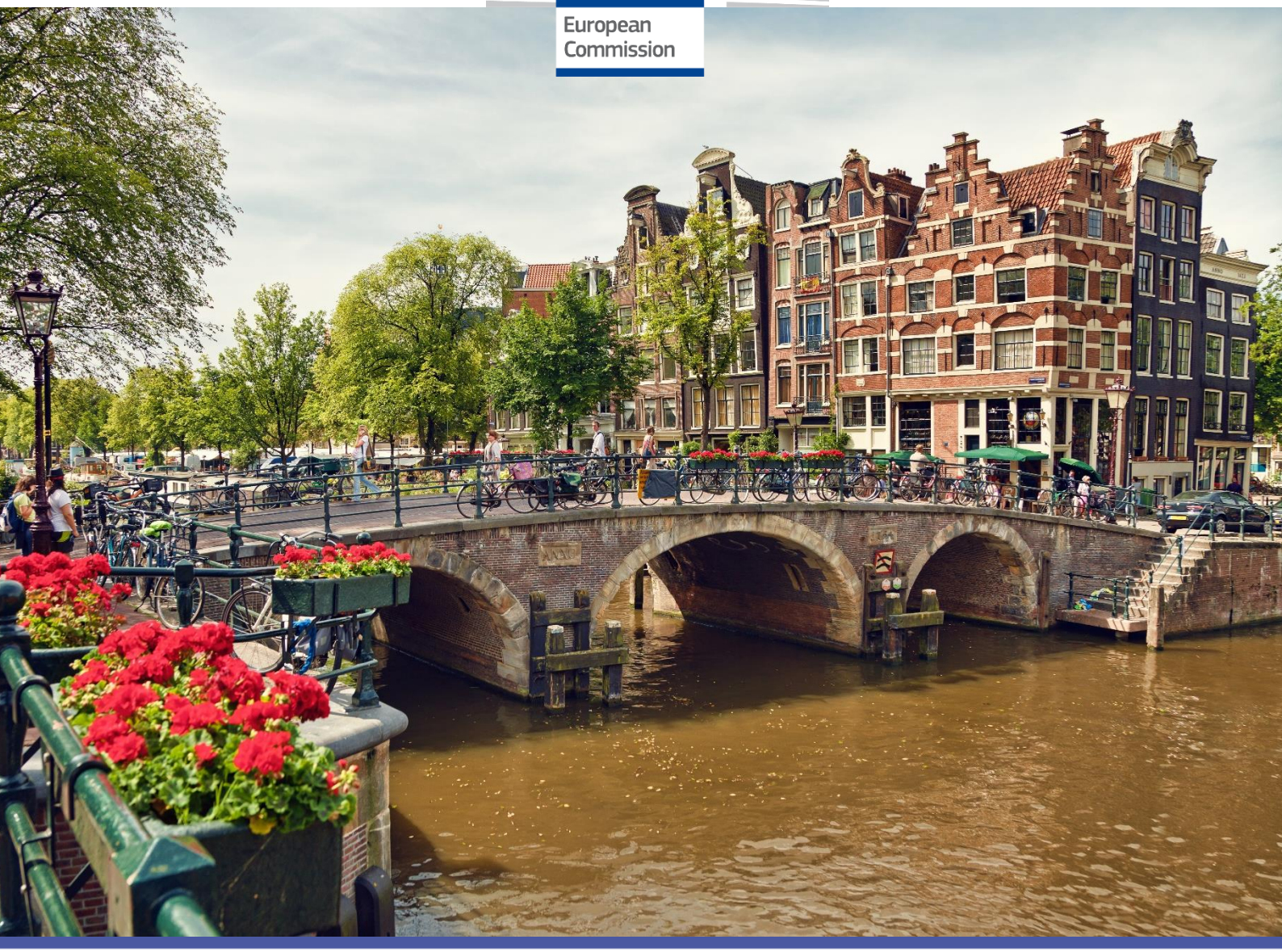
European Commission



Digital Public Administration factsheet 2021

The Netherlands

Table of Contents

Please note that the data collection exercise for the update of the 2021 edition of the Digital Public Administration factsheets took place between March and June 2021. Therefore, the information contained in this document reflects this specific timeframe.

1 Country Profile

1 Country Profile

1.1 Basic data

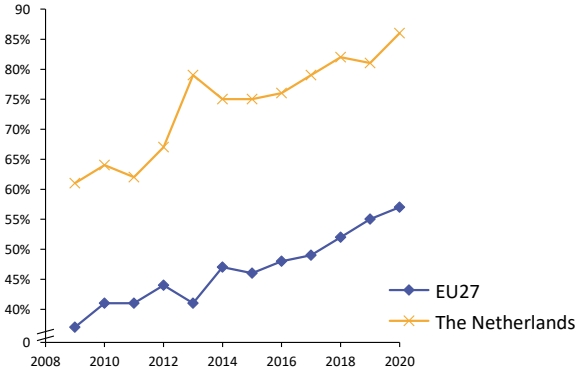
Population: 17 344 874 inhabitants (2019)
GDP at market prices: 800 095 million Euros (2020)
GDP per inhabitant in PPS (Purchasing Power Standard EU 27=100): 133 (2020)
GDP growth rate: -3.8 % (2020)
Inflation rate: 1.1% (2020)
Unemployment rate: 3.8% (2020)
General government gross debt (Percentage of GDP): 54.5% (2020)
General government deficit/surplus (Percentage of GDP): -4.3% (2020)
Area: **41 542** km²
Capital city: Amsterdam
Official EU language: Dutch
Currency: Euro

Source: Eurostat (last update: 28 June 2021)

1.2 Digital Public Administration Indicators

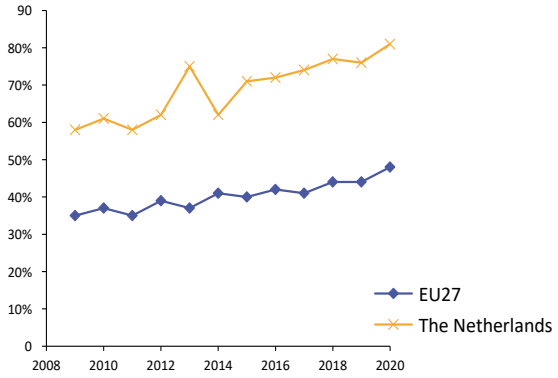
The following graphs present data for the latest Digital Public Administration Indicators for the Netherlands compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

Percentage of individuals using the internet for interacting with public authorities in the Netherlands



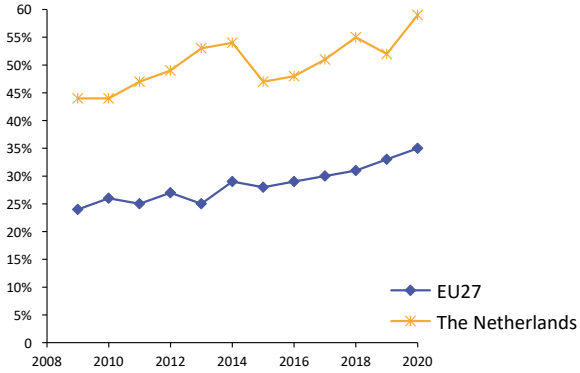
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for obtaining information from public authorities in the Netherlands



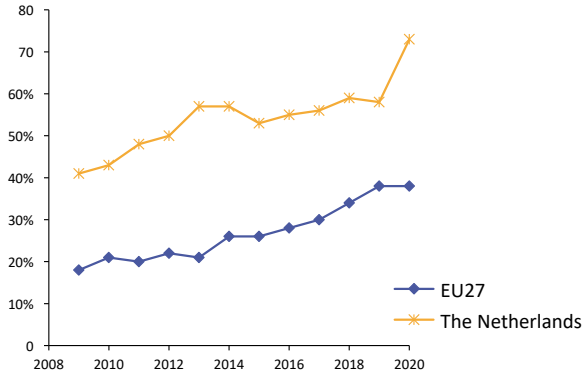
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for downloading official forms from public authorities in the Netherlands



Source: Eurostat Information Society Indicators

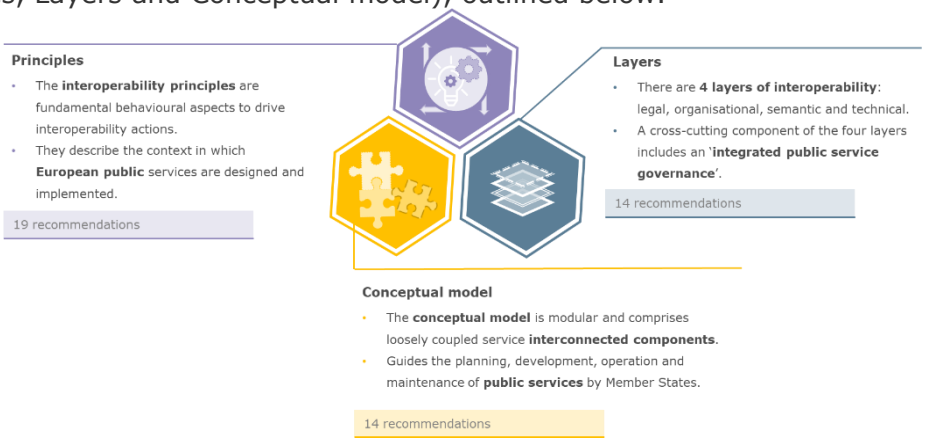
Percentage of individuals using the internet for sending filled forms to public authorities in the Netherlands



Source: Eurostat Information Society Indicators

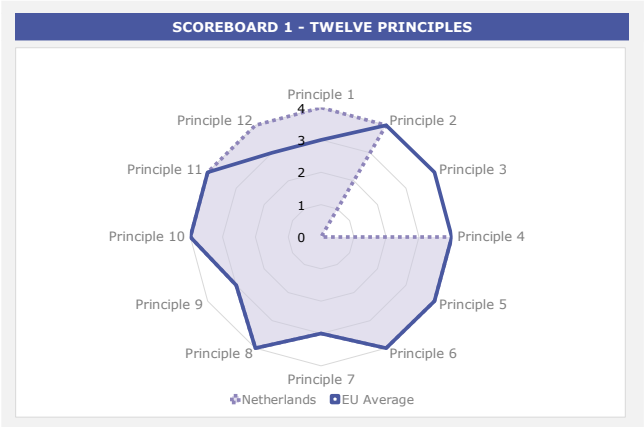
1.3 Interoperability State of Play

In 2017, the European Commission published the European Interoperability Framework (EIF) to give specific guidance on how to set up interoperable digital public services through a set of 47 recommendations. The picture below represents the three pillars of the EIF around which the EIF Monitoring Mechanism was built to evaluate the level of implementation of the EIF within the Member States. It is based on a set of 71 Key Performance Indicators (KPIs) clustered within the three main pillars of the EIF (Principles, Layers and Conceptual model), outlined below.



Source: European Interoperability Framework Monitoring Mechanism 2020

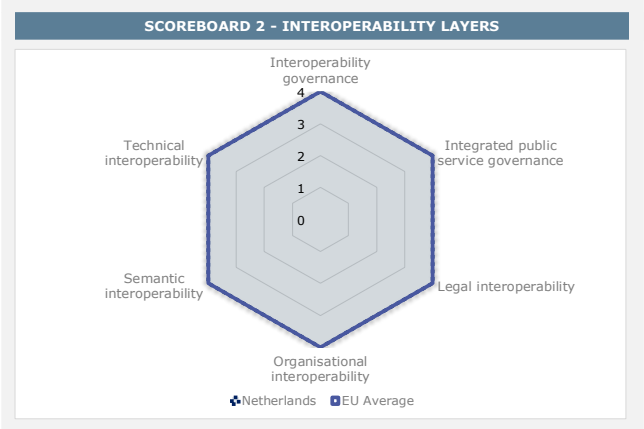
For each of the three pillars, a different scoreboard was created to breakdown the results into their main thematic areas (i.e. the 12 principles of interoperability, the interoperability layers and the components of the conceptual model). The thematic areas are evaluated on a scale from one to four, where one means a lower level of implementation and 4 means a higher level of implementation. The graphs below show the result of the second EIF Monitoring Mechanism data collection exercise for the Netherlands in 2020.



Source: European Interoperability Framework Monitoring Mechanism 2020

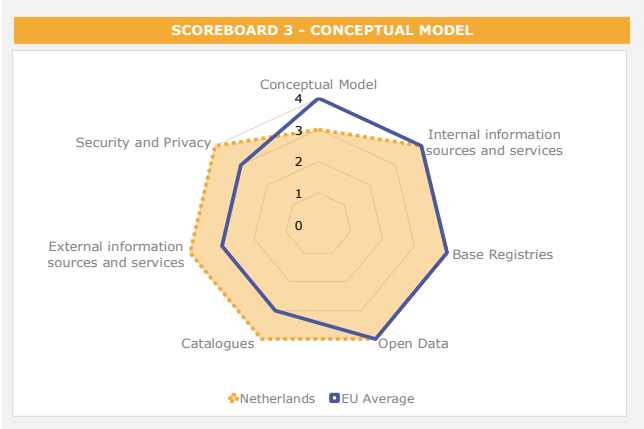
The Netherlands' results in Scoreboard 1 show an overall good implementation of the EIF Principles, despite the lack of data for Principle 3 (Transparency), scoring above the European average for Principle 1 (Subsidiarity and Proportionality) and 12 (Assessment of Effectiveness and Efficiency). Areas of improvements are concentrated in the Principles 7 (Inclusion and Accessibility) and 9 (Multilingualism) for which the score of 3 shows an upper-medium performance in the implementation of corresponding recommendations. Indeed, the use of e-accessibility specifications to ensure all public services are accessible to all citizens, including persons with disabilities, the elderly and other disadvantaged groups, leveraging commonly agreed e-specifications (Principle 7 – Recommendation 14) and the use of information systems and technical architectures

that cater for multilingualism when establishing a European public service (Principle 9 – Recommendation 16) are partial and could be bettered to reach the maximum score of 4.



Source: European Interoperability Framework Monitoring Mechanism 2020

The Dutch results for the implementation of interoperability layers assessed for Scoreboard 2 shows an excellent performance with maximum score in every interoperability layer.



Source: European Interoperability Framework Monitoring Mechanism 2020

The Netherlands' scores assessing the Conceptual Model in Scoreboard 3 show a very good performance in the implementation of recommendations associated with internal and external information sources and services, base registries, open data, catalogues, external information sources and services, and security and privacy. However, some improvements can be made in implementing recommendations related to the conceptual model itself. Precisely, the conceptual model to design new public services or reengineer existing ones and the reuse, whenever possible, of existing service and data components could be further fostered (Conceptual Model - Recommendation 34) in order to improve the overall Dutch score on the conceptual model.

Additional information on the Netherlands' results on the EIF Monitoring Mechanism is available online through interactive dashboards.

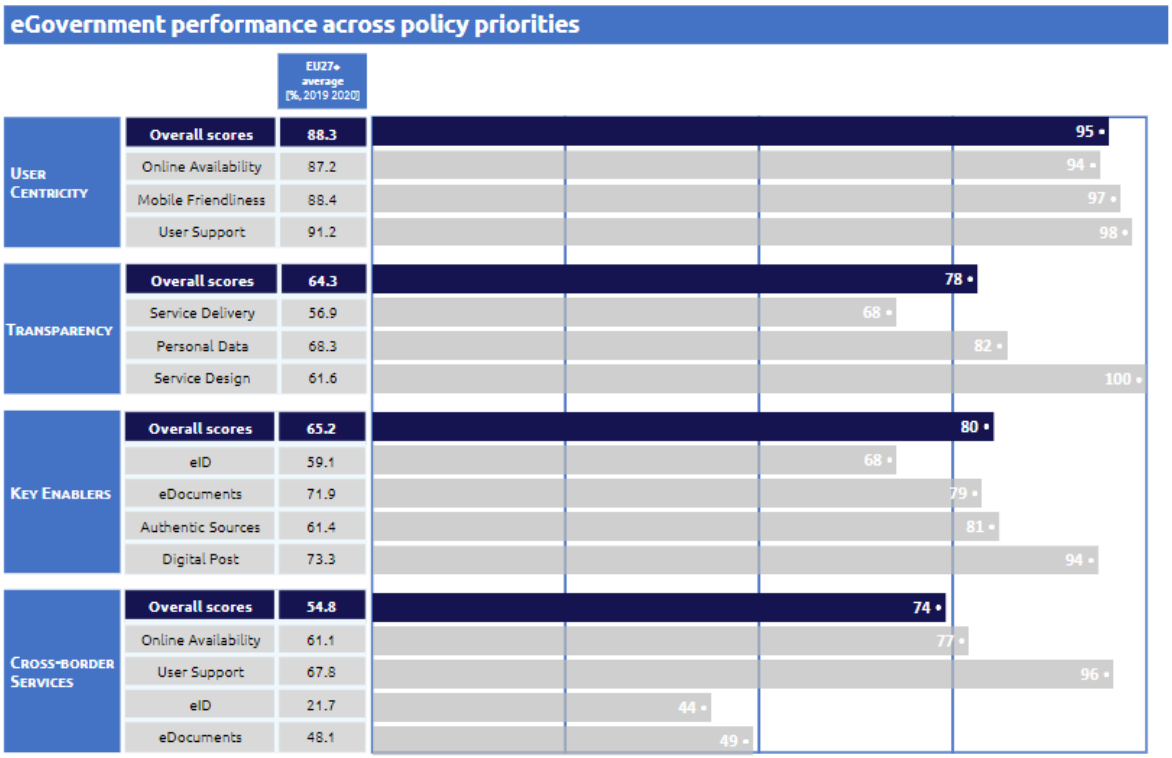
1.1 eGovernment State of Play

The graph below presents the main highlights of the latest eGovernment Benchmark Report, an assessment of eGovernment services in 36 countries: the 27 European Union Member States, as well as Iceland, Norway, Montenegro, the Republic of Serbia, Switzerland, Turkey, the United Kingdom, Albania and Macedonia (referred to as the EU27+).

The study evaluates online public services on four dimensions:

- User centricity: indicates the extent to which a service is provided online, its mobile friendliness and its usability (in terms of available online support and feedback mechanisms).
- Transparency: indicates the extent to which governments are transparent about (i) the process of service delivery, (ii) policy making and digital service design processes and (iii) the personal data processed in public services.
- Cross-border services: indicates the extent to which users of public services from another European country can use the online services.
- Key enablers: indicates the extent to which technical and organizational pre-conditions for eGovernment service provision are in place, such as electronic identification and authentic sources.

The 2021 report presents the biennial results, achieved over the past two years of measurement of all eight life events used to measure the above-mentioned key dimensions. More specifically, these life events are divided between six 'Citizen life events' (Career, Studying, Family life, measured in 2020, and Starting a small claim procedure, Moving, Owning a car, all measured in 2019) and two 'Business life events' (Business start-up, measured in 2020, and Regular business operations, measured in 2019).



Source: eGovernment Benchmark Report 2021 Country Factsheets

2 Digital Public Administration Highlights

2 Digital Public Administration Highlights

Digital Public Administration Political Communications

In April 2020, the Dutch government published the annual update of the Government Data Agenda. The goals remain unchanged, that is to say safeguarding public values, improving quality of government data, increasing (responsible) reuse of government data, sharing knowledge, and investing in people in order to stimulate data-driven government.
In April 2020, the Dutch government also published a letter to Parliament about the release and active sharing of the source code of government software.
In June 2020, the Netherlands also published the annual NL Digibeter update. In the renewed agenda, three lessons from the COVID-19 crisis were applied, with additional measures to include everyone, increase the safety of user-centric digital services, and have further attention for ethical issues connected to technology. The agenda also comprised the 2020 digital government monitor, with usage figures of the digital government infrastructure (GDI).
In November 2020, the Dutch government published a letter to Parliament on the current developments and further improvements of the system of base registries, including a central hotline for issue reporting in the registrations and the latest scheme of system the base registries and its interconnections.

Digital Public Administration Legislation

In July 2020, the adoption of the Electronic Publications Act (Wep) aimed at increasing the accessibility of government decisions.

Digital Public Administration Governance

In July 2020, the Dutch government published proposals for strengthened governance. The proposal contained important lessons such as the need for a clearer definition of the GDI, need for direction of the coherence and further development of the GDI, the need for more clarity in the roles and responsibilities in the governance and the undesirable side effects (e.g. less use) of financing system on the basis of the profit principle. In the new proposals, a multiannual investment framework for further development and renewal of the GDI has been introduced, as well as an annual cycle for prioritising and allocating resources in collaboration with stakeholders.

Digital Public Administration Infrastructure

In 2020, the Dutch Association of Netherlands Municipalities revamped the rationalization of data sharing between municipalities and other government bodies. The foundation was laid for an infrastructure which is fully service-oriented, while being open source, privacy-friendly and secure by design. Over the coming years a lot of work has to be done, but it is expected that these developments can be the foundation for municipalities and other government bodies to build upon for their future infrastructural needs.

3 Digital Public Administration Political Communications

3 Digital Public Administration Political Communications

3.1 Specific political communications on digital public administration

NL Digibeter: Digital Government Agenda

The new Digital Government Agenda was published in July 2018 and updated in July 2019 and June 2020. State Secretary Raymond Knops is responsible for its implementation. The Digital Government Agenda is closely connected to the broader Dutch Digitalisation Strategy. The Digital Government Agenda is drawn up in close co-operation with other levels of government and key public and private partners. It is also tied with the Tallinn declaration on eGovernment.
The agenda is aimed at making optimal use of the opportunities that digitalisation offers, and at the same it safeguards public values, like autonomy of individual citizens and promoting inclusion.
The Digital Government Agenda focuses on:

- Investing in innovation;
- Protecting fundamental rights and public values;
- Being accessible, understandable and intended for everyone;
- Making public services more personal;
- Being ready for the future.

The main implementation milestones include:

- Publication of the Inclusion Letter in December 2018, with a focus on making services easier for everyone, helping people to go digital, explaining people what happens when they go digital, and cooperating with other organisations. The letter was written in non-official and accessible language. The progress report was published in November 2020;
- Publication of the Data Agenda NL Digitaal in March 2019. The agenda is about the flow of data in society and is aimed at optimal and responsible use of data in public administration bodies. The agenda aims at data driven approaches for solving societal issues, promoting public values, improving quality of data and the efficient reuse thereof, sharing knowledge about data-driven work, investing in people, organising and changing culture; the 2020 update was published in April 2020;
- Publication of the Policy Letter on artificial intelligence (AI) in October 2019. The letter provides an overview of the opportunities and risks of AI for public values that are based on human rights and describes existing and future policy measures. The policy letter was published in close connection to the Dutch AI strategy SAPAI. In November 2020 a letter was sent to Parliament about the use of algorithms.

Dutch Digitalisation Strategy

The Dutch Digitalisation Strategy, published in June 2018 and updated in July 2019 and in June 2020, was a Cabinet-wide strategy that considered every aspect of digitalisation.
The digitalisation strategy aims at:

- Leveraging social and economic benefits, with a focus on healthcare, mobility, energy and the agri-food sector, and the digitalisation of public administration;
- Strengthening the foundation for digitalisation – with a focus on research and development, changes in employment models, new skills and lifelong learning, a fair digital and data driven economy with world-class infrastructure, strengthening the resilience of citizens and organisations, and fundamental rights and ethics in the digital age.

iStrategy

In February 2019, the Minister of the Interior submitted the Strategic I Agenda 2019-2021 to Parliament. The Strategic I agenda is aimed at the central government. The I agenda describes the generic activities of the CIO council (the interdepartmental council of CIOs). The agenda deals with the following themes: reliable information and data; well-functioning, consistent and robust ICT; knowledge and skills; and strategic I-governance. With the letter of 28 October 2020, Parliament was informed about the progress.

3.2 Interoperability

Policy Framework for the Further Development of the Digital Government Infrastructure

The Policy Framework for the Further Development of the Digital Government Infrastructure was published in connection with the publication of NL DigiBeter2.0. The policy framework includes principles for developing the policy for the digital government basic infrastructure and for further developing the generic functions of the digital government basic infrastructure. The generic functions are based on agreements, standards and facilities.

3.3 Key enablers

3.3.1 Access to public information

Open Government Vision and Action Plan

Closely interlinked with the 2017 Digital ambitions, the Open Government Vision and Action Plan were presented to Parliament on 1 September 2013. The vision paper described different developments around the theme of open government and underlined the importance of more openness from an economic, democratic and societal perspective. Three main themes were addressed in the vision paper: more transparency around government activities, government responsiveness to initiatives from society, and government accountability. The main principle was an active disclosure of information.
The third Action Plan for Open Government 2018-2020 is an integrated part of the *Democratie in Actie* (Democracy in Action) partnership programme of the Dutch Ministry of the Interior and Kingdom Relations (BZK), the Association of Netherlands Municipalities (VNG) and the professional associations and lobby organisations of local government. It has three priority areas:

- Open decision-making at municipal and provincial level;
- Strengthening the transparency of political party funding as part of decentralised governance;
- Pioneering an Open Government Network for Municipalities.

National Data Agenda

The new government Data Agenda NL Digitaal was published in March 2019 and updated in April 2020. The agenda focuses on the flow of data in society and is aimed at optimal and responsible use of data in public administration bodies. The agenda aims at data driven approaches for solving societal issues, promoting public values, improving the quality of data and the efficient reuse thereof, sharing knowledge about data driven working, investing in people, organising and changing culture.

3.3.2 eID and Trust Services

eID Progress

Twice a year, Parliament is informed about the progress of the eID Programme. The purpose of the programme is to enable user-friendly, safe and reliable digital interaction of citizens and businesses with the government. In January 2020 and September 2020 the Dutch Parliament was informed about the progress of eID means and processes.

3.3.3 Security aspects

National Cybersecurity Agenda

In connection to the digitalisation strategy, the National Cybersecurity Agenda was published in June 2018. The objective of the National Cyber Security Agenda is to tackle increasing threats and vulnerabilities in the digital domain. This is done by setting out the next steps required in cybersecurity. The NCSA comprises seven targets pursuing the following objectives:

- Being able to capitalise on the economic and social opportunities of digitalisation in a secure way and of protecting national security in the digital domain;
- Having adequate digital capabilities to detect, mitigate and respond decisively to cyber threats;
- Contributing to international peace and security in the digital domain;
- Being at the forefront of digitally-secure hardware and software;
- Having resilient digital processes and a robust infrastructure;
- Having efficient barriers against cybercrime;
- Leading the way in the field of cybersecurity knowledge development;
- Having an integrated and strong public-private approach to cybersecurity.

Government Information Security Baseline

In October 2018, a policy letter was sent to Parliament concerning measures to improve information security in the public sector. As a follow up, the Government Information Security (BIO) has been effective since 1 January 2020. The Government Information Security Baseline (*Baseline informatiebeveiliging Overheid* or BIO) is the basic information security framework encompassing all layers of the public sector: central government, municipalities, provinces and water authorities.

3.3.4 Interconnection of base registries

Dutch Base Registries System

The system of base registers has been operational for a decade. In June 2018 The Court of Audit published the investigation into the base registries system operation and issued an advice to the Minister of the Interior and Kingdom Relations. In response to this advice and the discussions in Parliament, the government issued letters about the further development of the system, including its intentions to set up a central reporting point and develop a vision on the future of the system. In November 2020, the government issued a letter to Parliament about the current developments and further improvement of the system of base registers, including a central hotline for reporting errors in the registrations and the latest scheme for the base registers and its interconnections.

3.3.5 eProcurement

No political communication has been adopted in this field to date.

3.4 Domain-specific political communications

Approach to Digitalisation in the Judiciary

The Ministry of Justice and Security published its approach to digitalisation in the criminal justice domain. This approach addressed the need for improving information through the digitalisation of procedural documents throughout the entire criminal justice chain, both for internal use and for exchanges with third parties.

Digital Agenda for Primary and Secondary Education

The Ministry of Education published the Digital Agenda for Primary and Secondary Education. The agenda was aimed at strengthening the innovative capacity of schools and teachers, digital literacy among pupils and teachers, innovative educational resources, infrastructure and ethics/public values.

3.5 Emerging technologies

Public Values and Technology in Society

In March 2018, the Minister of the Interior and Kingdom Relations sent a letter to Parliament in reply to the Rathenau Institute's reports Urgent Upgrade - Guaranteeing Public Values in the Digital Society and Human Rights in the Robot Age. In both reports, the Rathenau Institute provided the cabinet with recommendations on how to deal with the impact of technology on important public values – in particular human rights – in our society.

On 10 October 2019, the Ministry of the Interior and Kingdom Relations published a Policy Letter on Artificial Intelligence (AI). The letter provides an overview of the opportunities and risks of AI for public values that are based on human rights and describes existing and future policy measures. The policy letter was published in close connection to the broader Dutch AI strategy (SAPAI) published by the Ministry of Economic Affairs. Both documents have been prepared in close cooperation between the Ministry of Economic Affairs, Justice and Security, and the Ministry of the Interior and Kingdom Relations.

In October 2019 the Ministry of the Interior and Kingdom Relations published a collection of essays named 'Appropriate use of data in public space'. The aim was to identify possible challenges related to data policy derived from the use of different new technologies (AI, Internet of Things, Blockchain) and to establish a shared view on these issues. In November 2020, a letter was sent to Parliament about the use of algorithms.

Dutch Blockchain Coalition

Created in the frame of the Dutch Digitalisation Agenda, the Dutch Blockchain Coalition (DBC) is a joint venture between partners from the government, knowledge institutions and industry. The DBC's mission is to promote reliable and robust blockchain technologies, create the best possible conditions to allow blockchain applications to arise, and utilise blockchain as a source of trust, welfare, prosperity and security for the Dutch society. For this mission, the DBC is mainly a catalyst and facilitator that activates and connects within a broad public-private network.

The Netherlands AI Coalition (NL AIC) aims at substantiating and stimulating AI activities in the Netherlands. The NL AIC is a public-private partnership in which the government, the business sector, educational and research institutions, as well as civil society organisations collaborate to accelerate and connect AI developments and initiatives. The ambition is to position the Netherlands at the forefront of AI knowledge

and application for prosperity and well-being, with due observance of both Dutch and European standards and values.

In both coalitions the application of new technologies in public administration is addressed. In connection with the two main coalitions mentioned above, the Dutch government focuses on building a Community of Practice, providing guidelines and instruments to develop and deploy new technology solutions – mainly AI and Blockchain – to solve societal challenges and improve public services. Use cases are stimulated using a variety of instruments, such as hackathons, pre-commercial procurement and buyer groups.

At the European level, the Netherlands works on uses cases and AI instruments in the frame of the Coalition of the Willing. The Netherlands is also working on a public European Digital Innovation hub, an important connection to provide knowledge and instruments to those parties involved in developing and implementing innovative, digital solutions. The Netherlands supports the development of labs and innovation hubs on AI. Good examples of such initiatives are the Civic Lab, focusing on human-centric AI and the ELSA Lab on personal finance, poverty and debts, in connection with the NL AIC. In the first half of 2021, the Netherlands AI Coalition will launch a call concerning the ELSA Lab (i.e. ethical, legal, societal aspects).

4 Digital Public Administration Legislation

4 Digital Public Administration Legislation

4.1 Specific legislation on digital public administration

Digital Government Law

The Digital Government Law (*wet Digitale Overheid*) was submitted to Parliament for approval in June 2018. The House of Representatives passed it on 18 February 2020. The main objective of the draft law was to ensure safe access of Dutch citizens and businesses to (semi) government entities. The law also set minimum mandatory standards. Parliament amended the bill with an arrangement on online identities. The law is pending adoption in the Senate.

Administrative Law

Legislation on Administrative Law contains general rules concerning the relationship between the government and individual citizens, companies and the like. The 2004 amendment of the law regulates administrative electronic traffic (mod. 2004). Currently, further modification has been proposed to establish the right for digital interaction with government. The proposal is pending adoption.

Electronic Announcement Act

The Electronic Announcement Act established the obligation for national government official publications to be published on the internet rather than on paper (official journals, local papers etc.). The aim of the latest amendment published in July 2020 is to define the obligation for administrative bodies (including local and regional government bodies) to publish digital official journals such as local and provincial papers, and also to arrange a digital solution allowing everyone to receive messages via e-mail.

4.2 Interoperability

No legislation has been adopted in this field to date.

4.3 Key enablers

4.3.1 Access to public information

Government Information (Public Access) Act

Freedom of Information legislation was first adopted in the Netherlands in 1978. It was replaced by the Act of 31 October 1991 on Public Access to Government Information. Under the 1991 Act, any person can request information related to an administrative matter if it is contained in documents held by public authorities or companies carrying out work on behalf of a public authority. A revision of the act was expected in 2019.

Reuse of Public Sector Information

The Directive on open data and the re-use of public sector information, also known as the Open Data Directive (Directive (EU) 2019/1024) entered into force on 16 July 2019. It replaces the Public Sector Information Directive, also known as PSI Directive (Directive 2003/98/EC) dating back to 2003 and was subsequently amended by Directive 2013/37/EU. Transposition into national law is under preparation.

4.3.2 eID and Trust Services

Electronic Signature Act

The Regulation on electronic identification and trust services for electronic transactions in the internal market (EU Regulation 910/2014) entered into force on 1 July 2016 and sets standards for electronic identification and trust services for electronic transactions in the single market. The national eIDAS Implementation Act has been applicable since February 2017. The act implements parts of the eIDAS Regulation by means of changes in existing Dutch laws such as the Telecommunications Law, Civil Law and General Administrative Law. The eID part will be transposed in the Digital Government Law.

4.3.3 Security aspects

Digital Government Law

The proposed Digital Government Law (*wet Digitale Overheid*) has as its objective to ensure safe access to Dutch citizens and businesses to (semi) government entities. The law will indirectly regulate mandatory minimal standards for internet security.

General Data Protection Regulation

The General Data Protection Regulation (EU) 2016/679 has been applicable as of 25 May 2018. It ensures that the same privacy rules apply across the European Union. In the Netherlands, the GDPR has been transposed into law.

4.3.4 Interconnection of base registries

Persons Base Registry and BRP Law

The system of base registries consists of 10 registries and services for data exchange. Each base registry is regulated by specific legislation, following 12 common requirements agreed to in 2003.
One of the base registries is the Persons Base Registry and BRP law. Applicable since 2015, it sets the following objectives: 1) promoting the efficient provision of personal data; 2) modernising the registry; 3) managing the corresponding legal protection and privacy of individuals. It describes how the registration should be organised and who should be responsible for managing data and central facilities. Additionally, the legislation describes the specific information personal records must include and the registration process. This law details the information the registry can provide.

Trade Registry Act

Another important base register is the Trade Registry, the registry for companies and legal persons. It is regulated by the Trade Registry Act. This act describes the fundamentals for the creation of the Business Registry (for instance, promoting legal certainty in trade), defines who is in charge of the registry (the Chamber), and what kind of companies are registered. It details the information about companies, the person to whom they belong, legal persons, and other data. The Act also includes articles regarding the provision and the use of data (use by administrative bodies, one-time data provision, etc.), the change of data already entered in the registry and data quality (controls to ensure the availability, performance, security, accuracy and completeness of data).

Unique Identifying Numbers Law

The Unique Identifying Numbers Law introduces a unique personal number in order to increase the efficiency of the administration and to improve services to citizens. To

achieve this, the legislation includes information about the management, creation and assignment of numbers.

4.3.5 eProcurement

Procurement Act

Since 1 April 2013, the Procurement Act 2012 has become applicable to all procurement processes conducted by (semi) public organisations in the Netherlands. More information is available on the National Government Portal.

eInvoicing Legislation

The EU eInvoicing Directive 2014/55/EU was implemented in national legislation by means of a Decision which amended the Dutch Procurement Law and the Dutch Procurement Law for the Defence and Safety Domain. The amendment of the procurement law is known as eInvoicing legislation.
Furthermore, in the Netherlands B2G eInvoicing has been mandatory since January 2017 for central government agencies. Since 18 April 2019, all government bodies were obliged to accept and process eInvoices.

4.4 Domain-specific legislation

Services Act

The Services Act (*Dienstenwet*) simplified the business activities for service providers in all EU Member States. It implemented the EU Services Directive which took effect on 28 December 2009, and incorporated the main rules from the EU Services Directive into Dutch law. It introduced the right for entrepreneurs to interact with government digitally for a specific set of services.

SUWI Act

The SUWI act defines mandatory digital interactions between citizens and government in the employment and income domain, in particular with the Employee Insurance Agency (UWV).

4.5 Emerging technologies

Experimental Law on Self-Driving Vehicles

On 1 July 2019, the new Experimental Law on Self-Driving Vehicles was enacted, enabling public road tests involving self-driving under defined conditions. Prior to approval from the Minister of Infrastructure and Water Management, applications for such tests were assessed by the Netherlands Vehicle Authority (RDW), the police, road authorities, and the Dutch Institute for Road Safety Research (SWOV). They verify whether the prevention of traffic safety risks is sufficiently warranted. This aims at placing the Netherlands at the forefront among the countries that are getting ready for self-driving transport.

5 Digital Public Administration Governance

5 Digital Public Administration Governance

5.1 National

5.1.1 Policy

Ministry of the Interior and Kingdom Relations

Political responsibility for digital government lies with the State Secretary for the Interior and Kingdom Relations. Sectorial ministers are responsible for ICT in their domains.

Raymond Knops
State Secretary for the Interior and Kingdom Relations

Contact details:
Ministry of the Interior and Kingdom Relations
Turfmarkt 147, The Hague
Postbus 20011, 2500 EA The Hague
Tel.: +31 70 426 63 02
E-mail: info@minbzk.nl
Source: https://www.government.nl/

Bas den Hollander
Director for Digital Society

Contact details:
Ministry of the Interior and Kingdom Relations
Turfmarkt 147, The Hague
Postbus 20011, 2500 EA The Hague
Tel.: +31 70 426 6176
E-mail: bas.hollander@minbzk.nl
Source: https://www.rijksoverheid.nl/

5.1.2 Coordination

Digital Government Policy Consultation

In February 2018, the Digital Government Policy Consultation (OBDO) was set up. The OBDO is an intergovernmental consultative body on digital government. It advises the State secretary about the common policy.
A programming board has the task of advising the OBDO on the desired and/or necessary further development of the Digital Government Infrastructure services managed by Logius.

5.1.3 Implementation

Shared Responsibilities

The implementation of eGovernment is a shared responsibility of all government organisations. The policy to develop and manage the building blocks of information infrastructure is generally implemented by ICTU and Logius.

Government ICT Unit

The Government ICT Unit (ICTU) is an independent consultancy and provides organisation services to the government. The objective of ICTU is to support the government with the development, introduction and implementation of innovative ICT applications (mainly government wide solutions). ICTU is a non-profit organisation which executes programmes under commission (mostly commissioned by the central government). ICTU also conducts the day-to-day management of NORA and is responsible for further development on behalf of the Ministry of the Interior and Kingdom Relations.

André Regtop
Director, Government ICT Unit (ICTU)

Contact details:
ICTU
Wilhelmina van Pruisenweg 104, The Hague
Postbus 84011,2508 AA Den Haag
Tel.: +31 70 7000 900
E-mail: info@ictu.nl
Source: https://www.ictu.nl/

Government Shared Services for ICT (Logius)

Logius is an agency of the Ministry of the Interior and Kingdom Relations. It manages government-wide ICT solutions and common standards. Logius supplies products relating to access, data exchange, standardisation and information security. Examples include the DigiD authentication service, Dutch government PKI, and Digi network. Logius also hosts the Secretariat of the Standardisation Forum.

Yvonne van der Brugge-Wolring
General Director of Logius

Contact details:
Ministry of the Interior and Kingdom Relations
Turfmarkt 147, The Hague
Postbus 20011, 2500 EA The Hague
Tel.: +31 70 888 75 10
E-mail: yvonne.vander.brugge@logius.nl
Source: https://www.logius.nl/

5.1.4 Support

Forum Standaardisatie

The Standardisation Forum is part of the *NL DIGIbeter agenda*. It supports the Dutch government in the use, development and establishment of open standards for electronic exchange and monitors the use of open standards. The results are then submitted to Parliament.

The Standardisation Forum promotes interoperability, not only within the government system itself, but also in relations between government agencies on the one hand and citizens and businesses on the other. The Standardisation Forum reports to the OBDO. Additionally, the Standardisation Forum fosters cross-border interoperability with its motto *"Exchange of information does not stop at the border"* together with direct references to European Multi-Stakeholder Platform on ICT, the ISA² Programme and e-SENS.

5.1.5 Interoperability coordination

Shared Responsibilities

Coordination of digital government infrastructure is done by OBDO through the Programming Board, while Logius manages most digital government infrastructural services. In addition, the BFS manages the standards and ICTU manages the Netherlands Government Reference Architecture (NORA).

5.1.6 Base registry coordination

System of Base Registries

The system of 10 base registries is operational. Several ministries are responsible for base registries in their domain. The Ministry of the Interior and Kingdom Relations is responsible for the coherence of the system. For coordination, OBDO is in place. It includes descriptions of base registries and responsible ministries.

5.1.7 Audit

Court of Audit

The Court of Audit has a legal mandate to carry out performance (or value-for-money) audits, which result in regular reports to Parliament about the efficiency and effectiveness of government management and activities. It is independent from the government, and its tasks, powers and legal status are laid down in the Constitution and the Government Accounts Act.

5.1.8 Data Protection

Data Protection Authority

The Data Protection Authority (DPA) supervises compliance with acts that regulate the use of personal data. As such, it oversees the compliance with and application of the Personal Data Protection Act, the Data Protection [Police Files] Act and the BRP Law (Personal Records Base Register).

5.2 Subnational (federal, regional and local)

5.2.1 Policy

Municipalities

In the Netherlands there are three levels of local and regional government. At local level, municipalities are considered the administrative level closest to the people and offer the highest number of public services. Regional governments have less direct interactions with the people they represent. Local governments have their own responsibilities regarding digitalisation. Municipalities are represented in the

intergovernmental digital government agenda and its governance through their association.

5.2.2 Coordination

Association of Netherlands Municipalities

The Association of Netherlands Municipalities (*Vereniging van Nederlandse Gemeenten, VNG*) develops the digital agenda' for municipalities to steer the digitalisation in municipalities.
The Association of Netherlands Municipalities developed the 'Value-based information society: digital agenda for municipalities 2024' in 2020, an agenda with three focus areas: enabling, leveraging the potential, and interpreting/reflecting. The 2024 agenda builds further on the Digital Agenda 2020. The accomplishment of the agenda is the responsibility of the Information Society Policy committee.
At the regional level, coordination is organised by the Association of the Provinces of the Netherlands and the *Waterschapshuis*.

5.2.3 Implementation

Local Administration Bodies

Digital government implementation is the responsibility of each municipality, province and water authority.

5.2.4 Support

VNG Realisatie

VNG Realisatie is responsible for the development and management of municipal eGovernment standards. It acts as a partner of municipalities on information management.

5.2.5 Interoperability coordination

No responsible organisations have been reported to date.

5.2.6 Base registry coordination

OBDO

The Digital Government Policy Consultation (OBDO) is also responsible for the coordination of base registries at all subnational levels (regional, local, municipal).

5.2.7 Audit

Municipalities

Each municipality needs to have an audit function. Legislation has been proposed to establish an independent audit office.

5.2.8 Data Protection

Data Protection Authority

The Data Protection Authority (DPA) supervises compliance with acts that regulate the use of personal data at all subnational levels.

6 Digital Public Administration Infrastructure

6 Digital Public Administration Infrastructure

6.1 Portals

6.1.1 National Portals

Overheid.nl: Government Portal

Overheid.nl (which translates to government.nl) was introduced in the first eGovernment action plan of 1999. It contributes to transparency in public administration. *Overheid.nl* serves as the central access point for all information relating to government organisations. The portal provides information about services for persons and businesses, divided by themes, life events and location. It provides consolidated national legislation, official publications, local and regional legislation and offers internet consultation services. The portal links to EU legislation, the Open Data Portal and the common website of the ministries, with documents, publications and news items on all domains. The portal also offers access in the form of a personalised environment. In 2020, there were a total of 33 million visits to the portal.

Ondernemersplein: Business Portal

Ondernemersplein is the point of contact for businesses and entrepreneurs in areas such as legislation, subsidies and permits. The information provided covers all levels of government. It is made available through various channels (websites, email, telephone and chat) and focuses on the issues and needs of the business community. In 2017, a new website was launched to assist English speaking entrepreneurs in the Netherlands and abroad. In 2018, the portal *Ondernemersplein* was reorganised to better respond to users' needs. In 2020, there were a total of 7.4 million visits to the portal.
The Ministry of the Interior and Kingdom Relations administers the business forum, where entrepreneurs can discuss matters of direct concern.

Cooperating Catalogues

Cooperating Catalogues is a standard to provide citizens and businesses with a one-stop-shop entry for government products and services, wherever they may start searching. Cooperating Catalogues is a standard for publishing and exchanging metadata about products and services. The information form Cooperating Catalogues will be available on the portals overheid.nl and ondernemersplein.nl, as well as on the websites of participating government organisations.

Mijnoverheid.nl: Portal for Personal Services

Mijnoverheid.nl is a portal for personal services on which citizens can access personalised information and digital messages from the government. As of the end of 2020, 8.5 million accounts had been activated, a 6.9% increase compared to the previous year. The portal offers the following functionalities:

- Citizens can access registries, and view their personal data registered by government, such as their address and family data, work & income data, pension data, and data regarding real estate and vehicles. In 2020, Dutch citizens viewed their personal data 10.8 million times. Through a link to the organisation responsible for the Personal Records Base Register (BRP), citizens can also see which organisations are entitled to receive data from each base register;
- Citizens can receive messages from different government organisations in their secure message box. The Tax Department is one of the key customers of this service. In 2020, a total of 82.3 million messages were sent to the message box; about the same as in the previous year. In October 2018, the message box app

was launched to enable citizens to easily read mail from the government on a smartphone or tablet;
- Citizens can follow the workflow, after having applied for services with participating municipalities. A total of 34 organisations were connected to the workflow functionality at the end of 2020.

Digipoort

Through Digipoort, the electronic exchange portal for businesses, government organisations and businesses can quickly and efficiently exchange structured digital information. Every connected business can exchange digital information with the government.
Digipoort complies to the highest criteria for trust, availability and security. Messaging over Digipoort is secured by a government certificate. This is how the authenticity of messages is secured and public bodies and businesses know where messages originate from and are delivered. The certificate also secures that messages cannot be altered.
Digipoort is a messaging hub supporting large messages. Standards like eDelivery are being used to make sure the message will arrive as intended.
In 2020, about 21 thousand (inter)national businesses and intermediaries used Digipoort to send 111.6 million messages to 158 Dutch public bodies. Thanks to Digipoort, the administrative burdens for businesses and government decreased significantly. Digipoort is used in a variety of environments, like finance, logistics, transport, social security, etc.

Dutch Open Data Portal

The Open Data Portal provides an overview of all available datasets held by governmental organisations in the Netherlands. The portal and registry are initiated and governed by the Dutch Ministry of the Interior and Kingdom Relations. The Netherlands Publication Office (KOOP) is responsible for site maintenance and development. Over 185 Dutch government organisations list their available data in about 15,750 datasets. The data portal is updated daily by harvesting processes, API updates and individual users. The DCAT standard for data exchange is used and has been extended for use in the Netherlands (DCAT-AP-NL). Version 1.1. is currently in use.
The data registry is based on the CKAN software platform and Drupal 8.
Currently, over 849 Dutch government data items are available in English.

6.1.2 Subnational Portals

Overheid.nl

Overheid.nl is the main portal at the subnational level as it connects local and regional websites together.

6.2 Networks

National API Strategy

In preparation for a National API strategy, several activities were initiated: a national API alliance was formed to draft a national API strategy (currently in consultation). An API platform was established by Geonovum, in cooperation with the Bureau Standardisation Forum, the Chamber of Commerce, VNG Realisatie and the Land Registry. Given the development towards a digital society where many digital services must be able to work together easily, the Dutch government benefits from Knowledge Platform APIs which jointly look at strategic and tactical issues related to the development and use of APIs outside and within government.

The Developer Overheid portal was launched in 2019 to provide access to all information targeted at IT developers within government and all subcontractors.

Diginetwerk

Diginetwerk connects (existing) physical government organisation networks to one another. This results in a single closed virtual government network. Within that network, government bodies are able to securely exchange data. Diginetwerk provides connectivity and increases efficiency, because one organisation requires just one connection to be able to exchange data with various government organisations.

Trans European Services for Telematics between Administrations

The Netherlands makes frequent use of the Trans European Services for Telematics between Administrations (TESTA) network as the main cross border infrastructure to communicate digitally among EU agencies, institutions and Member States.

6.3 Data Exchange

Data Exchange Services of the Base Registries System

The smart exchange of data from the system of base registries enables the government to operate more efficiently and to improve its service. Four system services support base registers in their aim to offer their catalogue of products and services to users in a consistent way. The system of base registers identifies the following system services, namely Digikoppeling, Digilevering, Digimelding, and Stelselcatalogus:

- Digilevering distributes up-to-date and accurate key register data to key register clients in the shape of event messages, for instance the relocation of a company, the birth of a person, or a change in somebody's income. Each recipient organisation is responsible for determining which data are relevant;
- Digimelding: the information stored in key registers has to be up-to-date and reliable. One of the tools used to guarantee the quality of the key registers is Digimelding (digital notification), which enables users to report back. All base registers users have a legal duty to report any data that they know could be wrong. Reporting back contributes to efficient operations management within the government, improves the level of service, and increases the opportunities to fight fraud;
- Digikoppeling sets out interface standards and contain agreements for the exchange of messages between authorities. One Digikoppeling implementation in an IT-environment enables users to exchange messages with all authorities, and to join nearly all eOverheidbouwsstenen (eGovernment Building Blocks), for instance the key registers. Governmental as well as private organisations performing a public task can use Digikoppeling;
- Stelselcatalogus; the System Catalogue lists data contained in the base registers system, what they mean, and how they are interconnected. The System Catalogue is targeted to inform policy makers and legislation lawyers. The source code for Stelselcatalogus can be found as open-source software in Github through the OSSG (OpenSourceSoftwareGegevenscatalogus).

Business Reporting Standard

The Business Reporting Standard (SBR) provides governments and businesses with an unequivocal, cost-effective, secure and adaptable method for the exchange of business information between organisations in a reporting chain. With the Business Reporting Standard (SBR), the Dutch Government and businesses in the Netherlands have come to an agreement regarding the way accountability information is being reported. This leads to an undisputed set of financial information.

The SBR is already operational. The following organisations accept or require the SBR: Tax and Customs Administration (e.g. Value Added Tax, Corporation Tax Return), Chamber of Commerce (annual reports), Central Statistical Office (production and investment statistics), and banks (annual credit reports)). In 2020, a total of 44.4 million SBR messages were exchanged.

6.4 eID and Trust Services

DigiD

In the eID approach, public and private authentication solutions coexist. The public solution for citizens (DigiD) is reserved for G2C authentications. The policy aims at strengthening DigiD in two ways: on the one hand by introducing new certificates on ID cards and driving licences to have a higher level of trust; on the other hand, by accepting private authentication solutions under strict conditions in order to promote resilience.
DigiD enables individuals to identify themselves for digital services. DigiD offers security: you know who you are dealing with. Using DigiD, the Citizen Service Number (BSN) of the person logging in is disclosed. This makes it possible to check the information already on file for that individual and offer personalised services. At this moment, logging in involves a user name and a password, and in some cases a text message for further verification. In July 2017 the DigiD App was launched.
DigiD is available at three levels:

- Basic (user name and password: DigiD);
- Medium (DigiD + sms-authentication or using the DigiD app), which both represent a stork QAA level 2;
- Substantial (the DigiD app upgraded with an ID verification), stork QAA level 3.

Although it is not mandatory by law yet, DigiD has become the main authentication system for citizens. There were a total of 18.3 million active accounts in 2020. In 2020 the platform was connected to 1,124 web-services provided by 701 public institutions. In 2020, more than 402.5 million DigiD authentications were made.

DigiD Authorise

DigiD Authorise enables users of a digital service to authorise someone to act on their behalf. This can come in handy if the user is not familiar with using computers or digital services or wants to defer the task to someone who is more knowledgeable in the subject matter. DigiD Authorise users do not need to disclose their own DigiD to the person they authorise and grant the authorisation only for one specific service. In 2020, there were 2.6 million active authorisations.

Administrative Facility BSN

The administrative facility citizen service number (*Beheervoorziening burgerservicenummer*, BV BSN) is in charge of generating, issuing, managing, and consulting the citizen service number (BSN). The BV BSN controls access to the identifying data in the underlying authentic registers (Municipal Key Register Personal Data, or GBA in Dutch, and the Non-Residents Records Database). It also controls access to the verification registers for identity documents to verify identity at the counter.

eRecognition

eRecognition (*eHerkenning*) is the eIdentity Trust Framework enabling authentication for government agencies and businesses. With an *eHerkenning* authentication token, users can log in to online services offered by government agencies and businesses. Authentication tokens are technology neutral; therefore, a range of options is available for users (e.g., SMS, OTP, certificate, user name/password). The four assurance levels provided by STORK are reused within eHerkenning in combination with a registry of mandates: users have to be mandated by their organisation for the tasks they are allowed to perform. At the end of 2020, a total of 0.6 million eRecognition means had been issued, accepted by 493 public organisations where almost 15.5 million authentications were made.

PKIoverheid

The Public Key Infrastructure (PKI) for the government (PKIoverheid in Dutch) facilitates reliable digital communication inside and with the Dutch government. PKIoverheid is a very high-grade, safe infrastructure, based on digital certificates. A PKIoverheid certificate is used for: website security, remote authentication, legally valid electronic signatures and encryption of electronic messages.

6.5 eProcurement

PIANOo

The government procures around EUR 73 billion worth of work, services and supplies every year. PIANOo, the Dutch Public Procurement Expertise Centre, was set up to professionalise procurement and tendering in all government departments, with a view to improving efficiency and compliance with the rules. Professional procurement can contribute to successful policy and offers value for taxpayers' money. PIANOo brings procurement and tendering experts together, pools knowledge and experience and provides advice and practical tips. The Expertise Centre also fosters dialogue between public contracting authorities and private sector companies. PIANOo works for and with a network of around 3,500 public procurement and tendering professionals. PIANOo is part of the Dutch Ministry of Economic Affairs and Climate Policy.

Tenderned

Tenderned is the online marketplace for public procurement in the Netherlands. Tenderned supports the entire tendering procedure for all contracting (central, regional and local) authorities and suppliers. It is a key instrument in meeting EU objectives for eProcurement and automatically publishes contract notices that exceed the EU threshold on Tenders Electronically Daily (TED). Tenderned is administered by PIANOo.

NLCIUS

The NLCIUS is the development and enactment of a national derivative (substandard) of the European standard CIUS. The NLCIUS is maintained by Standardisation Platform eInvoicing (STPE). Furthermore, the STPE supports and stimulates the implementation and use of the European Norm and the technical implementation of eInvoicing solutions within sub-central government bodies (provinces, municipalities and water authorities). More information on eInvoicing is available here.

6.6 ePayment

No particular infrastructure in this field has been reported to date.

6.7 Knowledge Management

RADIO

The National Academy for Government Digitisation (RADIO) offers courses and various digital learning forums for policymakers to gain more insight into and gain experience with digitisation and computerisation.

NORA

The purpose of the Netherlands Government Reference Architecture (*Nederlandse Overheid Referentie Architectuur*, NORA) is to be a guiding and driving tool. It contains frameworks and existing agreements for the lay-out of the Dutch governmental information management system. Realising services within the scope of these frameworks and agreements ensures smooth cooperation with other services, and optimal re-use of existing solutions. All government parties have endorsed the NORA. (NORA 3.0). Through the NORA, their organisations know the relevant agreements needed for cooperation and improvement of their services. By adhering to the design principles and standards, IT solutions meet the cohesion and standardisation demands. The NORA provides a framework for eGovernment components acknowledged by all stakeholders. Partners can use it to accelerate development in their organisations to a common framework. For the use of mandatory and recommended open standards, the NORA maintains a persistent link to the standards lists of the Standardisation Forum.

Gebruiker Centraal

Gebruiker Centraal (loosely translated: 'User Needs First') is a community of professionals working on digital government services. The community strives for a more user-friendly digital government. The core of the community is formed by an action team of 21 volunteers, all working in public administration (ranging from ministries to municipalities). A team of 6 ambassadors helps to promote the user perspective at board level.

Open Standards

The Dutch government promotes open standards to ensure interoperability and supplier independency. In the Netherlands, some open standards are mandatory, on a 'comply or explain' basis. Others are recommended. The Standardisation Forum has published a list of open standards. To ensure the use, development and establishment of open standards for electronic exchange, the Dutch government can rely on the support of the Standardisation Forum.

6.8 Cross-border platforms

eIDAS Koppelpunt

The eIDAS infrastructure has been functional since eIDAS was up and running. The Netherlands strives to connect to notified eID means within the shortest time possible in order to increase traffic. Dutch inbound traffic is rapidly increasing since many countries have been able to use their eID mean in the Netherlands.

6.9 Base registries

System of Base Registries

The smart exchange of data from the system of base registries enables the government to operate more efficiently and to improve its service.
From 2000 onwards, work has been done to realise the current operational system of 10 base registries, each anchored in legislation according to 12 agreed common principles. Already in 2003, principles were agreed for the selection of base registers, and the requirements for the legislation for each base register.
The interconnection between Dutch registries has been established and the volumes of data exchange is steadily increasing. The GDI monitor visualises the number of users connected to base registries and the amount of messages sent per year.
Furthermore, consistency between registries is being monitored. Six base registries are partly or fully available as open data: BAG, BRV, BRK, BRT, BGT. The open geodata sets are available in the PDOK platform.
Four system services, Digikoppeling, Digilevering, Digimelding, and Stelselcatalogus, support the base registers and are described under the heading 'data exchange'.
The systems of base registries comprise the following registers:

- The Personal Records Base Register (BRP) is the base register for personal data within the base registers system. The Dutch government uses the data recorded in the BRP. Amongst other things, these are: name, date and place of birth, address, and family ties. Other organisations also use BRP data, for instance pension funds and research institutions. The Municipal Personal Records Register (GBA) and the Register of Non-Residents (RNI) together constitute the Personal Records Base Register (BRP). The ministry in charge is the Ministry of the Interior and Kingdom Relations;
- The Trade Register (HR) contains all data concerning businesses and legal entities. All other economic actors are also listed in this register. This guarantees legal security when doing business. All government bodies will be required to make use of this register. For instance, a municipality will have to consult the Trade Register when searching for company details. The ministry in charge is the Ministry of Economic Affairs and Climate Policy;
- The Base Register for Addresses and Buildings (BAG) contains municipal basic data of all addresses and buildings inside a given municipality. The data is collected in a National Facility (*Landelijke Voorziening*, BAG LV). The Dutch land registration organisation Kadaster manages BAG LV, and provides data to public offices, institutions, companies, and private citizens. The ministry in charge is the Ministry of the Interior and Kingdom Relation;
- The Topography Base Register (BRT) is a unique source of information for all mid- and small-scale topographic maps (1:10,000 or smaller) with which government authorities can easily exchange geographic information. It is kept by the Land Registry. The ministry in charge is the Ministry of the Interior and Kingdom Relations;
- The Large Scale Topography Base Register (BGT) is a digital map of the Netherlands, which records buildings, roads, waterways, plots, and railway lines in a uniform way. The map is accurate up to 20 centimetres and contains many details, just as you would see in reality. In short, it documents the spatial organisation of our physical surroundings: trees, roads, buildings. The ministry in charge is the Ministry of the Interior and Kingdom Relation;
- The Cadastral Records Base Register (BRK) consists of the cadastral registration and the cadastral map (*Kadastrale Kaart*). Cadastral data are used by many clients as the foundation for their own work processes. In that sense, the Kadaster has been a base register for a long time. The Kadaster's products remain available through MijnKadaster and other channels. Direct links to other key registers will enable incorporation of the data of other registers into the

cadastral register and products. The ministry in charge is the Ministry of the Interior and Kingdom Relations;

- The Vehicle Records Base Register (BRV) lists data of vehicles, vehicle registration documents, and holders of vehicle registration documents. The Netherlands Vehicle Authority (RDW, *Dienst Wegverkeer*) provides information from the register to authorities, citizens, and businesses. The ministry in charge is the Ministry of Infrastructure and Water Management;
- The Income Base Register (BRI) contains the total income or taxable annual income of everybody who files an income tax return. Government organisations use BRI to determine supplements, subsidies, or benefits. The income registered in the BRI is called registered income. Users can view their registered income (for the previous tax year) on *MijnOverheid* (MyGovernment). The ministry in charge is the Ministry of Finance;
- The Property Valuation Base Register (WOZ) consists of several data needed to assign value both to an immovable property and a stakeholder. These are: the 'established value' (WOZ value), a BAG-listed address, and a link to cadastral parcels and/or addresses, and to BAG dwellings, stations, berths, and/or objects. The ministry in charge is the Ministry of Finance;
- The Subsoil Base Register (BRO) contains all public data concerning the Dutch subsoil. The BRO Act, which came into effect on 1 January 2018, requires that source data owners provide and use soil and underground data in a digital form. The requirements will be expanded step by step in the next 4 years. The data in this key register have been validated and are of importance for activities like freshwater procurement, underground transport and mining, but also for activities on the surface, like energy transition, housing construction, and infrastructural projects. The ministry in charge is the Ministry of the Interior and Kingdom Relations.

The Policy Administration (formerly the BLAU Base Register of Wages, Benefits and Insured People in the Netherlands) has been appointed as sector registration. A description of the data from the Policy Administration is available as Linked Open Data in the System Catalogue.

6.10 Emerging technologies

Council of Municipalities

The Association of Municipalities (VNG) has a dedicated tech incubator in which several government bodies participate to test various emerging technologies. This 'common ground' initiative explores ways to improve cooperation and data sharing.

7 Cross-border Digital Public Administration Services

7 Cross-border Digital Public Administration Services for Citizens and Businesses

Further to the information on national digital public services provided in the previous chapters, this final chapter presents an overview of the basic cross-border public services provided to citizens and businesses in other European countries. Your Europe is taken as reference, as it is the EU one-stop shop which aims to simplify the life of both citizens and businesses by avoiding unnecessary inconvenience and red tape in regard to 'life and travel', as well as 'doing business' abroad. In order to do so, Your Europe offers information on basic rights under EU law, but also on how these rights are implemented in each individual country (where information has been provided by the national authorities). Free email or telephone contact with EU assistance services, to get more personalised or detailed help and advice is also available.

Please note that, in most cases, the EU rights described in Your Europe apply to all EU member countries plus Iceland, Liechtenstein and Norway, and sometimes to Switzerland. Information on Your Europe is provided by the relevant departments of the European Commission and complemented by content provided by the authorities of every country it covers. As the website consists of two sections - one for citizens and one for businesses, both managed by DG Internal Market, Industry, Entrepreneurship and SMEs (DG GROW) - below the main groups of services for each section are listed.

7.1 Life and Travel

For citizens, the following groups of services can be found on the website:

- Travel (e.g. Documents needed for travelling in Europe);
- Work and retirement (e.g. Unemployment and Benefits);
- Vehicles (e.g. Registration);
- Residence formalities (e.g. Elections abroad);
- Education and youth (e.g. Researchers);
- Health (e.g. Medical Treatment abroad);
- Family (e.g. Couples);
- Consumers (e.g. Shopping).

7.2 Doing Business

Regarding businesses, the groups of services on the website concern:

- Running a business (e.g. Developing a business);
- Taxation (e.g. Business tax);
- Selling in the EU (e.g. Public contracts);
- Human Resources (e.g. Employment contracts);
- Product requirements (e.g. Standards);
- Financing and Funding (e.g. Accounting);
- Dealing with Customers (e.g. Data protection).

.

last update: October 2021

The Digital Public Administration Factsheets

The factsheets present an overview of the state and progress of Digital Public Administration and Interoperability within European countries.

The factsheets are published on the Joinup platform, which is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT). This factsheet received valuable contribution from John Kootstra (Ministry of the Interior and Kingdom Relations).

The Digital Public Administration Factsheets are prepared for the European Commission by Wavestone.

An action supported by Interoperable Europe

The ISA² Programme has evolved into Interoperable Europe - the initiative of the European Commission for a reinforced interoperability policy.

The work of the European Commission and its partners in public administrations across Europe to enhance interoperability continues at full speed despite the end of the ISA² programme. Indeed, enhanced interoperability will be necessary to unlock the potential of data use and reuse for improved public services, to enable cross-border collaboration, and to support the sector-specific policy goals set by the Commission for the future.

Interoperable Europe will lead the process of achieving these goals and creating a reinforced interoperability policy that will work for everyone. The initiative is supported by the Digital Europe Programme.

Follow us

@InteroperableEurope
@Joinup_eu

Interoperable Europe

interoperable europe
innovation ∞ govtech ∞ community