Digital Public Administration factsheet 2022

Austria

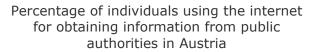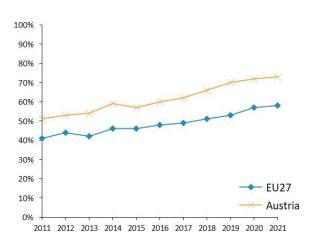# Table of Contents

1

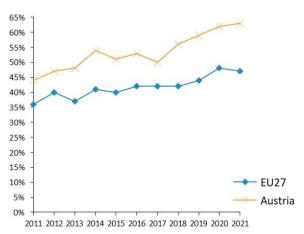Country
Profile

1 Country Profile

1.1 Digital Public Administration Indicators

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

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

Source: Eurostat Information Society Indicators

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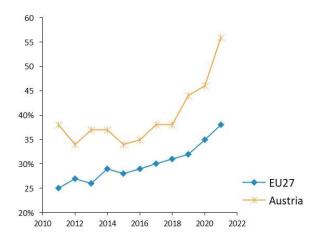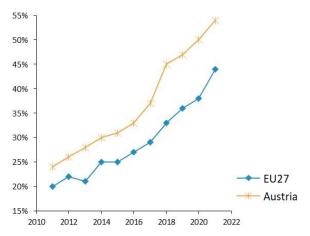

Source: Eurostat Information Society Indicators

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

Source: Eurostat Information Society Indicators

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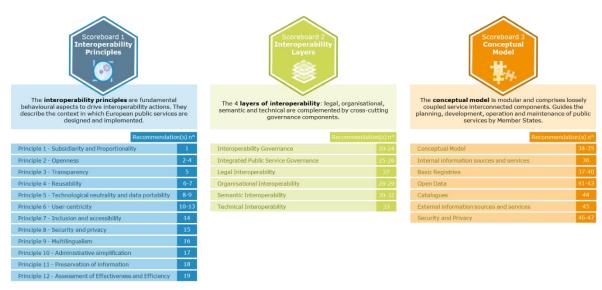
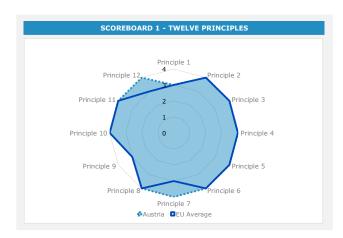Source: Eurostat Information Society Indicators

1.2 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 2021
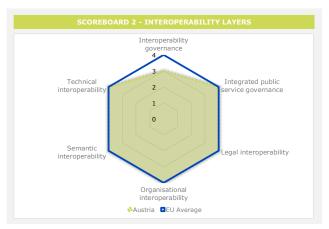
For each of the three pillars, a different scoreboard was created to breakdown the results into their main thematic areas (i.e. the 12 principles of interoperability, the interoperability layers and the components of the conceptual model). The thematic areas are evaluated on a scale from one to four, where one means a lower level of implementation and 4 means a higher level of implementation. The graphs below show the result of the third EIF Monitoring Mechanism data collection exercise for Austria in 2021.

Source: European Interoperability Framework Monitoring Mechanism 2021
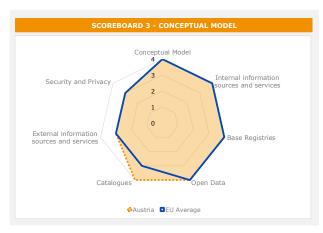
Austria's results in Scoreboard 1 show an overall good implementation of the EIF Principles, scoring above the European average in the Principles 7 (Inclusion and Accessibility) and 12 (Assessment of Effectiveness and Efficiency). Although Austria scores at the European average for all the other Principles, the two areas of

improvement could be related to Principle 1 (Subsidiarity and Proportionality) and Principle 9 (Multilingualism), where Austria received the score of 3. This is due to an incomplete implementation of the corresponding recommendations. Indeed, measures to ensure that Austria's national interoperability framework and strategy area aligned with the EIF should be improved, as well as measures to further use information systems and technical architectures that cater for multilingualism when establishing a European public service. These measures would help the country reach the maximum score of 4 in all Principles of the EIF.

Source: European Interoperability Framework Monitoring Mechanism 2021

The Austrian results for the implementation of interoperability layers assessed for Scoreboard 2 show an overall good performance. The remaining potential area of improvement to enhance the country's implementation of the recommendations under Scoreboard 2, is the interoperability governance. Particularly, the scores of 2 for Austria in Recommendation 24, stating that Austria should actively participate in standardisation work relevant to the country's needs to ensure its requirements are met, lowers the overall interoperability governance result for Austria, as well as Recommendation 22, which encourages the use of a structured, transparent, objective and common approach to assessing and selecting standards and specifications, hinders the country's results with regard to interoperability governance.

Source: European Interoperability Framework Monitoring Mechanism 2021

Austria's scores assessing the Conceptual Model in Scoreboard 3 show an overall good performance in the implementation of corresponding recommendations, much aligned with the EU average and also scoring above the EU average in the area of Catalogues. Some improvements to reach to score of 4 in all areas can be made, particularly by in better implementing recommendation 45, which encourages countries to use external information sources and services while developing public services, as well as

recommendation 47 which encourages the use of trust services according to the Regulation on eID and Trust Services as mechanisms that ensure secure and protected data exchange in public services.

Additional information on Austria's results on the EIF Monitoring Mechanism is available online through interactive dashboards.
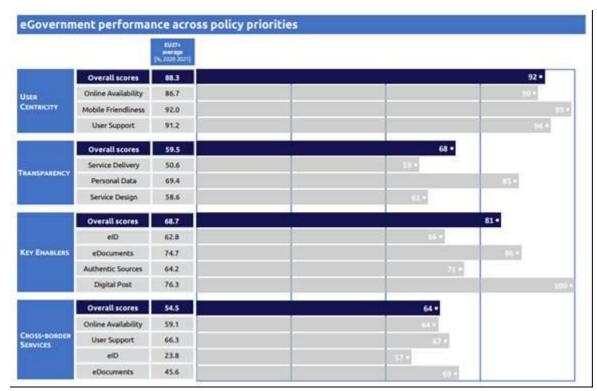
1.3 eGovernment State of Play

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, 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 2022 report presents the biennial results, achieved over the past two years of measurement of all nine life events used to measure the above-mentioned key dimensions. More specifically, these life events are divided between seven 'Citizen life events' (Starting a small claim procedure, Moving, Owning a car, Health measured in 2021, and Career, Studying, Family life, measured in 2020) and two 'Business life events' (Regular Business Operations, measured in 2021, and Business start-up, measured in 2020).

Source: eGovernment Benchmark Report 2022 Country Factsheets

2 | Digital Public Administration Highlights

2 Digital Public Administration Highlights

Digital Public Administration Political Communications

The federal government has declared cybersecurity and digitalisation to be an important field of action of its political priorities in its government programme for 2020-2024. In December 2021, Austria adopted a new Cybersecurity Strategy (in German: *Österreichische Strategie für Cybersicherheit 2021*, short ÖSCS 2021). The vision of the ÖSCS 2021 is the long-term creation of a secure cyberspace as a contribution to increasing the resilience of Austria and the European Union through a whole-of-government approach. In order to achieve this vision, the strategy defines ten goals, numerous measures and monitoring mechanism. The publication of the first evaluation report is due in summer 2022.

Digital Public Administration Legislation

In 2021, the Business Service Portal Act was amended to provide the necessary legal basis for an information hub and the overall technical system allowing for the automated data exchange and implementation of the "once-only principle" with the aim to minimise existing administrative burdens concerning information obligations for citizens or companies and simplifying the technical framework for the exchange of information between different authorities.

Digital Public Administration Governance

With the adoption of the new Federal Ministries Act in 2020, the Austrian Federal Computing Centre (*Bundesrechenzentrum,* BRZ) was incorporated into the Federal Ministry for Digital and Economic Affairs (BMDW), transforming it into a competence centre for digitalisation.

Digital Public Administration Infrastructure

In 2021, Austria launched Quantum Austria, whose aim is to strengthen research in quantum physics and HPC as well as to put next generation quantum technology to a mature and commercially useful state.

3 Digital Public Administration Political Communications

3 Digital Public Administration Political Communications

3.1 Specific political communications on digital public administration

Digital Strategy Digital Action Plan Austria

The vision 'Digital Austria in 2040–2050' outlines the necessary values and characteristics of a digital responsible society. It is the starting point for the overall Digitisation Strategy and it is based on a series of guidelines and principles. The vision focuses on competitiveness, innovation, prosperity, climate protection, health and cultural heritage, and provides the necessary framework for the Austrian Digitisation Strategy (Digital Action Plan Austria).

On 8 June 2020, the Federal Minister of Austria launched the Digital Action Plan Austria. The action plan – which was developed together with experts in the fields of science, economy and public administration – addresses the prerequisites for a successful digital transformation in Austria.

More specifically, the Digital Action Plan Austria is an evolving strategy that aims to successfully cope with the digital transition. It consists of thematic action plans, which deal with specific priority topics, the most prominent being at the moment data economy and resilience, although other thematic action plans are foreseen (such as one on sustainability).

With the Digital Action Plan Austria, Austria aims to (i) make the 'system Austria' crisis-proof; (ii) enhance competitiveness; (iii) position Austria as a digital innovation region; (iv) make targeted use of data for innovation; (v) design education, training and continuing education as a digital competitive advantage; (vi) promote top digital research in a targeted manner; and (vii) facilitate digital communication between the State and its citizens. In doing so, Austria pursues the goal to establish and further ensure its role as a leading digital nation, and to guarantee and expand prosperity, job opportunities and quality of life in the long term.

Fostering the digital transformation in selected priority areas and improving user-centric, modern eGovernment services are among the main objectives within the strategic action plans. Each action plan contains concrete measures and implementation steps on a specific topic. In 2020, initial plans on the topics of data chances, resilience and economic growth were drawn up, followed in 2021 by further plans on the topics of digital higher education, digital talents, digitalisation and tourism. Further plans (e.g. secure digitalisation, digital skills in public administration, digital cultural assets, e-health or digitalisation in agriculture) are continuously being developed in line with current Austrian and European digitalisation priorities. The process for the digital strategic action plans is streamlined in close cooperation with the Chief Digital Officer (CDO) taskforce of the federal government.

eGovernment Vision 2020 (2009–2020)

The Platform Digital Austria (PDÖ), which is the Austrian federal government's coordination and strategy committee for eGovernment, formulated some principles for continued fruitful cooperation in the field of eGovernment. These are included in the short document eGovernment Vision 2020, which is not a legally-binding strategy but sets out the mission statement and basic strategic principles to be followed in the years to come in relation to eGovernment initiatives. While the vision and principles of the

document still apply, the Austrian government is preparing a new eGovernment strategy.

Federal eGovernment Strategy

The Federal eGovernment Strategy, which is being revised in a collaborative process with relevant eGovernment stakeholders at national and regional level, pursues an efficient implementation of electronic government services, based on the basic premise that all businesses and citizens must be able to perform all the procedures of public administration quickly and easily, electronically and without any specific technical expertise. To achieve this goal, the Austrian eGovernment strategies promoted the involvement of and close cooperation between the federal State, cities and municipalities.

Berlin Declaration on Digital Society and Value-Based Digital Government

In December 2020, the Austrian government signed the Berlin Declaration on Digital Society and Value-Based Digital Government, thus re-affirming its commitment – together with other European Union (EU) Member States – to foster digital transformation in order to allow citizens and businesses to harness the benefits and opportunities offered by modern digital technologies. The Declaration aims to contribute to a value-based digital transformation by addressing and strengthening digital participation and digital inclusion in European societies.

3.2 Interoperability

Austrian Interoperability Framework

The establishment of the Austrian public services was an important initiative which represented a common goal among the different initiatives to which the federal government has agreed to. The approval of the Austrian Interoperability Framework (AIF) in January 2015 set a mutual goal to guide, promote and support the delivery of Austrian public services by fostering cross-border, cross-organisation and cross-sector interoperability. The framework addressed issues such as its underlying principles, the conceptual model for public services, the interoperability levels, the interoperability agreements and the interoperability governance.
More specifically, the purpose of the AIF was:
- to promote and support the delivery of Austrian public services by fostering cross-border, cross-organisation and cross-sector interoperability;
- to guide public administrations in their work to provide Austrian public services to businesses and citizens; and
- to complement and tie together the various Organisational Interoperability Frameworks (OIFs) at Austrian level.

This non-technical document was addressed to all those involved in defining, designing and implementing Austrian public services. The AIF should be taken into account when making decisions on Austrian public services that support the implementation of Austrian policy initiatives. The AIF should also be considered when establishing public services that in the future may be reused as part of Austrian public services.

Once-Only Principle

The Once-Only principle has been a pivotal part of Austria's digital public administration efforts in recent years, with a strong focus given to this principle within the current Austrian government programme as well as the Austrian Digitisation Strategy. The federal government has identified the Once-Only principle, and herewith the reduction of administrative burdens for citizens as well as for companies, as a key issue to be addressed in this legislative period (2020–2024). This includes several measures to alleviate the burden of information obligations on businesses and citizens, that should provide their data only once to the administration.

Thanks to the smart use of back-office data available to a growing number of public authorities, it became possible to provide citizens with 'no-stop' procedures in which visits to or contacts with authorities were eliminated entirely. For example, Austria grants a family allowance for which no application is necessary, i.e., citizens automatically receive the benefits that they are entitled to without having to complete or send in any form. Since the implementation in May 2015, families have automatically received the allowance granted at the birth of a child without having to apply for it. Overall, an estimated 80 000 families a year benefit from this 'no-stop shop' solution.

At the same time, the Austrian government places strong emphasis on improving the framework conditions for companies. This includes taking concrete measures to reduce the information obligations for companies, thus alleviating the administrative burden.
The setup of an Information Hub (RSV) for the automated exchange of data and evidence between public authorities on a national level and on EU Level is planned by 2023 (Single Digital Gateway Regulation). An information obligation database provides an overview of already available data of public authorities. This instrument aims to foster the detection and elimination of redundancies in business reporting and acts as a basis for new reforms and data optimization.
The present amendment of the Business Service Portal Act - that entered into force on 27 July 2021 - provides the necessary legal basis for the information hub and the overall technical system allowing for the automated data exchange and implementation of the Once-Only principle.

3.3 Key enablers

3.3.1 *Access to public information*

Open Government Data

Fostering the provision and use of open government data to increase transparency and create new opportunities for companies was a major cornerstone of the Austrian government programme 'In Responsibility for Austria - Government Programme 2020–2024'. The Task Force PSI acts as coordination body within the Federal Ministry for Digital and Economic Affairs and is working on the implementation of the set goals.

3.3.2 *eID and Trust Services*

No political communication was adopted in this field to date.

3.3.3 *Security aspects*

National Cybersecurity Strategy

In December 2021, Austria adopted a new Cybersecurity Strategy (*Österreichische Strategie für Cybersicherheit 2021*, ÖSCS). Increasing Austria's digital resilience and ensuring cybersecurity in the digital world as a whole are extremely important goals for both the prosperity and the security of the country. Cybersecurity is therefore one of Austria's top priorities and a key joint challenge for the State, the business community, science and society as a whole. Against this backdrop, the federal government has declared cybersecurity and digitalisation to be important fields of action and political priorities in its government programme for 2020–2024 and has planned an update of the Austrian Cybersecurity Strategy. The vision of the ÖSCS 2021 consists in the long-term creation of a secure cyberspace to increase the resilience of Austria and the European Union through a whole-of-government approach. In order to achieve this

vision, the strategy defines ten goals, numerous measures and a monitoring mechanism. The publication of the first evaluation report is due in summer 2022.

3.3.4 *Interconnection of base registries*

Register and System Network

The Register and System Network (*Register- und Systemverbund*) is a Once-Only solution/Information Hub acting as basis for the targeted reduction of the administrative burden (information obligations). Its creation was agreed by a decision of the Austrian Council of Ministers on 6 October 2020, and subsequently implemented. The register and system network represents a further important step towards user-centric and efficient eGovernment. Interfaces will allow the data protection-compliant use of existing data. The data records will not have to be stored or centralised and will remain within the responsible bodies. The high Austrian data-protection level remains untouched.

3.3.5 *eProcurement*

Public Tenders

According to the 2018 Federal Public Procurement Act that entered into force on 18 April 2019, all public tenders in Austria are announced in the one-stop eGovernment platform for businesses, i.e. the Business Service Portal (*Unternehmensserviceportal,* USP), giving SMEs free and unlimited access to tenders of 7 000 public authorities. A free tender search is available since March 2019.

3.4 Domain-specific political communications

Digital Competence Framework for Austria

The Digital Competence Framework for Austria (DigComp 2.2 AT) is based on the European Reference Framework for Digital Competences (DigComp 2.1). The Competence Framework is used to classify and compare digital skills. The Digital Competence Framework for Austria divides digital competences into six areas and eight competence levels. A certification system was introduced in 2021, and then implemented in 2022. The Dig-CERT and DigComp-CERT certificates are a transparent proof of digital skills based on the DigComp 2.2 AT. Courses classified in the DigComp 2.2 AT framework allow for the development of everyday digital competences.

The programme 'Digital Bonus', with an overall volume of EUR 1.5 million, will be launched in 2022 and aims to support people in developing basic digital skills. The programme targets individuals who encounter difficulties when using the internet or have little knowledge in coping with digital aspects both in their professional and/or private daily life. On the one hand, the programme also addresses education providers, and foresees the development of training offers based on the DigComp 2.2 AT by providing grants of up to EUR 10 000. On the other hand, individuals are supported for their completed DigComp 2.2 AT-based trainings and achieved certificates (Dig-CERT, as described above) by means of a financial bonus of EUR 100 per person.

3.5 Emerging Technologies

3.5.1 *Artificial Intelligence (AI)*

Artificial Intelligence Mission Austria 2030

The Artificial Intelligence Mission Austria 2030 (AIM AT 2030) was launched by a decision of the Austrian Council of Ministers on 23 November 2018. AIM AT 2030 is an experts' report for the correct handling of artificial intelligence (AI). This means the optimal exploitation of opportunities and, simultaneously, the prevention of possible undesirable developments.

Austrian Artificial Intelligence Strategy

In the third quarter of 2021, the Austrian Government published its national Artificial Intelligence (AI) Strategy, thus establishing the framework conditions for a prosperous and responsible use of AI in all areas of life. More specifically, the Austrian AI Strategy focuses on the following three objectives: (i) broadly deploying AI, oriented towards the common good; (ii) positioning Austria as a research and innovation hub for AI; and (iii) securing the competitiveness of the Austrian technology and businesses by using AI. The national AI Strategy contains a total of 91 measures whose implementation has already begun or is currently being initiated.

3.5.2 *Distributed ledger technologies*

Blockchain, Virtual Reality, Augmented Reality and Smart Cities

Blockchain, virtual reality, augmented reality and smart cities are, among others, important pieces of the vision for a comprehensive digitisation strategy and for the strategic digital action plans currently being developed by the Ministry for Digital and Economic Affairs. In 2020, initial plans on the topics of data chances, resilience and economic growth were drawn up, followed in 2021 by additional plans on the topics of digital higher education, digital talents, digitalisation and tourism. Further plans (e.g. secure digitalisation, digital skills in public administration, digital cultural assets, e-health or digitalisation in agriculture) are constantly being developed in line with current Austrian and European digitalisation priorities.

3.5.3 *Big data*
No political communication was adopted in this field to date.

3.5.4 *Cloud computing*
No political communication was adopted in this field to date.

3.5.5 *Internet of Things (IoT)*
No political communication was adopted in this field to date.

3.5.6 *High-performance computing*
No political communication was adopted in this field to date.

3.5.7 *High-speed broadband connectivity*

Broadband Strategy 2030

Austria's Broadband Strategy 2030 formulates the framework conditions for Austria's path to a gigabit society. The Broadband Strategy 2030 builds on the Broadband Strategy 2020. The Broadband Strategy 2030 includes five concrete interim targets in addition to the long-term objective of nationwide coverage with gigabit-capable connections by the end of 2030. The individual interim targets of the Broadband Strategy 2030 allow for a comprehensive monitoring of target achievement, while also offering sufficient flexibility for adjustments, without losing sight of the overall goal.

4 | Digital Public Administration Legislation

4 Digital Public Administration Legislation

4.1 Specific legislation on digital public administration

eGovernment Act

The eGovernment Act, the centrepiece of Austrian eGovernment law, entered into force on 1 March 2004 and was last amended on 31 December 2020. Austria was one of the first EU Member States to adopt a comprehensive legislation on eGovernment. This act is the core of Austrian laws on eGovernment. It serves as the legal basis for eGovernment instruments and components. Many mechanisms - such as the Citizen Card (*Bürgerkarte*; in the future, eID or ID Austria), sector-specific personal identifiers and electronic delivery - can also be put to use in the private sector.

The most important principles of eGovernment law are:
- freedom of choice for users in selecting the means of communication when contacting public authorities; and
- security and improved legal protection provided by appropriate technical measures such as the Citizen Card.

The recent amendments to the eGovernment Act, which entered into force on 31 December 2020, were made in consideration of the technical developments associated with a simplified smartphone-based use of the eID, as well as to increase the data quality and widen the use of the eID. They also introduced the legal basis for a digital driver's license for eID holders.

Another amendment concerning the Supplementary Register for other data subjects is currently in preparation and should enter into force in the second half of 2022.

Citizens' Right to Electronic Correspondence with the Public Administration

On 1 January 2020, the right to electronic correspondence with authorities (according to Article 1a of the eGovernment Act) entered into force. Thanks to that, citizens may now entirely handle their contacts with the authorities electronically.

General Administrative Procedures Act

The General Administrative Procedures Act lays down the basic principles of administrative procedures. Article 13 is relevant to eGovernment in that it regulates the ways in which public authorities and citizens can communicate with each other, such as the transmission of applications by email or web forms. The authority's website specifies the addresses to which application forms can be sent, whether an electronic signature is needed, and which formats are recommended or required for the application.

Since 1 January 2011, documents issued by public authorities require a handwritten signature, certification or official signature. All electronic copies of paper documents from public authorities are required to have an official signature. The official signature is an advanced electronic signature including specific elements to certify the official origin of the document.

Web-Accessibility Act

The Austrian Web-Accessibility Act entered into force on 23 July 2019 and implements the Web Accessibility Directive. It defines the accessibility requirements for federal websites and mobile applications so that they are more accessible for users, especially for people with disabilities. In addition to the federal level, nine different acts implement the Web Accessibility Directive in the respective federal States.

The competent authority on the federal level is the Austrian Research Promotion Agency (FFG), which monitors compliance with the accessibility requirements of websites and mobile applications of public sector bodies in Austria (on federal level and also for seven out of the nine federal States).

In December 2021, the FFG published the first monitoring report. The next report is due at the end of 2024.

4.2 Interoperability

eGovernment Act - Once-Only Principle

Austria's eGovernment Act contains a provision (Article 17(2)) on the Once-Only principle, which states that public authorities are obliged, pursuant to their technical possibilities and in compliance with the requirements stipulated by law, to draw on the available data of the person concerned from public registers of a client under public law. Thus, certain information (birth certificates, proof of citizenship, proof of residency or documents from the Commercial Registry) need no longer be provided by the person concerned but can, with the person's consent or with legal authorisation, be directly requested by the authority from an electronic register. The public authority's responsibility to enable queries in their registers in no way increases their right to release information, since they are based solely on existing authorisations.

4.3 Key enablers

4.3.1 *Access to public information*

Constitutional Law on Access to Information

The Constitutional Law on Access to Information (*Auskunftspflichtgesetz*) became effective on 1 January 1988. This law contained provisions on access to public information at federal and regional level. It stipulated a general right of access and obliged federal authorities to answer questions regarding their areas of responsibility, insofar as this did not conflict with a legal obligation to maintain secrecy. However, it did not permit citizens to access documents, but only to receive answers from the government on the content of information. The nine Austrian *Länder* enacted laws that placed similar obligations on their authorities.

Federal Reuse of Information Act

Directive (EU) 2013/37 amending Directive (EC) 2003/98 on the re-use of public sector information (PSI Directive) was transposed into national law at federal level through the Federal Reuse of Public Sector Information Act (*Informationsweiterverwendungsgesetz,* IWG) in 2015. In order to achieve complete transposition of the PSI Directive, pertinent legislation was passed in all nine Austrian *Länder* complementary to the federal law (9+1).
The transposition of the new Directive (EU) 2019/1024 on open data and the re-use of public sector information (Open Data Directive) is underway. By December 2021, amended legislative proposals have been proposed by all *Länder*, the majority of which have already fully implemented the directive. The Austrian Parliament is expected to decide on the proposed amendment of the federal act in 2022.

4.3.2 *eID and Trust Services*

SourcePIN Register Regulation

The SourcePIN Register Regulation specifies the tasks of the SourcePIN Register Authority which are necessary for the implementation of the Citizen Card concept and the cooperation with its service providers. The main provisions deal with the following:
▪ The process for creating identity links, in particular the duties of registration offices, the validation of identity and the identity link dataset;

- The transformation of sector-specific personal identifiers (ssPIN) into ssPINs from other sectors, generating ssPINs for certain mandate relationships, and the configuration of data applications from the public sector controller; and
- The electronic presentation and verification of mandate relationships as pertains to the Citizen Card concept. One of the remarkable achievements of the Citizen Card concept is the ability to mandate relationships electronically. The SourcePIN Register Authority signs or seals the mandate dataset and thus prevents forgery of such datasets stored on Citizen Cards. The SourcePIN Register Authority enables users to view and revoke mandates online.

An amendment of the SourcePIN Register Regulation and the Supplementary Register Regulation regarding the transition from the current Citizen Card system to ID Austria (eID) is currently in preparation, the new Regulation will be enacted in the first half of 2022.

eGovernment Sector Delimitation Regulation

For the purpose of generating ssPINs, each public sector data application needs to be assigned to a sector of State activity. The eGovernment Sector Delimitation Regulation defines the sectors and the sector identifiers.

Supplementary Register Regulation

The Supplementary Register Regulation plays an important role in the implementation of the Citizen Card concept as it enables natural persons and other involved parties who, due to legal restrictions, are not permitted to be entered into the primary registers, to be registered in the supplementary register.
The Supplementary Register is comprised of two registers: one for natural persons and one for other concerned parties. The eGovernment Act allows the SourcePIN Register Authority to take over the duties of service provider from the Ministry of Interior for the supplementary register for natural persons and from the Ministry of Finance for the second supplementary register.
An amendment of the SourcePIN Register Regulation and the Supplementary Register Regulation regarding the transition from the current Citizen Card system to ID Austria (eID) is currently in preparation and the new Regulation will be enacted in the first half of 2022.

Signature and Trust Services Act

Through the creation of a new EU-wide harmonised legal framework for trust services, the Signature and Trust Services Act (SVG) was rescinded and a new accompanying law implementing the Regulation on electronic identification and trust services (eIDAS Regulation) was issued on the topic of trust services.
The SVG regulates those areas in which the directly applicable eIDAS Regulation gives Member States the possibility of issuing national regulations. In particular, this concerns regulations or specifications in the areas of trust service providers, supervision, formal aspects, liability and penalties in the event of non-compliance with the specifications of the eIDAS Regulation. Although the SVG applies to all trust services, the creation, validation and preservation of electronic signatures continue to be the core. It therefore continues to be possible to sign contracts electronically with an electronic signature with the same effect as if the contract were signed by hand. In addition, an important step for consumer protection was made with the SVG: companies can no longer exclude in

hidden clauses the acceptance of the electronic signature and thus, for example, prevent electronic terminations of subscriptions.

The last amendments to the act, made on 17 May 2018 and 27 December 2018, regarded the General Data Protection Regulation (GDPR).

4.3.3 *Security aspects*

Security of Network and Information Systems Act

The Security of Network and Information Systems Act was adopted on 28 December 2018 in order to transpose the European Directive concerning measures for a high common level of security of network and information systems (NIS Directive).

Data Protection Act

The Austrian Data Protection Act (*Datenschutzgesetz* 2000; DSG 2000, Federal Law Gazette I No. 165/1999) came into effect on 1 January 2000. The act, which implemented Directive (EC) 95/46 on data protection, provides for a fundamental right to privacy with respect to the processing of personal data, which includes the right to information, rectification of incorrect data and removal of unlawfully processed data. It regulates the pre-conditions for the lawful use and transfer of data, including mandatory notification and registration obligations with the Data Protection Commission. Furthermore, it provides for judicial remedy in case of breach of its provisions.

The Data Protection Act was amended in 2017, in particular as a result of the adjustment to Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive (EC) 95/46 (GDPR). These amendments entered into force on 25 May 2018.

The last amendment to the act, made on 15 January 2019, regarded the competences of the Federation and the provinces in the field of data protection.

4.3.4 *Interconnection of base registries*

Central Commercial Registry

The legal bases for the Central Commercial Registry (ZGW) are the Commercial Code (*Unternehmensgesetzbuch*, UGB) and the Commercial Registry Act (*Firmenbuchgesetz*, FBG). The latter does not exactly provide a clear definition, but Article 1 states that the Commercial Registry consists of the general ledger and a collection of documents. The registry is used to record and disclose facts which are to be entered under this act or other legal regulations. The act includes information such as which entities are intended to be registered in the general ledger, the collection of documents, the notification requirements, the database of the Commercial Registry and judicial administration measures.

Central Civil Registry

The main legislation for the Central Civil Registry (ZPR) is the Civil Status Act of 2013, Section 2, Articles 43-45, which pleads the Central Civil Registry as a public registry. Moreover, it states that the Civil Status Authorities may only use personal data when this is necessary to fulfil the tasks assigned to them. The act also provides information regarding the use of the data from the registry, queries, certificates, the structure of the registry, and the keeping and exhibition of the documents.

Land Registry

The main piece of legislation underpinning the Land Registry is the General Land Registry Law (GBG) which, however, does not provide a clear definition. The Land Registry is public and, therefore, anyone may access it and obtain extracts in the presence of an official. The law also governs the types of registration, the information regarding the certificates, the effect of the registration, the rectification of data, etc.

Central Registry of Vehicles

In the case of the Central Registry of Vehicles (KZR), the main law is the Motor Vehicles Act (KFG, 1967), which is a very extensive law covering everything related to motor vehicles.

Central Registry of Residents

For the Central Registry of Residents (ZMR), the most relevant pieces of legislation are Articles 16, 16a and 18 of the Notification Act (MeldeG), and Articles 15 and 17 of the Registration Act Implementing Regulation (MeldeV). The Notification Act states that the Central Registry is public and should be managed as a joint information system, and provides details on the authorised use of data obtained from it. The second act specifies the administrative charges.

4.3.5 *eProcurement*

Federal Procurement Act

The new Federal Procurement Act (*Bundesvergabegesetz*, BVergG 2018) was adopted on 20 August 2018 and substituted the Federal Procurement Act which entered into force on 1 February 2006, replacing the Federal Procurement Act 2002 and repealing the eProcurement Regulation 2004. The new Federal Procurement Act 2018 finally transposed all the EU public procurement directives into national law, including their provisions regarding eProcurement.

eInvoicing

The provisions of Section 5 of the Austrian Information and Communication Technologies Consolidation Act of 2012 mandated that all contracting partners of the federal government, including foreign contracting partners, must submit only structured electronic invoices for the provision of goods and services to government departments. eInvoicing is mandatory only for the federal government, with a few exceptions.
Austria mandates the use of the Federal Service Portal, the central processing eInvoicing platform of the federal government, to receive eInvoices. The portal provides the authentication services necessary for the submission of eInvoices and does not require further use of the electronic signature.

4.4 Domain-specific legislation

Business Service Portal Act

The Austrian Business Service Portal Act regulates the establishment and operation of a central internet service portal for companies (business service portal - usp.gv.at) to support the electronic exchange of information and transactions between participants. It also regulates the operation of an internet service portal for citizens (citizen service portal - oesterreich.gv.at), which provides information, support and online administrative procedures.
In 2021, the Business Service Portal Act was amended to implement a Once-Only platform with the aim to minimise existing administrative burdens concerning information obligations for citizens or companies and simplifying the technical framework for the exchange of information between different authorities.

Service of Documents Act

The Service of Documents Act, last amended on 27 December 2018, governs the delivery of all documents, such as official notices, which government authorities are required by law to send out.
In both electronic and paper-based circumstances, a differentiation is made between deliveries that require proof of delivery, by which the recipient confirms the delivery

with a signature, and deliveries where no proof is required. The proof of delivery is carried out through an electronic delivery service. This service is available from delivery service providers approved by the Minister for Digital and Economic Affairs. A list of these delivery service providers is published by the Ministry online. The service allows customers (citizens and businesses) to register with their Citizen Card to confirm that they want to receive administrative documents electronically. Registering with a delivery service is sufficient notice in order to receive administrative documents. However, the use of an electronic delivery service is not obligatory.

Since 2019, the display module MyPostbox (*meinpostkorb*), in accordance with Article 37b of the Service of Documents Act, bundles documents from different delivery systems into a common view and allows for a single point of registration. This service is available through registration to the platform oesterreich.gv.at and through the app *Digitales Amt*, as well as for businesspeople in the Business Service Portal.

Research Organisation Act

The Research Organisation Act was amended on 16 May 2018, 24 July 2020 and 13 December 2021 in order to facilitate the use of information in public registers for research purposes.

Delivery Service Regulation

The Delivery Service Regulation further defines the admission standards that are given in Article 30 of the Service of Documents Act. These standards include criteria for assessing the technical and organisational ability of delivery service providers and, in particular, the reliability of data protection aspects. The technical requirements that are to be fulfilled by delivery services are contained in an annex to the Delivery Service Regulation and are to be published online.

Delivery Forms Regulation

The Delivery Forms Regulation defines the forms for the first and second notifications, which are sent electronically, as well as for the third and final notification, which are sent by postal delivery to the recipient's address if one has been provided.

Austrian Deregulation Act

On 12 April 2017, the 2017 Austrian Deregulation Act was published, aiming to substantially reduce administrative burdens for citizens within the public administration.

Health Telematics Law

The Health Telematics Law, last amended on 28 October 2021 was put forward by the Federal Ministry of Health to secure the transmission of sensitive patient data. The law articulated security measures already contained in the Data Protection Law of 2000. The government developed the strategy in this field together with the public administrations, as well as regional and local authorities.

Digital Office Regulatory Framework

The Digital Office (*Digitales Amt)* project was launched with a decision of the Austrian Council of Ministers of 15 January 2019 as a further important step to ensure that citizens' administrative procedures, as well as their contact with public authorities, can take place fully electronically. The federal government focuses on creating a modern legal framework for the development, testing and implementation of new/selected inter-ministerial electronic administrative processes and services (with broad stakeholder involvement).

eCommerce Act

The eCommerce Act (*eCommerce Gesetz*, ECG), which came into force on 1 January 2002, implemented Directive (EC) 2000/31 on electronic commerce. The act dealt with

certain aspects of information society services. According to the act, such information society services are, inter alia, online distribution, online information, online advertisement, access functionalities and search engines. The act applied to virtually all services provided on the internet. It established the principles of freedom of service provision and country of origin, and provided for certain information obligations for providers of information society services for the benefit of their (potential) customers.

4.5 Emerging technologies

4.5.1 *Artificial Intelligence (AI)*
No legislation was adopted in this field to date.

4.5.2 *Distributed ledger technologies*
No legislation was adopted in this field to date.

4.5.3 *Big data*
No legislation was adopted in this field to date.

4.5.4 *Cloud computing*
No legislation was adopted in this field to date.

4.5.5 *Internet of Things (IoT)*
No legislation was adopted in this field to date.

4.5.6 *High-performance computing*
No legislation was adopted in this field to date.

4.5.7 *High-speed broadband connectivity*
No legislation was adopted in this field to date.

5

Digital Public Administration Governance

5 Digital Public Administration Governance

5.1 National

Federal Minister for Digital and Economic Affairs

The responsibility for Austria's eGovernment strategy/policy lies with the Federal Minister for Digital and Economic Affairs in the Federal Ministry for Digital and Economic Affairs. The Federal Minister is also responsible for economic affairs, innovation and technology, and external trade policy, as well as for the maintenance and use of numerous historic buildings. Furthermore, the Federal Minister is responsible for coordinating tasks in the field of digitisation. In this regard, the Federal Minister is supported by the various bodies of all relevant actors, such as the Platform Digital Austria, as well as by administrative units within the Federal Ministry for Digital and Economic Affairs.

Chief Digital Officer Taskforce

The government programme defined digital development as an interdisciplinary issue. A Chief Digital Officer (CDO) was appointed in each Ministry in order to coordinate innovation and digitisation issues between Ministries and work on a nationwide innovation and digitisation strategy.
The CDOs' task is to optimise the coordination of digitisation measures between the different Ministries. Through a coordinated approach, goals such as the further automatization of processes or the offer of improved digital services can be realised more efficiently.
The CDO of the Federal Ministry for Digital and Economic Affairs (Maria Ulmer) is the head of General Directorate I (Digitisation and eGovernment).

Federal Ministries

Even though the overall coordination of ICT and eGovernment policies and activities lies within the competence of the Federal Ministry for Digital and Economic Affairs, the different federal Ministries and agencies are responsible for implementing their own projects.

Directorate on International and Legal Affairs and eGovernment Strategy

The Directorate on International and Legal Affairs and eGovernment Strategy supports the Platform Digital Austria at legal and organisational level and represents Austrian positions at European and international level.

eGovernment Innovation Centre

The Secure Information Technology Centre (A-SIT) hosts the eGovernment Innovation Centre (eGovernment Innovations Zentrum, EGIZ) that was founded in autumn 2005. EGIZ is a research unit that investigates innovative technologies and solutions for eGovernment and represents a platform and network for research activities with respect to eGovernment solutions. In cooperation with the strategy and implementation units, the innovation centre allows for closer collaboration between research and application.

Austrian Federal Computing Centre

With the adoption of the new Federal Ministries Act in 2020, the Austrian Federal Computing Centre (*Bundesrechenzentrum,* BRZ) was incorporated into the Federal Ministry for Digital and Economic Affairs (BMDW), transforming it into a competence centre for digitisation.

Secure Information Technology Centre

Founded in May 1999 by the current members (the Ministry for Digital and Economic Affairs, the Federal Computing Centre, the Graz University of Technology, the Danube University Krems, and the Johannes Kepler University Linz), the Secure Information Technology Centre (A-SIT) is an independent non-profit association tasked with the development of expertise in the area of technical information security in service of the authorities, the economy and the citizens. Specific issues addressed include the introduction of the Citizen Card (eID), the evaluation of cryptographic methods and eGovernment security aspects. A-SIT also hosts the eGovernment Innovation Centre (eGovernment Innovations Zentrum, EGIZ) that was founded in autumn 2005.

Fit4internet

fit4internet is a non-partisan and independent association with the objective of qualifying and quantifying digital literacy among the Austrian population. The primary goal is to enable the competent use of digital technologies and ensure a broad participation of the entire society in the digitisation process.
The main objectives of the association are:
- The rapid and standardised development of competences and knowledge dissemination in order to cope with digital demands in the Austrian economy and society;
- The coordination of as many IT-relevant organisations and companies in order to gain the broadest possible basis for the implementation of these goals;
- The promotion of qualification offers for three focus groups: youth, employees and those re-entering the workforce, and seniors;
- The bundling of activities to increase basic skills for mobile internet use; and
- The development of the Austrian certification system for digital skills according to the EU DigComp.

5.2 Subnational (federal, regional and local)

Platform Digital Austria

Senior representatives of regional and local governments participate in the Platform Digital Austria, which is headed by the Federal CIO and is responsible for devising integrated eGovernment strategies. The objectives and roadmaps adopted by the platform are thus also valid for regional and local governments. These guidelines are then translated or included into regional and local strategies, for which *Länder* and municipal governments are responsible.

eGovernment Working Group of the Federal, Regional and Local Authorities

To provide a uniform system of eGovernment, intensive cooperation across all levels of administration is required. Such cooperation is guaranteed by the support of the Platform Digital Austria, which operates as an umbrella for all working groups open to representatives of the federal, regional and local authorities. The open participation enables the federal administration, the regions, the Austrian Association of Cities and Towns, and the Austrian Association of Municipalities to develop joint solutions for legal, technical and organisational issues. The required transparency is ensured by a common information and communication platform.

Regional and Municipal Governments

The responsibility for implementation lies with the individual States (*Länder*) and municipal governments.

Austrian Association of Cities and Towns

The Austrian Association of Cities and Towns represents 259 members, including all towns with more than 10 000 inhabitants. The smallest city member has 1 000 inhabitants.
The Austrian Association of Cities and Towns is involved in the preparation of legislation and, among other things, comments on some 100 federal regulations every year expressing the point of view of local governments. Moreover, representatives of the Austrian Association of Cities and Towns are active in a number of advisory bodies in fields such as the environment or welfare.
Some 40 technical committees explore innovative measures and programmes adopted by towns and communities, issue statements on new legislation and discuss the implementation of new policies. eGovernment is currently one of their main focuses.

Austrian Association of Municipalities

The Austrian Association of Municipalities (*Österreichischer Gemeindebund*) is the entity representing the interests of small and medium-sized municipalities in Austria. A total of 2 093 municipalities are members of the association.

Additional information on Austria's responsible bodies for digital policy and interoperability, as well as relevant digital initiatives are available on Joinup.

6 Digital Public Administration Infrastructure

6 Digital Public Administration Infrastructure

6.1 Portals

6.1.1 *National Portals*

Oesterreich.gv.at (former HELP.gv.at)

Oesterreich.gv.at is an internet platform linking to a large number of public authorities. As the one-stop eGovernment platform for citizens, it provides information on all interactions with Austrian authorities required in the most frequent life situations – such as pregnancy, childbirth, marriage or housing – and allows to complete some of these procedures electronically. The portal constitutes an interface between authorities and citizens, with an emphasis on transparency, user-friendliness and clarity of information. The portal can be accessed 24/7 in order to obtain useful information on how to deal with different authorities in over 200 life situations. Furthermore, it makes it possible to complete a large number of administrative procedures (e.g., voting card application) electronically via the oesterreich.gv.at website.

Since 22 March 2019, the website has been expanded with the introduction of new services for citizens (e.g. baby point and relocation) and has been renamed oesterreich.gv.at. In addition, in March 2019 a chatbot named Mona and a dedicated mobile app were launched to improve the service quality of Austria's most used eGovernment portal for citizens (> 50 million visits in 2021).

The Digital Office App - which is the mobile complement to the online platform oesterreich.gv.at - was launched to facilitate a centralised, mobile and easy access for citizens to the most important administrative services, as an important step to allow for the use of eGovernment anytime and anywhere. The app has already been downloaded over 300 000 times from the app stores. The Digital Office App supports a single sign-on functionality and is planned to be expanded into an ID platform to include new functionalities (e.g., electronic driving licence or registration certificate).

Business Service Portal

With more than 50 million page views per year, the Austrian Business Service Portal (USP) serves as a single-entry point for businesses to administrative services. By offering information and transaction services, it intends to help businesses fulfil their information obligations and reduce their administrative burdens. More specifically, information and advice are provided on several administrative activities, including starting a business, and tax and legal requirements. Information about the most important life events for businesses are available in German and English.

As a result of its expansion, this one-stop eGovernment platform for businesses already offers more than 80 public service procedures via single sign-on. New and redesigned eGovernment services have been integrated in the Business Service Portal, like electronic starting up and eDelivery, with a view to strengthen and foster economic growth in Austria.

In the area of online business formations via the USP, an increase of more than 50% was recorded from 2020 to 2021.

Moreover, the 'call for tenders search' service allows, without additional registration, to search for and view in one place all calls for tenders published in accordance with the Austrian Federal Procurement Act, giving SMEs free and unlimited access to tenders from 7 000 public authorities.

The Austrian government puts very strong emphasis on delivering public services using the Once-Only principle, for domestic but also cross-border transactions, to reduce administrative burdens for businesses. This accelerated implementation of digital tools facilitates SMEs development by enabling user-centred, seamless and transparent service delivery, and facilitating the mobility and the use of key technologies.

Legal Information System of the Republic of Austria

The Legal Information System of the Republic of Austria (RIS) is an electronic database operated by the Austrian Federal Chancellery. It serves for the publication of authentic legal texts as an alternative to the paper-based BGBl (Federal Law Gazette) and provides information on current laws in the Republic of Austria to citizens and businesses (e.g. in the form of a consolidated version of the Austrian Federal Law).

Open Government Data Metaportal (data.gv.at)

With the implementation and start of the Austrian One-Stop Open Government Data Metaportal in 2012, Austria moved closer to its open government data goal. Data.gv.at, a central catalogue for open government data, was launched to allow users to quickly find data via a single electronic point of contact.
Open government data has the potential to promote social, cultural, scientific and economic progress. For that reason, the Austrian government has made it possible to develop new products and services through the reuse of non-personal public sector information. Moreover, open government data may enhance the transparency of administrative activities, improve collaboration between politics, administration, business, research and citizens, and strengthen democracy.

FinanzOnline Portal

The portal FinanzOnline provides a one-click link to the Austrian tax administration. Using FinanzOnline, Austrian citizens can, for instance, file their tax return electronically from home 24 hours a day, thus saving both time and money. Furthermore, assessment notices can be delivered electronically upon request in just a few days.

GESUNDheit.gv.at Portal

The guiding principle of the Health Portal GESUNDheit.gv.at is to provide information to people in order to ensure and expand their participation and choices in healthcare (i.e. patient empowerment). Accordingly, this portal (My Electronic Health Records) provides citizens with quality-assured information about the healthcare system and other benefits. Besides medical information, the portal also contains information on the structure and organisation of health services.

ICT Security Portal

At the ICT Security Portal citizens can find comprehensive information on the topic of security of ICT. The portal's goal is promoting an ICT security culture in Austria by raising awareness among the target groups concerned and by providing specific recommendations for action to each target group.

Justice Online

Justice Online, the platform of the Austrian justice system, offers a wide range of digital information and services. The platform gives access to documents related to proceedings, serving also as the first point of contact for acquiring extracts from company or land registers.

6.1.2 *Subnational Portals*

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

6.2 Networks

Trans European Services for Telematics between Administrations

Austria uses the Trans European Services for Telematics between Administrations (TESTA) network as a main cross-border infrastructure to communicate digitally with the EU agencies, institutions and Member States.

6.3 Data Exchange

Electronic Delivery Service

The Electronic Delivery Service allows public administrations and citizens to exchange messages with proof of sending and receipt. In 2008 and 2009, the first two privately run delivery services that complied with legal regulations and technical specifications for electronic delivery became operational. Currently, there are five privately run delivery services on the market with 3.3 million deliveries in 2021.

In the future, official notifications will mainly be sent by electronic means. The new electronic delivery system - which can be seen as an evolution of the old system - was launched on 1 December 2019. The new system brings many advantages to citizens, businesses and public authorities. Just like the letterbox in the paper world, recipients only need one system to receive official notifications as well as private mail in the electronic world. This central system is called MyPostbox (*meinpostkorb*). The revised electronic delivery offers great saving potential for public authorities, citizens and businesses (e.g. postage costs, printing costs and time). The display module MyPostbox bundles documents from different delivery systems into a common view and allows for a single point of registration. This service is available through registration to the platform oesterreich.gv.at and through the app *Digitales Amt,* as well as for businesspeople in the Business Service Portal.

Electronic File System

The Electronic File System (ELAK) was introduced in order to replace paper-based filing and archiving in all Austrian Ministries. An electronic file is created for every written request requiring an answer and every internal project of possible future interest. In this way, every procedure can be easily audited anytime by viewing the file. At the federal level ELAK means that many procedures can now be conducted more efficiently facilitating inter-administrative transactions, which can now be processed using just one medium. The introduction of ELAK brought about significant savings. At the beginning of 2020, a new Electronic File System was launched with further useful features (e.g. team rooms for cross-sector collaboration with private sector partners) and a modernised design.

6.4 eID and Trust Services

Portal Group

The Portal Group is a link-up of administrative portals and the basic infrastructure for the authentication and authorisation of public sector employees when accessing restricted online resources. By implementing the Portal Group protocol, the user management of shared eGovernment applications can be radically simplified, providing a single sign-in for users. The federal administration portal operators are obliged to implement the Portal Group agreement, building a web of trust. Participating organisations can rely on their own local user administrations to manage access to external eGovernment applications.

eID Austria

Public authorities must be able to verify a person's identity to make their procedures secure and traceable. An electronic tool to uniquely identify citizens and businesses is therefore necessary. This electronic identification is the Citizen Card (*Bürgerkarte*), which can be used to sign documents securely and electronically. The digital signature is covered by law and protects against unwanted access and changes to signed content. The term Citizen Card is used to describe an identity management concept that makes it possible to provide electronic services for public administration employees and customers in a simple and secure manner. It provides unique user identification and authentication, which are necessary in order to offer certain electronic procedures.

Since the last quarter of 2009, citizens have been able to choose between two different Citizen Card options. The first is the well-known eCard which is activated as a Citizen Card. The other choice is a mobile phone solution called the ID Austria (former 'Handy-Signatur').

In January 2021, the eIDAS-compatible version of the Austrian Citizen Card - the so-called ID Austria - went online in the piloting phase and has been available for the public through selected registration offices around Austria. Full deployment is expected to start mid-2022.

Over 3 million people already use an electronic ID in Austria. Most of them use their eID via mobile phone. ID Austria - as a central element for secure online processes – has been given the highest priority and is strongly anchored in both the Government Program 2020-2024 and the Austrian Digitalisation Strategy 'Digital Action Plan Austria' (*Digitaler Aktionsplan Austria*).

After activating the Austrian eID once, citizens can use the single sign-on functionality of the Digital Office App (mobile complement to the national One-Stop eGovernment portal for citizens) and benefit from even more flexibility and usability. Austria has therefore taken into account the trend towards increased internet use via mobile devices.

Austria positively completed the eIDAS prenotification process and peer review for ID Austria on 21 February 2021 and formally notified ID Austria on the assurance level 'high'.

Signature Verification

The Signature Verification (*Signaturprüfung*) service is a web application with which it is also possible to verify electronic signatures without installing a specialised software. The supported signatures conform to internationally standardised formats, such as XMLDSIG and CMS, as well as formats used in Austrian eGovernment applications (e.g. PDF-AS). The user interface is both in German and English, depending on the browser settings. In order to ensure confidentiality of communication, the service is encrypted.

6.5 eProcurement

Public Procurement Platform

The Public Procurement Platform (PEP-Online) gives the opportunity to public buyers in Austria and Croatia to electronically provide interested suppliers with information about tender notices. Upon registration, buyers have to enter the required information about a public procurement procedure into the system. A subsequent electronic verification ensures that all data are consistent and valid. Following this, buyers must specify the date and the media to be used for the publication and upload the tender documents. After registration, interested suppliers are able to search the online database, view and download tender documents, visit a buyer's profile or define automatic search profiles.

Electronic Purchasing System

The BBG (*Bundesbeschaffung GmbH*) electronic purchasing system, which uses web technology by the Federal Procurement Agency, allows its customers to manage electronic framework agreements and contracts. The entire purchasing process (from raising a purchase requisition, approving workflows and completing the purchase order to dispatching the purchase order to the vendor) is covered within the BBG Portal. It simplifies and speeds up internal processes by using flexible, customer-oriented electronic workflows. Furthermore, it improves the quality of business process documentation for registered users and their organisations.

European Standard on eInvoicing

A specific federal plan for the implementation of the European standard on eInvoicing has been put in place. The following formats are accepted: ebInterface, UBL 2.0 and 2.1, AustroFIX and CII D16B.

6.6 ePayment

No infrastructure in this field has been reported to date.

6.7 Knowledge Management

Massive Open Online Course

Updated courses on internet competences have been implemented at teacher training colleges. The aim is to train educators to use digital media in their lessons. The course includes eight different topics: (i) digital world for children and adolescents; (ii) behaviour when using a computer and internet; (iii) online communication; (iv) evaluation of online sources and copyright; (v) digital devices in school; (vi) data protection; (vii) dealing with denigration on the internet; and (viii) cyberbullying and hate mailing.

eGovLabs - Joinup

Many eGovernment applications use modules for online applications (MOA), i.e. software components that encapsulate all the procedures needed to carry out specific functions, including verifying and affixing electronic signatures, reading identification data from the Citizen Card and delivering notifications from authorities. For this reason, the software is continually maintained in a collaborative process and upgraded to fulfil new requirements. For this purpose, the eGovLabs platform was created for the developer community, so that a structured cooperation can be established when it comes to feature and change requests, error reports and enhancements. The modules and all their versions, including the source code, are available on this open-source repository. In order to underline the European dimension and cross-border usability, eGovLabs was shifted to the EU Joinup open-source platform.

Cybersecurity Quiz App

The Cybersecurity Quiz App was developed to strengthen the digital skills of Austrians in the field of cybersecurity. It includes game challenges relating to technical threats, protection from fraud, data protection, cyberbullying, etc.

6.8 Cross-border platforms

QC-Platform

Austrian science institutes and businesses are (lead) partner in nearly all QCI projects and studies going on in the European context. In close coordination with EuroQCI, Austrian organisations are also building support platforms and hosting workshops for all

EuroQCI member States in order to foster the EU initiative for a common QC-infrastructure in the EU. The Federal Ministry for Climate Action, Environment, Energy, Mobility, Innovation and Technology represents Austria in the EuroQCI initiative.

According to the schedule of EuroQCI, Austria is in the step-1-phase: establishment and further development of a terrestrial QCI in Austria and coordination of cross-border initiatives with neighbouring countries. The latest projects are QKD4GOV funded by the national funding program KIRAS (to secure governmental data and communication) and the participation in the Digital Calls for EuroQCI.

A strategy for communication and community building to raise awareness as well as the deployment of QCI have already been developed and implemented in Austria. Furthermore, an advisory board and an industry group for QCI activities and for cross-border cooperation and projects have been set up.

Once-Only Portal

The implementation of a Once-Only Portal (*Register- und Systemverbund*) as basis for the targeted reduction of administrative burdens (information obligations) was agreed by a decision of the Austrian Council of Ministers on 6 October 2020. This register and system network represents an important further step towards user-centric and efficient eGovernment. Interfaces will allow the data-protection compliant use of existing data. The data records will not have to be stored or centralised and will remain within the responsible bodies. The high level of data protection remains untouched.

The setup of an Information Hub (RSV) for the automatic exchange of data and evidences between public authorities on both EU and national level is planned by 2023 (Single Digital Gateway Regulation). An information obligation database provides an overview of already available data of public authorities in order to foster the detection and elimination of redundancies in business reporting and acting as a basis for new reforms and data optimization.

The present amendment of the Business Service Portal Act - that entered into force on 27 July 2021 - provides the necessary legal basis for the automated data exchange and implementation of the Once-Only principle.

Public Procurement Promoting Innovation

Austria launched an initiative on public procurement promoting innovation (PPPI) in 2011. The central element is the PPPI Service Centre (IÖB-Servicestelle) that acts as a network and support point for all innovators in the public administration. The PPPI service centre builds bridges between innovative European SMEs or start-ups and public institutions and offers a free service portfolio of seminars and workshops as well as the PPPI innovation platform.

The PPPI initiative helps to support innovative solutions from start-ups, young companies and small businesses through orders from public institutions. Due to the digitalisation of services and processes in public administration, there is enormous potential for the application of new technologies such as AI and blockchain in the area of e-government.

EUCARIS, ECRIS and EULIS

Austria is a member of EUCARIS and ECRIS, and also has full connection to EULIS.

6.9 Base registries

No particular infrastructure in this field was reported to date.

6.10 Emerging Technologies

6.10.1   Artificial Intelligence (AI)

AI Marketplace

To promote the best possible networking between providers of AI solutions and Austrian companies, an AI marketplace was launched in 2021, which provides a quick and easy overview of the Austrian AI-provider landscape, thus connecting them with potential customers, and introduces Austrian companies to the topic of AI. Since its launch, the AI marketplace has grown to 108 AI providers (more than half of the providers in Austria). The platform is public and accessible free of charge.

6.10.2   Distributed ledger technologies

European Blockchain Partnership

Austria has been a member of the European Blockchain Partnership since its foundation. Austria also participates in the European Blockchain Services Infrastructure (EBSI) and was one of the first member countries to put a national EBSI node in operation.

Most of the Austrian administrative bodies are already dealing with blockchain technology and potential fields of application to a certain extent. There are considerations to use blockchain technology in many areas of the Austrian public administration. The Anti-fraud Tax and Customs Office, for example, is planning to implement a technology which will be able to comprehend the payment flows of crypto currencies. To this end, a software which will be able to break-up the blockchain technology (or at least parts of it), will be implemented.

6.10.3   Big data

No particular infrastructure in this field was reported to date.

6.10.4   Cloud computing

Cloud Computing - Ö-Cloud

The Austrian Cloud (Ö-Cloud) initiative was launched on 10 June 2020. The initiative aims to increase Austria's resilience and data sovereignty. More in detail, with the Ö-Cloud Austria pursues the following goals: (i) connecting Austrian cloud providers into a synergetic network system; (ii) strengthening data sovereignty; and (iii) improving transparency and integrity through comprehensible processing of data. Together with the Austrian industry, Austria will also play an active part in the GAIA-X project.

6.10.5   Internet of Things (IoT)

No particular infrastructure in this field was reported to date.

6.10.6   High-performance computing

Quantum Austria

The aim of Quantum Austria (QA) is to strengthen research in quantum physics and high-performance computing (HPC) as well as to bring next generation quantum technology to a mature and commercially useful state. This will be done by both the purchase of reasonable infrastructure and the support of knowledge-based skills and

know-how. Quantum computing, quantum communication, quantum simulation and quantum metrology are the main fields of interest of the research initiative Quantum Austria, which will be implemented in the timeframe 2022–2026. Furthermore, QA aims to turn these areas of research into commercially available and useful tools and by that to assist the digital and green transition of both Austria and the EU, as well as to bridge the two main fields of interest - namely HPC and Quantum Physics - by investing in high-class cutting-edge HPC and quantum computing infrastructure.

Therefore, Austria is investing substantial amounts in research and development in the field of HPC infrastructure and quantum research. Public funds are allocated through performance agreements with the universities, the Austrian Academy of Sciences and the Institute of Science and Technology Austria IST-Austria on the one hand and through the Fund for the Promotion of Scientific Research (FWF) and the Research Promotion Agency (FFG) on the other.

6.10.7   *High-speed broadband connectivity*

5G

Austria's 5G strategy aims to enable the nation-wide introduction of the 5G mobile communication standard with optimised framework conditions, thus seizing the associated opportunities for the benefit of citizens, businesses, industry and science.

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).

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 Harald Pirker, Federal Ministry for Digital and Economic Affairs.

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