAS Regulation. Although the SVG applies to all trust services, the creation, validation and preservation of electronic signatures continue to be the core. It therefore continues to be possible to sign contracts electronically with an electronic signature with the same effect as if the contract were signed by hand. In addition, an important step for consumer protection was made with the SVG: companies can no longer exclude in hidden clauses the acceptance of the electronic signature and thus, for example, prevent electronic terminations of subscriptions. The last amendments to the act, made on 17 May 2018 and 27 December 2018, regarded the GDPR.
https://www.rtr.at/TKP/was_wir_tun/vertrauensdienste/startseite.en.html

46. Is there any legislation, law or regulation on e-procurement? *

Yes

No

47. If yes, please provide link and detail.

Federal Procurement Act The new Federal Procurement Act (Bundesvergabegesetz, BVergG 2018) was adopted on 20 August 2018 and substituted the Federal Procurement Act, which entered into force on 1 February 2006, replacing the Federal Procurement Act 2002 and repealing the eProcurement Regulation 2004. The new Federal Procurement Act 2018 finally transposed all the EU public procurement directives, including their provisions regarding eProcurement, into national law. <https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20010295>

48. Is there any legislation, law or regulation on digitally publishing government expenditure? *

Note: This is related to SDG Indicator 16.6.1

Yes

No

49. If yes, please provide link and detail.

Budgets have to be published as the pass the legislator likewise and they are separately published on the homepage fo the MInstry of Finance -

<https://www.bmf.gv.at/themen/budget/das-budget.html> as well as regular reportings such as <https://www.bmf.gv.at/themen/budget/aktuelle-berichte.html>

50. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? *

Yes

No

51. If yes, please provide link and detail.

Austria's eGovernment Act contains a provision (Article 17 (2)) on the Once-only principle, which states that public authorities are obliged, pursuant to their technical possibilities and in compliance with the requirements stipulated by law, to draw on the available data of the person concerned from public registers of a client under public law. Thus, certain information (birth certificates, proof of citizenship, proof of residency or documents from the Commercial Register) need no longer be provided by the person concerned but can, with the person's consent or with legal authorisation, be directly requested by the authority from an electronic register. The public authority's responsibility to enable queries in their registers in no way increases their right to release information, since they are based solely on existing authorisations. <https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20003230>

52. Is there any legislation, law or regulation on open government data? *

Yes

No

53. If yes, please provide link and detail.

Formalized national initiative to regulate OGD in Austria: „Cooperation Open Government Data Austria“, or short „Cooperation OGD Austria“ was founded by the Federal Chancellery, the cities of Vienna, Linz, Salzburg and Graz on the 13th July 2011. Federal Government, States, cities and towns in cooperation with the communities, science, culture and the economy are willing to set the basic agreements for the future of Open Government Data in Austria. By agreeing on common standards an effective framework for the benefit of all stakeholders should be created. <https://www.data.gv.at/infos/cooperation-ogd-austria/>

54. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes

No

55. If yes, please provide link(s) and detail(s).

D. Strategy and Implementation

56. Is there a national e-government strategy or equivalent? *

Yes

No

Please provide information where relevant:

57. How long is the period/cycle of the national e-government strategy or equivalent? *

Two-year

Three-year

Five-year

Ten-year



Ongoing process in order to be able to take curi

58. Is the national e-government strategy guided by or aligned with the national development strategy? *



Yes



No

59. Please provide link and detail.

Yes. They both incorporate key objectives such as sustainability, resilience and put people at the center of their activities.

60. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? *



Yes



No

61. Please provide link and detail.

“Digital action plan – digital sustainable economy” Digitalisation in the field of the environmental economy represents a significant success factor and multiplier, which on the one hand should contribute to achieving the climate goals, but at the same time should also strengthen the competitiveness of Austria as a business location both internationally and nationally. An environmentally efficient and resource-saving digital economy can be significantly influenced by successful new business models. Austrian companies already occupy an outstanding position in the environmental and energy technology sector and score points with high-quality products and system services. In this way, a digitally sustainable economy contributes not only to a liveable Austria, but also to good living conditions worldwide, creates jobs and strengthens Austria's, and ultimately Europe's, position in international competition. In order to utilise this potential, developments in this area will be particularly promoted. Additional funds will be made available for the development of innovations and technologies in the field of environmental technologies and innovation clusters will be established. Digital technologies open up opportunities for a variety of fields of action in sustainable development, such as environmental and climate protection. Digital technologies can also have negative effects, especially due to the

increased consumption of energy and resources. In particular, these run counter to environmental and climate protection through increased CO2 emissions and pollution. Especially against the backdrop of the rapid development and spread of new digital applications such as cloud computing, Industry 4.0 and artificial intelligence, the associated enormous energy consumption urgently needs to be limited. The Federal Ministry for Digital and Economic Affairs therefore promotes and supports, in particular, initiatives and projects that are geared towards the development and use of sustainable, environmentally efficient technologies. In a global world and as an international export partner, this also means helping to shape and actively implement international standards.

62. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? *

Yes

No

63. Please provide link and detail.

See also question 20. The Platform Digital Austria as the centre point for coordination and strategy of eGovernment in Austria by the Federal Government. All eGovernment projects in Austria run under the Platform Digital Austria designation. It coordinates all the agendas of the "Kooperation BLSG" (which stands for Citizens Cooperation of Federal Government, Provinces, Municipalities and Communities). The advantages of having a single chairmanship in charge of projects are obvious. Projects are coordinated with one another so any projects which are too similar can be detected and duplication of effort can be avoided. The chairmanship of Platform Digital Austria is held by the Federal CIO.

64. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? *

Yes

No

65. Please provide link and detail.

The digital Action Plan Austria aims strongly at fostering participation and inclusion. Goal: The state provides the best possible framework conditions that enable the dynamic digital

development of the economy and at the same time safeguard social, economic and political action against crises. Citizens' personal responsibility is high. Digital skills and "digital maturity" are at a high level throughout society. On this basis, people can use digitalisation in all areas of life as independently as possible. In the "digital responsibility-society", they are not only the political sovereign, but also the "data sovereign". Crisis-proof participation and decision-making processes are a vital basis for this.

66. Does the national e-government strategy make specific reference to a national data governance framework or similar? *

Yes

No

67. Please provide link and detail.

The "Digital Action Plan Austria" formulates a strategic framework for digitalisation in Austria by aiming for a "Digital Responsible Society" as a long-term target scenario with a time horizon of 2040-2050. This is characterised by the provision of framework conditions for a dynamic digital development of the economy, by the provision and use of data in accordance with data protection requirements, using new knowledge and expertise for ongoing further developments in digitalisation and by the definition of a clear regulatory framework for a high level of legal certainty in connection with digitalisation-relevant issues.

68. Does the national e-government strategy make specific reference to national digital identity? *

Yes

No

69. Please provide link and detail.

The new Austrian eID: <https://www.digitalaustria.gv.at/initiativen/wirtschaft/projekte-wirtschaft/id-austria.html>

70. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? *

Yes

No

71. Please provide link and detail.

Austria has legally foreseen the right of everyone to digitally interact with public administration. See §1a of the eGovernment Act. This is the general approach of Austria for "digital by default": instead of having an obligation for the citizen to use digital means, it is a right for the citizen and an obligation for administration to foresee the necessary channels. This empowers the user and avoids widening of a "digital gap" excluding people not able or willing to use digital means. When designing new public services we always put the citizen in the centre. We are aiming at designing processes and services not from the perspective of administration or government, but from the user's perspective. Our society and economy has become digitally driven, and this pandemic has accelerated this trend, with the need to use services at all times and at all places. The device which is used primarily for going online is the mobile device. The smartphone has become the main communication tool nowadays. This is why we are pursuing a mobile first approach by enabling services, especially also government services, for mobile environments. Our focus therefore is: from e (electronic) to mGovernment (mobile government). As a major step towards „mobile Government“, we launched the platform „oesterreich.gv.at“ (see above) in 2019 which also includes the first comprehensive mobile app called "Digitales Amt" or "Digital Office" for comprehensive online administrative information and services (see above as well). Digitales Amt – App statt Amtsweg (digitalaustria.gv.at) - <https://www.digitalaustria.gv.at/initiativen/verwaltung/erfolgsgeschichten-verwaltung/digitales-amt.html>

72. Does the national e-government strategy make specific reference to data-once-only principle or similar? *

Yes

No

73. Please provide link and detail.

Digitaler Aktion Plan Austria „Die große Daten-Chance“ Once-Only Principle: In order to enable the administration to better respond to the needs of the citizens, the Once Only principle is being promoted. The possibility to query digitised register data within the administration ensures that citizens do not have to submit the same data and evidence several times when dealing with authorities or incur additional costs. For this purpose, register interfaces are standardised.

74. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes

No

75. Artificial intelligence (AI) - please provide link and detail:

We are currently finalising our national AI-strategy. The national strategy for Artificial Intelligence sets the framework conditions for a prosperous and responsible use of AI in all areas of life. Our three goals are

- o Objective 1: Austria strives for a broad use of AI oriented towards the common good. This is done in a responsible manner and on the basis of European fundamental values and rights.
- o Objective 2: Austria should become an internationally recognised innovation hub for AI in key areas and fields of strength.
- o Objective 3: AI should help to secure the competitiveness of Austria as a location for technology and industry

• Key elements of the strategy will be e.g. ethical principles consistent with EU principles, legal certainty, standardisation, safety and security of AI-applications, data availability, boost AI in education and training and modernisation of public administration with AI.

• We have furthermore established a market place for AI o support Austrian AI-provider to get in contact with user o offers a general overview of the Austrian AI-landscape

<https://www.bmdw.gv.at/Themen/Digitalisierung/Strategien/Kuenstliche-Intelligenz.html>

76. Robotics - please provide link and detail:

77. Blockchains - please provide link and detail:

78. 5G - please provide link and detail:

79. Internet of Things (IoT) - please provide link and detail:

80. Others - please provide link and detail:

81. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? *

Yes

No

82. Please provide link and detail.

UNO: SDG (see question 61), EU: RRF, Digital Decade, European Green Deal,...

83. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? *

Yes

No

84. Please provide link and detail.

Yes, for the strategic planning, "moonshots" and visionary approaches have been taken for the development of the Digital Action Plan vision and developments.

85. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? *

Yes

No

86. Please provide link and detail.

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

87. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind? *

Yes

No

88. If yes, please provide link and detail.

With regard to the digital literacy (mostly of elderly people) and eInclusion there are several activities under the auspices of the Federal Ministry for Digital and Economic Affairs (e.g. fit4internet). The Federal Ministry for Digital and Economic Affairs (BMDW) and its Division II/4 "SME" also contributes to the digital skills policy by using specific support programme "Qualifizierungsoffensive" as well as the programme digital pro boot camps. The Federal

Ministry of Labour also sets priorities in the field of upskilling and reskilling. Alliance for digital skills: The Coalition has been set up in November 2019 by the Federal Ministry for Digital and Economic Affairs (BMDW). Its structure is successively built as a multi-stakeholder partnership according to the Hub and Spokes Model - with an added value for the complex of themes "digital empowerment for everyday life and work in a digital responsible society". The strategic center of the Coalition are the (obligatory) fields of action of the DJSC - Digital skills for all citizens, Digital skills in education, Digital skills for ICT professionals, Digital skills for labor force. Further country specific fields of actions supplement the Austrian Coalition - namely Digital skills for public administration, Awareness raising & Interlinking and Transversal projects and measures. In the second half of 2020, the detailed planning of other fields of action has been further pursued and elaborated in close coordination with the responsible Federal Ministries for Labour, as well as Education, Science and Research, which joined the Coalition as supporting organizations. The work was interrupted due to Covid-19 and has been resumed as soon as possible, also by including insights gained from the Covid-19 shutdown and related to digitalisation in the planning process. This ensures a gradual development of the fields of action. In 2020, the BMDW started by focusing on the fields of action "Digital Skills for all Citizens" and "Digital Skills for ICT Professionals". The priorities for 2020 as well as an outlook for 2021 were derived from the current government program 2020-2025. For digital society, it is necessary to enhance each individual's digital skills in everyday life as well as the professional world. To reach this goal, age-appropriate formats connected to personal living environments should help important to address important target groups such as • fit4futureJobs: employees, returnees - years: 1960 – 2005 • fit4internet: generation 60 plus For continued awareness-raising activities the Coalition focuses on wide-ranging formats with basic information related to the DigComp AT competence area Basics and Access to meet the generation 60 plus. For example, during the Covid-19 restricted period where no presence training or events were possible a series of learning videos were implemented, called The Smartphone ABC, in order to offer simplified background information and step-by-step instructions for digital beginners who wish to better understand their smartphone and use it more safely. Another cornerstone in digital upskilling are tools and learning opportunities on topics such as e-commerce, artificial intelligence, cybersecurity and data analytics in order to meet Austrian one-person and small businesses. Citizens in their role as one-person companies as well as in the management of micro and small enterprises need digital skills. This is of particular importance in a country with an economic structure such as the Austrian. Therefore, one priority in 2020 was and still is the expansion of the digitalisation offensive for SMEs in all federal provinces in order to put emphasis on the development of general digital professional skills in all sectors. In this context, further possibilities aiming at the improvement and simplification of digital training of personnel (education and training, retraining, re-qualification) and entrepreneurs are being reviewed.

89. Is there a national e-participation policy/strategy or similar? *

Yes

No

90. If yes, please provide link and detail.

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https://www.oeffentlicherdienst.gv.at/verwaltungsinnovation/oeffentlichkeitsbeteiligung/201103_Partizipat7vj6sv "Standards for public participation 2008", adopted by the Council of Ministers in 2008:

https://www.oeffentlicherdienst.gv.at/verwaltungsinnovation/oeffentlichkeitsbeteiligung/Standards_der_Oe7vj6sj

91. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? *

Yes

No

92. If yes, please provide link and detail.

See question 88 and fit4internet In addition Austria takes several activities to promote gender balance and gender equality in the field of digital literacy. Annual Gender Performance Measurement As of 2013, ministries and high-Level institutions have to define in their budget chapters up to five gender-related outcome objectives. Furthermore, specific activities to implement the objectives and quantitative indicators that track progress have to be defined. An Annual Federal Gender Performance Report for the parliament, provides information on the implementation of gender-related objectives and outputs based on the results of the Ministries' annual ex post evaluation. The parliament approves appropriations as well as performance and gender-related objectives, outputs, and indicators. In the Federal Gender Performance Report 2019, which was published in 2020, different outcome objectives and activities related to gender balance and gender equality in the field of ICT are mentioned: Outcome objective of the Federal Chancellery: Gender-equality in the area of research, technology and innovation. Activities to implement this objective: Increasing the numbers of employees in the area of research, technology and innovation with a focus on the increase of the share of women in those areas. Furthermore, in terms of education, gender equality shall be promoted especially in school forms in which women are underrepresented (e.g. informatics). Additionally, in the tertiary education one of the goals is the reduction of the gender-gap in specific study areas like informatics and technology. At least 10 % of all new students of any subject shall be from the gender which is less represented. Working group of experts A working group of experts has been set up at the Federal Ministry of Education, Science and Research to develop a strategy for attracting women to the STEM fields of computer science and technology along the entire education chain, with the involvement of relevant stakeholders. The strategy, including a catalogue of measures, is expected to be available in the first quarter of 2022. Selected projects and

activities to promote gender equality in the field of ICT employment: The Government sets action to inspire girls and young women for training in the STEM subjects at an early age and thus enables them to pursue a career in technical professions. Working in the technology industry, which is often better paid, not only strengthens the economic independence of women, but also adds value to research and development, as diversity brings new perspectives and more innovative solutions. The promotion of women and girls in the technical- and science-oriented sectors is also the main purpose of the online platform "meine Technik" / „my technology" (Platform My Technology: Startseite | Meine Technik (meine-technik.at)). The online information tool for girls and women, for teachers, companies and parents aims to inspire more women and girls to opt for careers in STEM. In March 2021 the Federal Ministry for Women, Family, Youth and Integration launched a new funding call for projects to empower women and girls. A total of 1.3 million euros is to be awarded to projects throughout Austria that raise the interest of women and girls for STEM fields and support them in technical training and careers to further increase women's and girls' participation in STEM education and professions. Digital Pioneers: The voluntary digital year offers women between the ages of 17 and 27 the opportunity to learn about the professions of the future and gain valuable skills and experience that are required in many jobs today. At the end of the training, participants will receive a national diploma (<https://digitalpioneers.at/>). Digital Pioneers addresses for example Computer programming and digital skills, innovative skills and entrepreneurship skills. Digital Pioneers is coordinated by the Plattform Industrie 4.0.

93. Does the Government provide any specific e-service(s) for women and other vulnerable groups? *

Yes

No

94. If yes, please provide link and detail.

See questions 88 and 92

95. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? *

Yes

No

96. If yes, please provide link and detail.

See question 90

97. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? *

Yes

No

98. If yes, please provide link and detail.

See question 92

99. Does the Government use any social media platform(s)? *

Yes

No

100. If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

The Austria federal government is using social media mainly for information in various forms, e.g. the Youtube video service and information channel of the Federal Chancellery <https://www.youtube.com/user/ihrbundeskanzleramt>, photo service (Instagram), Twitter or the Facebook appearances of all Austrian federal ministries e.g. the Federal Ministry for Digital and Economic Affairs: <https://www.facebook.com/bmdw.gv.at/?fref=ts>. On e-consultation; and e-decision-making see also the next question.

101. Please include any guidelines for government officials/institutions on the use of social media.

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https://www.oeffentlicherdienst.gv.at/verwaltungsinnovation/oeffentlichkeitsbeteiligung/201103_Partizipat7vj6sv A practical guide will be available by the end of 2021. Corresponding online services will then also be accessible via the central citizen service portal www.oesterreich.gv.at and will be developed until the end of 2022. Hands-on guide for public administration 2011: https://www.oeffentlicherdienst.gv.at/verwaltungsinnovation/oeffentlichkeitsbeteiligung/Standards_der_Oe7vj6si Standards for public participation 2008: https://www.oeffentlicherdienst.gv.at/verwaltungsinnovation/oeffentlichkeitsbeteiligung/Standards_der_Oe7vj6sj

102. Does the Government publish information on how people's voices, including those among women and the vulnerable groups, are included in policy decision-making? *

Yes

No

103. If yes, please provide link (URL) and detail.

F. Usage, User Satisfaction and Evaluation

104. Does the Government monitor/collect usage statistics of e-government services? *

Yes

No

105. If yes, please provide link and detail.

There is no central responsibility for eGovernment services in Austria. The monitoring is carried out by the responsible organisation. Basically all e-Government services do have a monitoring of use and satisfaction on the services offered by the public administration.

Some use real-time counters, others dashboards, etc. Austria collects standardized data on e-government use via the national statistical offices. These data also flow into central European benchmarks such as the EU's eGovernment Benchmark or the DESI. Statistics on ICT and e-Government use of citizens and businesses:

http://www.statistik.at/web_de/statistiken/energie_umwelt_innovation_mobilitaet/informationsgesellschaft, eGovernment Monitor study: <https://initiated21.de/egovernment-monitor/> In addition, Austria collects more detailed data on the range of eGovernment offerings, satisfaction with eGovernment offerings and the use of key technologies each year via the eGovernment Monitor study (comparison of eGovernment use between Germany, Switzerland and Austria). Monitoring of digital signatures in real time: <https://www.a-trust.at/stehzeiten/Status.aspx>

106. Does the Government measure user satisfaction of e-government services? *

Yes

No

107. If yes, please provide link and detail.

In line with the objectives of the Digital Decade - which represent central guidelines - Austria is making numerous efforts to measure and improve user satisfaction and user-centeredness of eGovernment services. Basically the implemented Austrian public digital services are based on several legal frameworks (e.g. web accessibility). Therefore services and functionalities are aligned with the legal requirements. Regarding the concrete methods to assess and improve user centricity of e-Government services, the responsible organizations themselves decide in individual cases, what is the best measurement method to assess the user centricity level of their e-Government services. Thus there are numerous different evaluation methods in use, depending on the kind of service and target group. Thus user focus was and is an essential core element. Austria follows the approach „If you know the needs of the users, the risk of stranded costs is significantly lower“. Hence we broadly try to integrate users throughout the whole process of developing digital services (qualitative user-tests with focus groups, ongoing feedback after implementation). Austria is generally fostering its path from e-government to m-government as a basis for user-centric location- and time-independent usage of digital public services. With its 'Digitales Amt' mobile app project (Digitales Amt – e-Government Services Wherever I Am), the Federal Government promotes user-oriented access to services and decision-making processes. The platform offers a range of features, including a time-saving residence registration process, a secure application process for voting cards and a digital 'Baby Point' for birth certificates and more related services. The most important official channels will be made available digitally and for mobile devices. The 'Digitales Amt' project aims to close the digital divide, improve participation opportunities for people in more remote areas of Austria and reduce traffic. The project also ensures non-discriminatory access to public services and is in line with the underlying concept of 'leaving no one behind'. Regarding the Austrian One-Stop Citizen Portal (www.oesterreich.gv.at) the responsible Ministry for Digital and Economic Affairs periodically organizes events with citizens to meet their expectations before

implementing new features. We also offer feedback mechanism within our online services and check the feedback from the app stores. Due to the large amount of information for companies that is available on the Austrian One-Stop Business Service Portal (usp.gv.at), a concept for the preparation of user-friendly content is in preparation. Information that is already available on the portal as well as new content is being analyzed focusing on simple language and an intuitive structure of content pages. For this purpose, usability tests, which are composed of questionnaires and individual interviews, are used. In addition, key figures, such as the number of clicks as well as direct user feedback based on information gathered by the service center, are incorporated into future developments. Direct user feedback via the service center has also been taken into account in other national projects such as the electronic mailbox. In addition to the listed methods most public authorities (e.g. Federal Ministry for Digital and Economic Affairs, Austrian Patent Office, Federal Ministry for Climate Action, Environment, Energy, Mobility, Innovation and Technology to name a few) use regular online feedback surveys to ensure broad stakeholder participation, get feedback from users to further improve user centric public services. One of our most relevant and also most used indicators to assess the user centricity of e-Government services is the customer satisfaction. The Federal Ministry of Defence, e.g. uses regular "customer" interviews to measure the customer satisfaction as indicator for maturity level and user centricity of e-Government services

108. Does the Government collect usage and/or user satisfaction data with disaggregation by gender? *

Yes

No

109. If yes, please provide link (URL) and detail.

G. Other information

110. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (including North-South, South-South, triangular, regional, and international cooperation) *

World Bank Group (WBG) - GovTech Initiative. Austria is a founding member of the WBG GovTech Initiative, the headquarter is in Vienna.
<https://www.worldbank.org/en/topic/governance/brief/govtech-putting-people-first>
<https://www.worldbank.org/en/programs/govtech>

111. Please provide any other information related to e-government development in your country. *

Digital Public Administration Factsheet 2020:
https://joinup.ec.europa.eu/sites/default/files/inline-files/Digital_Public_Administration_Factsheets_Austria_vFINAL_2.pdf Federal Ministry for Digital and Economic Affairs (bmdw.gv.at) E-Government ABC 2017:
<https://www.bmdw.gv.at/E-Government-ABC.html>

Consent to publish this Questionnaire

112. I/We authorize UN DESA to publish my/our responses as deemed necessary. *

Yes

No

THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this OPTIONAL Respondent Satisfaction Survey:

<https://forms.office.com/r/yTrKyZCjdT> (<https://forms.office.com/r/yTrKyZCjdT>)