

View results

Respondent

144

Anonymous

40:55

Time to complete

1. Country name *

Spain

Contact information

2. Your name *

MOntaña Merchán

3. Title *

Emerging technologies coordinator

4. Organization *

Ministry of Economic Affairs and Digital Transformacion

5. Email *

montana.merchan@economia.gob.es

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.

General Access Point (services for citizens): <https://administracion.gob.es/>
E-government Portal (information about e-government in Spain): <https://administracionelectronica.gob.es/>

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

- E-services or similar *

<https://administracion.gob.es/>

9. - E-participation or similar *

https://transparencia.gob.es/transparencia/transparencia_Home/index/ParticipacionCiudadana.html

10. - Open government data

<https://datos.gob.es/>

11. - Public procurement

<https://contrataciondeestado.es>

12. - Others (if any)

<https://administracionelectronica.gob.es/>
<https://www.agenda2030.gob.es>
<https://www.thisistherealspain.com/>
Recovery Plans: La Moncloa. Fondos de recuperación de la Unión Europea [Prioridades/Fondos de recuperación]
Spain Can (España Puede): <https://www.lamoncloa.gob.es/presidente/actividades/Paginas/2020/espana-puede.aspx>
General info about COVID-19: <https://www.msccbs.gob.es/profesionales/saludPublica/ccayes/alertasActual/nCov/home.htm>
www.vacunacovid.gob.es
Technology to fight Covid-19: Home | Radar covid19 Cybersecurity: <https://www.incibe.es/>
Digital Economy: <https://red.es/>

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. *

The State Secretariat for Digitization and Artificial Intelligence, under the Ministry of Economic Affairs and Digital Transformation (Secretaría de Estado de Digitalización e Inteligencia Artificial (mineco.gob.es)) is responsible for promoting the Digital Government Strategy, inside it, the Secretariat-General for Digital Administration is the specific entity in charge of the e-government strategy.

The Directorate- General of Public Governance under the Ministry of Territorial Policy and Public Function (Gobernanza Pública (mptfp.gob.es)) is responsible of e-service portal information.

14. Does your country have a national 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 *

Juan Jesús Torres Carbonell

16. Title *

General Secretary for Digital Administration

17. Organization *

SSecretariat-General for Digital Administration. Ministry of economic affairs and Digital Transformation

18. Email *

secretaria.sgad@economia.gob.es; juanjesus.torres@economia.gob.es

19. Are there sectoral/line/ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? *

Yes

No

20. If yes, please provide link(s) and detail(s) on above, including coordination/integration between national and sub-national levels on e-government development.

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 *

The Secretary of State of Digitization and Artificial Intelligence, under the Ministry of Economic Affairs and Digital Transformation (<https://portal.mineco.gob.es/es-es/digitalizacionIA/Paginas/sedia.aspx>) Ministry of Presidency: <https://www.mpr.gob.es/>

22. Education *

Ministry of Education: <https://www.educacionyfp.gob.es> Ministry of Universities: www.universidades.gob.es

23. Health *

Ministry of Health: www.mscbs.gob.es and all regional government health services

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

<http://www.seg-social.es/> Ministry of Inclusion, Social Security and Migration: <https://www.inclusion.gob.es/> Ministry of Equality: <https://www.igualdad.gob.es/> Ministry of Social Social Rights and Agenda 2030: <https://www.mscbs.gob.es/> Ministry of Consumption: <https://www.consumo.gob.es/>

25. Employment and Labour *

Ministry of Labour and Social Economy : www.mites.gob.es Public Service for Employment: www.sepe.es

26. Environment *

Ministry for the Ecological Transition and the Demographic Challenge: www.miteco.gob.es

27. Justice *

Ministry of Justice: www.mjusticia.gob.es

28. Economy/finance *

Ministry of Economic Affairs and Digital Transformation: www.mineco.gob.es Ministry of Finances: www.hacienda.gob.es

29. Industry/trade *

Ministry of Industry, Trade and Tourism : www.mincotur.gob.es

30. Sustainable Development Goals (SDGs) [NEW] *

Ministry for the Ecological Transition and the Demographic Challenge <https://www.miteco.gob.es/es/>

31. Climate Change [NEW] *

Ministry for the Ecological Transition and the Demographic Challenge <https://www.miteco.gob.es/es/>

32. Others (Please specify) *

The Ministry of Social Rights and Agenda 2030

B. Crisis/Emergency Response and Recovery [NEW]

33. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? [NEW]

*

Yes

No

Other

34. Please provide links and details. *

www.msccbs.gob.es and all regional government health services <https://www.aecid.es/ES/ah/que/emergencias> <https://www.lamoncloa.gob.es/covid-19/>

35. Is there a specific national portal addressing crisis/emergency? [NEW] *

Yes

No

36. If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency? [NEW]

<https://www.aecid.es/ES/ah/que/emergencias> AECID The response to emergencies
Portal Web AECID AECID en el Exterior: Directorio de Unidades de Cooperación en el Exterior AECID Abroad: Directory of Cooperation Units Abroad

C. Legal Framework

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

Yes

No

38. If yes, please provide link and detail.

Law 19/2013, of December 9, on transparency, access to public information and good governance.
(<https://www.boe.es/buscar/act.php?id=BOE-A-2013-12887>)

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

Yes

No

40. If yes, please provide link and detail.

Organic Law 3/2018, of December 5, on Protection of Personal Data and guarantee of digital rights.
(<https://www.boe.es/buscar/act.php?id=BOE-A-2018-16673>)

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

Yes

No

42. If yes, please provide link and detail.

Royal Decree-Law 12/2018, of September 7, on security of networks and information systems.
(<https://www.boe.es/buscar/act.php?id=BOE-A-2018-12257>)

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

Yes

No

44. If yes, please provide link and detail.

Law 6/2020, of November 11, regulating certain aspects of electronic trust services. The purpose of this Law is to regulate certain aspects of electronic trust services, as a complement to Regulation (EU) No. 910/2014 of the European Parliament and of the Council, of July 23, 2014, regarding electronic identification and services of trust for electronic transactions in the internal market and repealing Directive 1999/93 / EC.
(<https://www.boe.es/eli/es/l/2020/11/11/6/con>)

Royal Decree 1553/2005 of 23 December regulating the issuance of the national identity document and its electronic signature certificates (BOE No. 307 of 24 December).
(<https://www.boe.es/buscar/act.php?id=BOE-A-2005-21163>)

Law 39/2015, of October 1, on the Common Administrative Procedure of Public Administrations. Article 9. Identification systems for those interested in the procedure.
(<https://www.boe.es/buscar/act.php?id=BOE-A-2015-10565>)

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

Yes

No

46. If yes, please provide link and detail.

The eIDAS Regulation is the common legal framework for trust services in the EU. Reglamento (UE) n.º 910/2014
(<https://www.boe.es/doue/2014/257/L00073-00114.pdf>)

Law 6/2020, of November 11, regulating certain aspects of electronic trust services. (<https://www.boe.es/eli/es/l/2020/11/11/6/con>)

Royal Decree 203/2021, of March 30, regulating the action and operation of the public sector by electronic means. Section 3.^a Identification and signature of the interested persons (<https://www.boe.es/eli/es/rd/2021/03/30/203/con>) developing the Law 39/2015 and Law 40/2015

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

Yes

No

48. If yes, please provide link and detail.

Law 9/2017, of November 8, on Public Sector Contracts, by which the Directives of the European Parliament and of the Council 2014/23 / EU and 2014/24 / EU, of February 26, are transposed into the Spanish legal system 2014. (<https://www.boe.es/eli/es/l/2017/11/08/9/con>)
 The Law encourages the use of electronic media in all phases of contracting, establishing it as mandatory in the terms indicated.
 Article 143. Electronic auction. Article 347. Public Sector Procurement Platform.

 Art 334 provides the development of a "National Strategy for Public Procurement" every four years.

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

Note: This is related to SDG Indicator 16.6.1

Yes

No

50. If yes, please provide link and detail.

Law 19/2013, of December 9, on transparency, access to public information and good governance (<https://www.boe.es/eli/es/l/2013/12/09/19/con>) chapter II Active Publicity. In article 5. General principles, point 4 establish the digitally publishing and in article 8. Economic, budgetary and statistical information, points d) and e) specify the budgets and the annual accounts as target information to publish.
 Organic Law 2/2012, of April 27, on Budgetary Stability and Financial Sustainability (<https://www.boe.es/eli/es/lo/2012/04/27/2/con>). Article 28 Central of Economic-Financial Information.

CHAPTER II
 Active advertising
 Article 5. General principles.
 4. The information subject to the transparency obligations will be published in the corresponding electronic offices or web pages and in a clear, structured and understandable way for the interested parties and, preferably, in reusable formats.
 Article 8. Economic, budgetary and statistical information.
 d) The budgets, with a description of the main budget items and updated and understandable information on their execution status and on compliance with the objectives of budget stability and financial sustainability of the Public Administrations.
 e) The annual accounts that must be rendered and the audit and inspection reports by the external control bodies that are issued on them.

The Central of Economic-Financial Information of the Public Administrations provides public information on the economic-financial activity of the different Public Administrations, in accordance with the provisions of Article 28 of Organic Law 2/2012, of April 27, on Budgetary Stability and Financial Sustainability. (<https://www.hacienda.gob.es/es-ES/CDI/Paginas/centraldeinformacion.aspx>)

Indicator 16.6.1 Primary government expenditures as a proportion of original approved budget, by sector (or by budget codes or similar)

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

Yes

No

52. If yes, please provide link and detail.

The National Interoperability Framework sets out the principles and guidelines for interoperability in the exchange and retention of electronic information by Public Administrations.

(<https://www.boe.es/eli/es/rd/2010/01/08/4/con>)

Royal Decree 203/2021, of March 30, approving the Regulation of action and operation of the public sector by electronic means, included in its provisions, the modification of Royal Decree 4/2010, of January 8, which regulates the National Interoperability Framework in the field of Electronic Administration.

(<https://www.boe.es/buscar/act.php?id=BOE-A-2021-5032>)

The National Interoperability Framework has made possible, among many other things, to build the Data Intermediation Platform which is the core piece to implement in Spain the once-only principle. This platform started running in 2007 and managed 150 million transactions in 2020, that is to say, citizens data shared between public administrations in the context of administrative procedures. (<http://administracionelectronica.gob.es/ctt/svd>)

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

Yes

No

54. If yes, please provide link and detail.

Royal Decree 1495/2011, of October 24, which develops Law 37/2007, of November 16, on reuse of Public Sector Information

https://www.boe.es/diario_boe/txt.php?id=BOE-A-2011-17560

PSI Reuse Plan 2014 approving the Plan of Measures to promote the reuse of the information of the Ministry of the Presidency for 2015

https://sedempr.gob.es/sites/default/files/fileupload/PLAN_RISP_2014_FIRMADO.pdf

Directive (EU) 2019/1024 of the European Parliament and of the Council of 20 June 2019 on open data and the re-use of public sector information

<http://data.europa.eu/eli/dir/2019/1024/oj>

55. 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

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

Commission Implementing Decision (EU) 2018/637, of April 20, 2018, amending Decision 2009/766 / EC, on the harmonization of the 900 MHz and 1800 MHz frequency bands for the terrestrial systems capable of providing pan-European electronic communications services in the Community, as regards the relevant technical conditions for the Internet of Things [notified under number C (2018) 2261]. (https://eur-lex.europa.eu/eli/dec_impl/2018/637/oj)

- European Communities (OJ 322 of 03/12/1985)

Council Decision of November 26, 1985, on the conclusion of a Community-COST agreement on concerted action in the field of artificial intelligence and shape recognition (COST Action 13).

- European Union (DOUE 88 of 03/29/2019)

Commission Recommendation (EU) 2019/534, of March 26, 2019, Cybersecurity of 5G networks.

European Union (DOUE 305 of 09/21/2020)

(https://eur-lex.europa.eu/legal-content/EN/TXT/?toc=OJ%3A2019%3A088%3ATOC&uri=uriserv%3AOJ.L_.2019.088.01.0042.01.ENG)

Commission Recommendation (EU) 2020/1307 of 18 September 2020 on a set of common Union instruments to reduce the cost of the deployment of very high capacity networks and ensure timely and favorable access to the 5G radio spectrum. investment, in order to promote connectivity and put it at the service of economic recovery in the Union after the COVID-19 crisis.

(https://eur-lex.europa.eu/legal-content/EN/TXT/?toc=OJ%3A2020%3A305%3ATOC&uri=uriserv%3AOJ.L_.2020.305.01.0033.01.ENG)

However, although there isn't specific regulation, the Spanish Government presented in July 2021 "the digital Charter of rights"

https://www.lamoncloa.gob.es/presidente/actividades/Documents/2021/140721-Carta_Derechos_Digitales_RedEs.pdf that complements the existing National Artificial Intelligence Strategy (EN IA). The objective of this Strategy is to place Spain in line with the leading countries in research and the use of reliable Artificial Intelligence at the service of economic and social development and at the service of economic modernization.

57. Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration? [NEW]

Yes

No

58. If yes, please provide link and detail.

Although there isn't specific regulation, the Spanish Government presented in July 2021 "the digital Charter of rights"

https://www.lamoncloa.gob.es/presidente/actividades/Documents/2021/140721-Carta_Derechos_Digitales_RedEs.pdf ,

which aims to "protect the rights of citizens in the new era of the Internet and Artificial Intelligence"

Although this Charter "does not have a normative nature", it proposes "a reference framework for the action of all public powers, which allows the use of AI without undermining ethics and the rights of people"

D. Strategy and Implementation

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

Yes

No

Please provide information where relevant:

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

- Two-year
- Three-year
- Five-year
- Ten-year
- Other

61. **Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]**

*

- Yes
- No

62. **If yes, please provide link and detail.**

In the "General State Budgets" there is no specific item for digital government development. Internally, the budget is distributed in each Organization (Ministry, Autonomous Community and Local Entity), and a budget is dedicated to ICT.
The ICT budget by administration can be around the following figures/per year.
Central Administration: 1,900 million euros. It is about 3 or 4% of the total budget in the Central Administration
<https://www.hacienda.gob.es/es-ES/Areas%20Tematicas/Presupuestos%20Generales%20del%20Estado/paginas/Presupuestos.aspx>

63. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail **including specific reference to an implementation roadmap.** *

- Yes
- No

64. Please provide link and detail.

The Plan for the Digitalisation of Spain's Public Administration 2021-2025 is one of the central plans of the Digital Spain Agenda 2025 (measure 5) and is one of the main elements of component 11 of the Recovery, Transformation and Resilience Plan, for the modernization of Public Administrations.
https://portal.mineco.gob.es/ca-es/ministerio/estrategias/Paginas/00_Espana_Digital_2025.aspx
<https://portal.mineco.gob.es/es-es/ministerio/areas-prioritarias/Paginas/PlanRecuperacion.aspx>

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

- Yes
- No

66. Please provide link and detail.

The set of measures of the Plan for the Digitalisation of Spain's Public Administration 2021-2025, aim for flexible technological infrastructures, adapted to the new demands for environmental sustainability that allow a reduction of the energy impact.

https://administracionelectronica.gob.es/pae_Home/pae_Estrategias/Plan_Digitalizacion_AAPP.html

Also, this plan will imply a quantum leap in improving the effectiveness and efficiency of government, in transparency, in eliminating bureaucracy by automating steps and in increasing orientation towards service personalisation and the user experience, as well as providing a catalyst for technological innovation originating in the public sphere. All of the above will in turn raise the quality of public policy and citizen services, and will enable the guaranteed provision of a uniform range of similar quality services nationwide, thus contributing to regional development and the effort to tackle depopulation.

Regarding green transition, the scope for digitalisation to act as a lever for the decarbonisation of the public sector is enormous. Moreover, the public sector is called upon to assume an exemplary role in embracing environmental criteria all across its reach, thus helping to deliver the targets set down in Spain's environmental regulations, such as the Integrated National Energy and Climate Plan for 2021-2030. At Pillar 1, the digitalisation of the General State Administration is a key lever for decarbonising government's footprint and contributing to the country's core objectives of forging a more resilient and climate-neutral economy by 2050.

The plan also seeks to respond to the challenges faced in the areas in which government digitalisation is of highest impact, such as employment, justice and health.

Lastly, the plan is designed to increase the efficiency of the public administrations as a whole, ensuring the investments made prove sustainable by reinforcing and redeploying shared resources and services, with the scope of unlocking very significant cost synergies and savings.

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

Yes

No

68. Please provide link and detail.

https://administracionelectronica.gob.es/pae_Home/pae_Estrategias/Plan_Digitalizacion_AAPP.html

The Plan for the Digitalisation of Spain's Public Administration 2021-2025 also includes support for the digitization of the Autonomous Communities and Local Entities and supposes, in the same way, a vehicle for its modernization and digital transformation thanks to a co-governance model between the direction of the Ministry of Territorial Policy and Public Function, the technical coordination of the General Secretariat of Digital Administration, and the participation of the Sectorial Commission of Electronic Administration and its working groups. In this Plan around 1000 million will go specifically to the Ministry of Territorial Policy and Public Function, the Autonomous communities and local administrations for the development of digital public services throughout the territory. Coordination with other Administrations, Autonomous Communities and Local Entities, in relation to the execution of Spain Digital 2025, It will be carried out through the corresponding Sectorial Conferences.

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

Yes

No

70. Please provide link and detail.

Measure 1. Improving the engagement of the citizens with the public administration through the promotion of digital relationships with applications.

Measure 2. Improving the citizen user experience promotes the reduction of barriers to consult information and to use services.

Measure 3 GobTechLab has the objective of launching an innovation laboratory of the General State Administration that allows improving the experience in the use of digital public services through citizen participation, co-creation and innovation in public services. This project contemplates the development of an open space where to experience public services with citizens and companies and collect their opinions or suggestions for their improvement.

Measure 13. Digital transformation in terms of Inclusion, Security Social and Migration.

Among other issues, to this extent, progress will be made in the development of the information governance model of the Ministry, aligned with the set of measures related to the Government of Data, which will allow the development of a national model, focused on developing new policies in the field of Inclusion, Social Security and Migrations, as well as new personalized services and proactive to citizens, citizens and companies.

The broader Digital Spain 2025 aims to strengthen the digital skills of workers and citizens as a whole (2025 target: 80% of people with basic digital skills, of which 50% will be women). The strategy is described in axis 3 of digital competences and results in digital inclusion. From it, the government of Spain has developed the more specific "Digital Competencies Plan"

One of the objectives of this Plan, for both basic and advanced digital skills is that no one is left behind in their inclusion in the digital world. Since this supposes a brake to the digital transformation of the country. The first line of action, off the seven lines, is aimed at improving citizenship skills in general, guaranteeing digital inclusion.

https://portal.mineco.gob.es/RecursosNoticia/mineco/prensa/noticias/2021/210127_np_digital.pdf

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

Yes

No

72. Please provide link and detail.

The Order ETD/803/2020 of 31 July 2020 established the Data Office Division. The launch goal of this organisation aims is to facilitate the share and re-use of public data by citizens and businesses. The Data Office promotes the share of data through different strategies that will ensure a safe and coordinated exchange of data.

Measure 6 in the Public Administrations Digitalization Plan is centred in the transparent exchange of data between public administrations. All the actions related to building a common datalake platform, the governance framework, data analytics, etc. will be included on it.

https://portal.mineco.gob.es/RecursosNoticia/mineco/prensa/noticias/2021/210127_np_digital.pdf

Finally, all these new initiatives will be aligned with the new European legislative proposals stemming from the European Strategy for Data that will make Member States set the necessary structures to implement a comprehensive and horizontal data governance: the data governance act and the data act.

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

Yes

No

74. Please provide link and detail.

The objective of measure 4 in the Public Administrations Digitalization Plan is twofold. On the one hand, already existing systems and services will be reinforced to allow citizens and companies to digitally accredit in a 100% digital way using new technologies such as biometrics, image, etc., in a secure way and, on the other hand, develop new identification and signature systems that are simple, secure and usable by citizens, in line with the applicable regulations on this matter.

Likewise, the existing mechanisms (electronic certificates and Cl@ve) will evolve to adapt them to the European context and facilitate their reuse and interoperability by all the Spanish Public Administrations. In this sense, one of the major initiatives is having the already existing DNIE on the mobile.

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

Yes

No

76. Please provide link and detail.

Although no explicit reference is made to these principles in the strategy, the already current legislation (Law 39/2015 <https://www.boe.es/buscar/act.php?id=BOE-A-2015-10565>) includes the obligation to offer public services through digital means. Therefore, all services in Spain must be digital by default.

The spirit of the strategy is the design of services for the citizen but also their internal digitally processing from design and taking advantage of emerging technologies.

77. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT)**, or similar? *

Yes

No

78. Please provide link and detail.

Article 28.2 of Law 39/2015, on Common Administrative Procedure includes, as a right of every citizen, that he / she does not have to provide any data or document that is in the possession of the Public Administration.
<https://www.boe.es/buscar/act.php?id=BOE-A-2015-10565>

The exchange of data between Public Administrations is therefore a fundamental task when it comes to providing advanced electronic administration services to citizens, improving the efficiency and effectiveness of organizations.

https://www.administracionelectronica.gob.es/pae_Home/pae_Estrategias/Racionaliza_y_Comparte/elementos_comunes/Intermediacion_de_datos.html

The Data Intermediation Platform is the main service of the central government inter-administrative infrastructure to implement the Once-Only Principle. The Data Intermediation Platform is responsible for performing critical functions such as managing the transferees and requesters actions, deleting citizens' personal information obtained during data exchanges once they are completed, ensuring data confidentiality and integrity, etc. It also establishes the system, information governance and standards for operating the platform.

The Data Intermediation Platform is continuously expanding. It currently offers 140 services. It completed nearly 155 million data exchanges between public bodies during 2020

The Plan for the Digitalisation of Spain's Public Administration 2021-2025 will include actions in this area through measure 6, transparent management and exchange of data.

79. **Does the national e-government strategy make specific reference to a life-cycle approach? Please provide link and detail. [NEW]**

Yes

No

80. **Please provide link and detail.**

81. **Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design or similar? [NEW]**

- Yes
- Maybe

82. **Please provide link and detail.**

Measure 2. Improving the citizen user experience promotes the reduction of barriers to consult information and to use services.

Measure 13. Digital transformation in terms of Inclusion, Security Social and Migration.

Among other issues, to this extent, progress will be made in the development of the information governance model of the Ministry, aligned with the set of measures related to the Government of Data, which will allow the development of a national model, focused on developing new policies in the field of Inclusion, Social Security and Migrations, as well as new personalized services and proactive to citizens, citizens and companies.

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https://portal.mineco.gob.es/RecursosNoticia/mineco/prensa/noticias/2021/210127_np_digital.pdf

83. **Does the national e-government strategy make specific reference to digitalizing a specific percentage of public services? [NEW]**

- Yes
- No

84. **Please provide link and detail.**

Spain has a good starting position to promote digital administration. Over the last decades, there has been a significant investment in the digitization of public administrations that has placed our country in second position in the Digitization Index of the Economy and Society (DESI) in 2019.

For this reason, the e-government strategy what it focuses on is the development of a personalized, proactive and omnichannel citizen service model and on promoting the development of mobile apps for the main public services offered to citizens.

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

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

__ measure 3 page 18; priority No.9 of the Digital Spain Agenda 2025: the use of artificial intelligence by government .
https://administracionelectronica.gob.es/pae_Home/pae_Estrategias/Plan_Digitalizacion_AAPP/Medidas.html

86. Robotics - please provide link and detail:

measure 5 page 19. https://administracionelectronica.gob.es/pae_Home/pae_Estrategias/Plan_Digitalizacion_AAPP/Medidas.html

87. Blockchains - please provide link and detail:

measure 3 page 18. https://administracionelectronica.gob.es/pae_Home/pae_Estrategias/Plan_Digitalizacion_AAPP/Medidas.html

88. 5G - please provide link and detail:

mesasure 2 page 21 Digital Spain Agenda 2025. <https://advancedigital.mineco.gob.es/programas-avance-digital/paginas/espana-digital-2025.aspx>

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

National Plan for Smart Cities. This strategy had constituted one of the pillars of the Digital Agenda for Spain https://plantl.mineco.gob.es/planes-actuaciones/Bibliotecaciudadesinteligentes/Detalle%20del%20Plan/Plan_Nacional_de_Ciudades_Inteligentes_v2.pdf

90. **Invisible/anticipatory/proactive/seamless services [NEW]:**

91. Others - please provide link and detail:

The hybrid cloud strategy for Public Administrations seeks to provide a strategic direction for the implementation and control of cloud solutions by Public Administrations. The Strategy, structured into 7 pillars and 19 initiatives, is part of the 2021-2025 Public Administration Digitization Plan, specifically under the umbrella of measure 7, linked to the Cloud Infrastructure Service and measure 9, linked to the Cybersecurity Operations Center. (For futher publication)

92. 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

93. Please provide link and detail.

The Digital Spain 2025 strategy, of which this Plan is one of the implementation instruments, was drawn up in line with the recommendations contained in the "Digital Transformation in Transport, Construction, Energy, Government and Public Administration" report coordinated by the Joint Research Center of the European Commission. And it is aligned with all the major action Plans and initiatives in the European context such us the eGovernment Action Plan and the Berlin Declaration. Additionally, axis 1 "Digital transformation of the Central State Administration" of the Plan was developed jointly with the European Commission through the technical assistance offered by its Structural Reform Support Service (SRSS). The Plan specifically mentions, in what relates to initiatives and investments in the field of cybersecurity in the Public administrations, that these are aligned with the Digital Europe Programme, specifically in what refers to the creation, interconnection and strengthening of national and regional Security operations Centers (SOC). Also, the Plan includes references to projects like the European Blockchain Services Infrastructure (EBSI) and to European Cloud infrastructure.

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

Yes

No

95. Please provide link and detail.

Spain 2050 is the first collective exercise of strategic foresight to be carried out in Spain, with the aim of establishing a roadmap for, among other issues, digital government.

Among other aspects, it is intended to complete the digitization of public administrations, so that the practically all the procedures can be done remotely, homogenizing digital access systems to all administrations, and without prejudice to maintaining face-to-face care where required.

https://www.lamoncloa.gob.es/presidente/actividades/Documents/2021/200521-Estrategia_Espana_2050.pdf

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

Yes

No

97. Please provide link and detail.

Yes, the Ministry of Economic Affairs and Digital Transformation launched a regulatory sandbox in the fintech area. In the first call, it has received a total of 67 applications in the first call made to access the controlled test space provided for in Law 7/2020, of November 13, for the digital transformation of the financial system.

https://portal.mineco.gob.es/es-es/comunicacion/Paginas/210224_np_-Sandbox.aspx

On the other hand, as part of measure 3 in the Public Administrations Digitalization Plan (Gobtechlab) it is planned to launch a blockchain and Artificial Intelligence sandbox

98. **Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? [NEW]**

Yes

No

99. **Please provide link and/or details.**

For the Public Sector Digitization Plan, there are indicators defined in the plan itself. As a monitoring tool, Redmine, PowerBI are used and reports are generated to the management, but they are not published in the open.

However, many of the measures included in said Plan are financed with European funds from the Recovery and Resilience Plan.

The General Subdirectorate for Management of the National Recovery Plan is in charge of monitoring and managing the National Recovery Plan. Its functions include monitoring the milestones and objectives of the plan and preparing reports.

The Execution Report of the Recovery, Transformation and Resilience Plan is the document that exhaustively details the progress in the execution of the Plan in Spain. Three editions and their respective updates have already been presented.

These reports are published at

<https://planderecuperacion.gob.es/ejecucion/informe-de-ejecucion-del-plan>

The Execution Report of the Recovery, Transformation and Resilience Plan is the document that exhaustively details the progress in the execution of the Plan in Spain. Three editions and their respective updates have already been presented.

E. Digital Inclusion and E-Participation

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

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

Yes

No

101. If yes, please provide link and detail.

Digital Spain Agenda 2025 (<https://portal.mineco.gob.es/en-us/digitalizacionIA/es-digital-2025/Pages/es-digital-2025.aspx>, [Digital-Spain-2025.pdf](#) ([mineco.gob.es](https://portal.mineco.gob.es/en-us/digitalizacionIA/es-digital-2025/Pages/es-digital-2025.aspx))) sets as the third axis to strengthen the digital skills of citizens and the workforce. Between the objectives are : Improving citizens' core digital skills and closing gaps between groups and Reducing the gender gap in digital skills.
One of the measures is the National Digital Skills Plan ([Digital-Skills-Plan.pdf](#) ([mineco.gob.es](https://portal.mineco.gob.es/en-us/digitalizacionIA/es-digital-2025/Pages/es-digital-2025.aspx))), with Line 1: Digital skills training for the general population and Line 2: Bridge the gender digital divide.

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

Yes

No

103. If yes, please provide link and detail.

The Fourth Action Plan of Spain of the Open Government Partnership (https://transparencia.gob.es/transparencia/dam/jcr:eaa4dcf1-c1e6-48be-a43e-965d16a19983/4thPlan_OpenGov_Spain_EN.pdf) include two participation commitments in its participation pillar: (1) to promote, strengthen and improve the conditions to guarantee the citizenry the exercising of the right to participate in public affairs and (2) to incentivize participation in the regulatory preparation process, achieving traceability that allows knowing the contributions received and how they influenced the text (regulation footprint).

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

Yes

No

105. If yes, please provide link and detail.

The Spanish government offers face-to-face assistance and technical support at administrative registers assistance offices distributed for the whole territory with civil servants devoted to assist people facing connectivity/access difficulties.
The Digital Infrastructures and Connectivity plan for society, economy and the territories aims to tackle the social imbalances in a forceful way, putting all available means at their disposal and facilitating the affordability of these services for the most vulnerable groups, either from a social point of view or to promote the economic sustainability of self-employed workers and micro-SMEs in their digital transformation. Adequate connectivity that is accessible to all regardless of geographic location or social or gender status can significantly contribute to breaking down these social and territorial imbalances. (Objective 1: To contribute to the elimination of social and territorial gaps <https://portal.mineco.gob.es/RecursosArticulo/mineco/ministerio/ficheros/Connectivity-Plan.pdf>)

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

Yes

No

107. If yes, please provide link and detail.

Granting subsidies for the integration of people of foreign origin and Financial aids to women victims of gender violence. Accreditation. Competence at regional level. <https://violenciagenero.igualdad.gob.es/otrasFormas/trata/subvenciones/home.htm>

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

Yes

No

109. If yes, please provide link and detail.

The Plan of Spain of the Open Government Partnership has as a cross-cutting pillar the promotion of actions that favour social inclusion, equality and universal accessibility focused on groups living in poverty, at risk of social exclusion or special vulnerability. Through a participatory and digitalisation strategy of the processes, the citizenry is guaranteed better knowledge and cognitive accessibility of the legislative process. At the same time, it encourages their participation during the cycle, improving the quality of the regulations and resulting in a better democracy.

- Innovation laboratories to promote participation for specific target groups.

Open data strategy for gender equality policies: to offer and promote access to data on gender that are reusable in order to facilitate the analysis of situations that show gender inequality, both internally from the administration and by the entities and social organisations, researchers, data journalists, etc.

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

Yes

No

111. If yes, please provide link and detail.

1. National network of digital skills training centres. Support from local entities and/or regional administrations, as with the TeleCentre (TELECENTROS NETWORKS - Association (somos-digital.org)) project.
2. Massive open online courses (MOOC). Via the Aulas Mentor programme of the Ministry of Education and Vocational Training, the design and provision of a digital skills programme suited to the needs and interests of each population group.
3. Specific actions aimed at digital inclusion. Identification by the Ministry of Inclusion, Social Security and Migration of needs, with national-scale actions conducted in collaboration with local social services. Collaboration with the Aulas Mentor programme, of the Ministry of Education and Vocational Training, to enrich the digital skills training provided in geographic areas and population groups presenting the most significant deficiencies.
4. Programme to promote scientific technological studies.

Programme to promote digital skills training for women and their participation in technological training itineraries.

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

Yes

No

113. 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

Mainly for e-information but also for e-consultation. Apart from the General Access Point (PAG - http://administracion.gob.es/pag_Home/atencionCiudadana/redesSocialesMedios/AdministracionEsMedios.html#.YJJ0Evtza00) there are channels of communication for each agency/department/ministry. The main social media platforms are Twitter, Facebook and YouTube. https://administracionelectronica.gob.es/pae_Home/pae_Estrategias/pae_Gobierno_Abierto_Inicio/pae_La_Administracion_General_en_los_Medios_Sociales.html?idioma=en#.YJJ1Q_zta00
<http://administracion.gob.es/pagFront/actualidadParticipacion/redesSocialesMedios/redesSocialesEnLaAGE.htm>

114. If yes, please include any guidelines for government officials/institutions on the use of social media.

The Digital Communication Guide for the State Administration provides several recommendations to drive the Departments for web and social media content.

https://www.administracionelectronica.gob.es/pae_Home/pae_Documentacion/pae_Metodolog/pae_Guia_de_Comunicacion_Digital_para_la_Administracion_General_del_Estado.html

http://administracion.gob.es/pag_Home/atencionCiudadana/redesSocialesMedios/NormasUso_RedSociales.html#.YJJ15fzta00

This guide will be updated under measure 2 of the Public Administrations Digitalization Plan

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

Yes

No

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

The Fourth Action Plan of Spain of the Open Government Partnership (https://transparencia.gob.es/transparencia/dam/jcr:eaa4dcf1-c1e6-48be-a43e-965d16a19983/4thPlan_OpenGov_Spain_EN.pdf) includes several measures to improve the accountability: (1) Improvement of the Transparency Website, expansion of active advertising and the improvement of accountability to the citizens, facilitating the monitoring of public plans and reporting about its completion. (2) Evaluation and improvement of the participation in public plans and programmes through electronic media and social networks. (3) Development of a system that improves the traceability of the process of preparing the standards and citizen participation in the prior consultation processes, public information and regulatory processing. (regulation footprint).

F. Usage, User Satisfaction and Evaluation

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

Yes

No

118. If yes, please provide link and detail.

The ICT Strategy Commission, in accordance with the provisions of Royal Decree 806/2014, of September 19 on the organization and operational instruments of ICT in the AGE, has among its functions "to act as an Observatory of Electronic Administration and Digital Transformation". In this way, the work of the Observatory of Electronic Administration (OBSAE) already started with the former Superior Council of Electronic Administration in accordance with the provisions of Royal Decree 589/2005 is continued.

In its work of analysis and dissemination of the situation of Electronic Administration in Spain, the OBSAE:

- Synthesizes, analyzes and publishes eGovernment indicators.
- Carries out periodic studies (generally annual) and publishes its results in reports that assess the degree of development of Electronic Administration and the implementation and use of ICT in Public Administrations considering the different administrative areas.
- Publishes a quarterly bulletin with a compilation from various sources of the main indicators of Electronic Administration in Spain.
- Publishes monthly technical notes on specific aspects of the development of Electronic Administration

https://administracionelectronica.gob.es/pae_Home/pae_OBSAE.html

<http://dataobsae.administracionelectronica.gob.es/cmobsae3/dashboard/Dashboard.action;jsessionId=E50EC38581C4A89187EF09E4F8515C8E>

In addition, in the annual Survey on Equipment and Use of Information and Communication Technologies (ICT) in Households of the National Institute of Statistics, the use made by citizens of electronic Administration is measured. Nota de prensa (ine.es)

119. Does the Government collect usage data with dis-aggregation by gender? *

NO specifically.

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

Yes

No

121. If yes, please provide link and detail.

<http://www.mptfp.es/portal/funcionpublica/gobernanza-publica/calidad/informes.html>

Although an explicit evaluation of electronic services is not carried out, evaluation studies of user satisfaction with public services are performed. Electronic service letters are also offered, in which citizens are informed about the services they can access electronically and in which the quality commitments in their provision are indicated. All the electronic offices from which these services are offered allow users to formulate their complaints or suggestions about them.

- Comments and views on the contents,
- To provide feedback about content
- Satisfaction surveys

(2020) Official e-government portal and many official pages provides feedback tools to gather opinions form citizens about the services provided.

122. Does the Government collect user satisfaction data with dis-aggregation by gender? *

NO specifically.

G. Partnership and International Cooperation [NEW]

123. **Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) * [NEW]** *

AECI <https://www.aecid.es/>

124. **Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. [NEW]** *

Usually the Spanish government offers support to European, Ibero-American and North African countries for the development of the e-government https://administracionelectronica.gob.es/pae_Home/pae_Actualidad/pae_Noticias/Anio2018/Diciembre/Noticia-CTT-2018-12-14-BID-y-Espa-a-intercambian-repositorios-software-abierto.html#.YK3_o6gza9Y

Collaborations with other countries have also been maintained:
FIIAP's project with Ukraine; An agreement with Portugal on the matter of e-government; with Uruguay etc

THANK YOU

125. **Please provide any other information that will help us in understanding e-government development in your country. [NEW]** *

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126. **Consent to publish this Questionnaire**

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

Yes

No

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