



European
Commission



Digital Government Factsheet 2019

Austria



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Country Profile

Basic data

Population: 8 822 267 inhabitants (2018)

GDP at market prices: 386 093.8 million Euros (2018)

GDP per inhabitant in PPS (Purchasing Power Standard EU 28=100): 127 (2017)

GDP growth rate: 2.7% (2018)

Inflation rate: 2.1% (2018)

Unemployment rate: 4.9% (2018)

General government gross debt (Percentage of GDP): 78.3% (2017)

General government deficit/surplus (Percentage of GDP): -0.8% (2017)

Area: 83 879 km²

Capital city: Vienna

Official EU language: German

Currency: Euro

Source: Eurostat (last update: 15 March 2019)

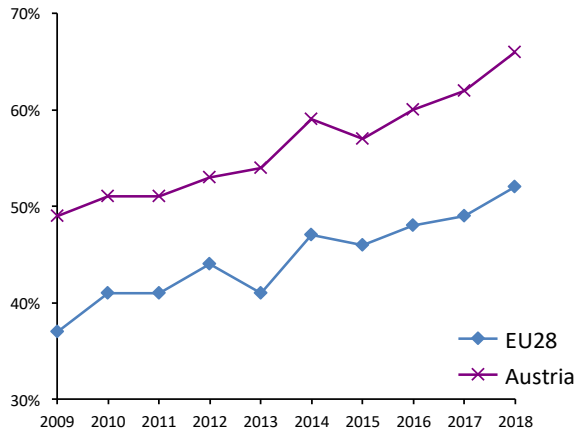




Digital Government Indicators

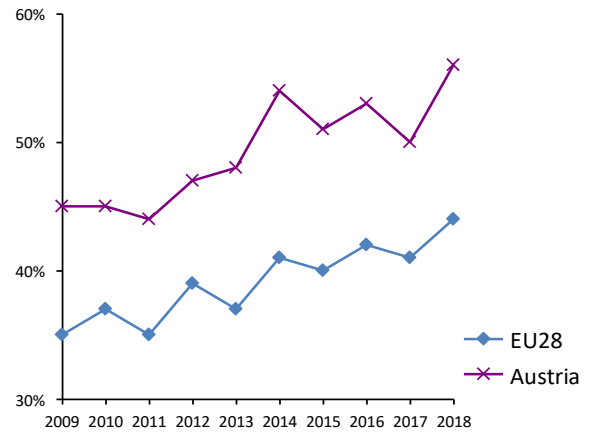
The following graphs present data for the latest eGovernment Indicators for Austria compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

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



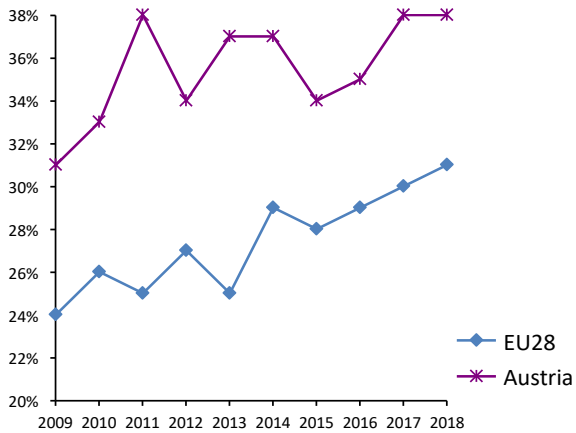
Source: Eurostat Information Society Indicators

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



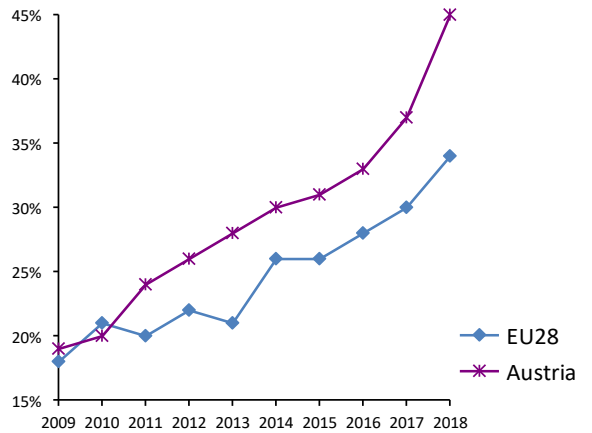
Source: Eurostat Information Society Indicators

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



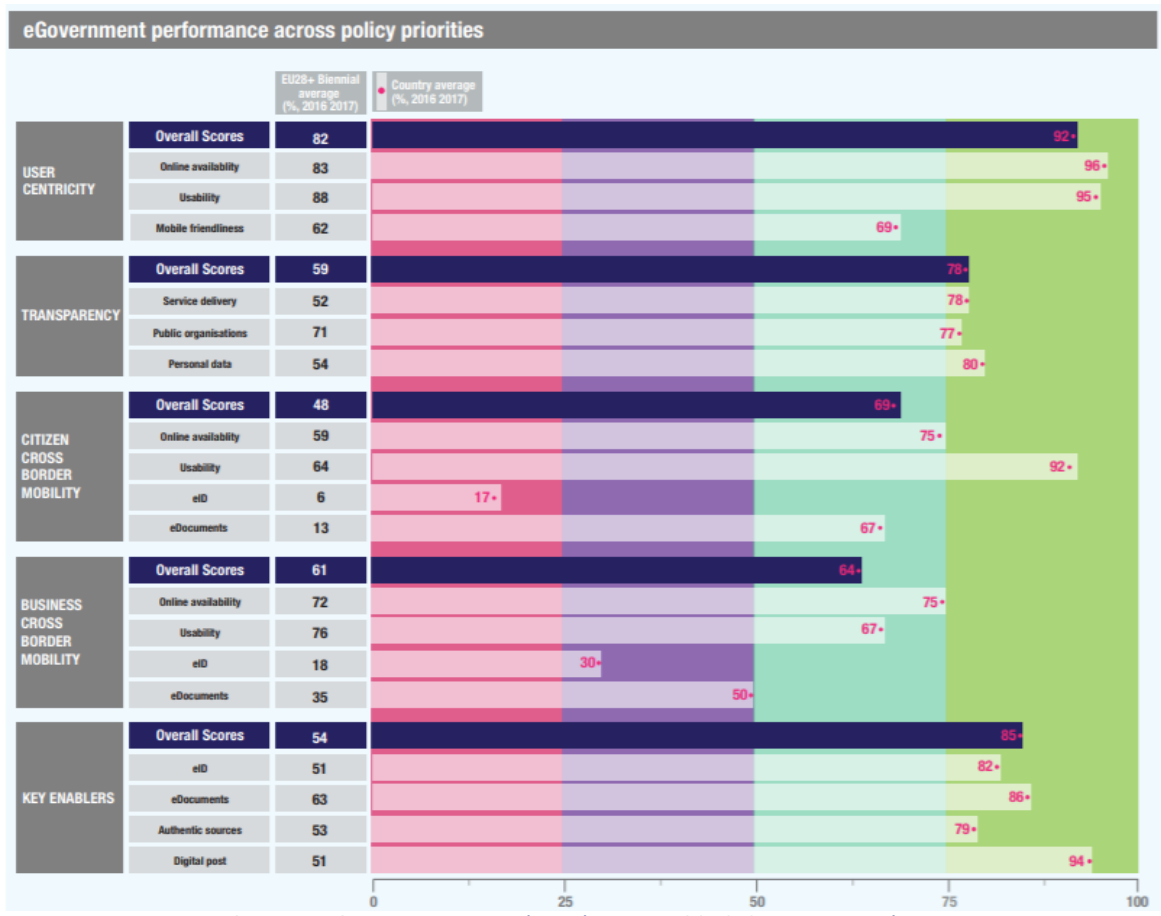


Digital Government State of Play

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

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

These top-level benchmarks are measured using a life-events (e.g. mystery shopping) approach. Eight life events are included in the overall eGovernment performance score. Four of these life events were measured in 2013, 2015 and 2017 and the other four were measured in 2012, 2014, 2016, and again in 2018. The life events measured in 2017 were Regular business operations, Moving, Owning and driving a car and Starting a small claims procedure. The life events measured in 2018 are Business start-up, Losing and finding a job, Family life and Studying.



Source: eGovernment Benchmark Report 2018 Country Factsheet





Digital Government Highlights

Digital Government Political Communications

Building on the results of the Digital Roadmap Austria, a new and even more ambitious Digitisation Strategy for Austria is currently being developed under the auspices of the Ministry of Digital and Economic Affairs with the aim of positioning Austria as digital leader in Europe. The details of the strategy, including its timetable, priorities and piloting, are defined under the strategic framework of [Digital Austria](#), in close cooperation with the Chief Digital Officer (CDO) Taskforce and the recently launched digitisation agency.

Digital Government Legislation

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

Digital Government Governance

The federal government has emphasised the importance of digital transformation for industry, society and public administration and has given it high priority in the government programme. The [Digitalisation Agency of the Federal Government](#) was founded on 30 May 2018 and represents another important step to ensuring the success of Austria's digital transformation. The Agency especially focuses on the support of SMEs, implements targeted projects and provides expertise and know how in the fields of innovation, digitisation and networking.

Digital Government Infrastructure

The established one-stop eGovernment platform [help.gv.at](#) has been expanded with further useful e-services (e.g. baby point, relocation, etc.) for citizens and relaunched under the new name [oesterreich.gv.at](#). A dedicated app named *Digitales Amt* (Digital Office) became available on 19 March 2019.

Digital Government Services for Citizens and Businesses

The [oesterreich.gv.at](#) App was launched in order to provide a single, mobile and easy-to-use access for citizens to the most important administrative services.





Digital Government Political Communications

Specific political communications on digital government

Digital Roadmap Austria

On 18 February 2016, the Federal Government presented the draft for a [Digital Roadmap Austria](#). The Digital Roadmap Austria is an initiative of the Austrian Federal Government, coordinated by the Federal Ministry for Digital and Economic Affairs and established in 2017. The Digital Roadmap is seen as key to optimally exploiting the digital transition that is taking place in order to strengthen Austria as a business location and innovation leader and foster the participation of all people in the digital world. The Digital Roadmap Austria as comprehensive digital strategy for Austria includes numerous eGovernment activities in different areas, such as digital infrastructure, security, data protection and trust, digital politics and public administration, digital society, digital economy, digital research and innovation and digital future, as explained in the [coalition agreement](#).

The Digital Roadmap formulates a total of 12 guiding principles and incorporates around 150 specific measures in twelve areas of action, and so the benefits of the digitalisation process are identified and well-defined. With the Roadmap, the activities of all divisions are pooled in a joint strategy paper of the federal government for the first time. Because digitalisation is changing our world at great speed, the Digital Roadmap also remains "in motion". It is a dynamic strategy paper that is continually adjusted to reflect current developments relating to digitalisation and is thus a reliable common guideline in the direction of a digital future.

Strategic Action Plan on Digitalisation

Building on the results of the [Digital Roadmap Austria](#), a new and even more ambitious Digitisation Strategy for Austria is currently being developed under the auspices of the [Ministry of Digital and Economic Affairs](#) with the aim of positioning Austria as digital leader in Europe. The details of the strategy, including its timetable, priorities and piloting, are defined under the strategic framework of [Digital Austria](#), in close cooperation with the Chief Digital Officer (CDO) Taskforce and the recently launched [digitisation agency](#).

The Ministry for Digital and Economic Affairs is responsible for the monitoring and achievement of the set goals, defined together with the Chief Digital Officers (CDOs).

The process for the strategic action plan is streamlined in close cooperation between the newly established CDO Taskforce, together with the support of academia.

The aim is to establish and further ensure Austria's role as a leading digital nation to guarantee and expand prosperity, and job opportunities, as well as the quality of life in the long term.

eGovernment Vision 2020 (2009 - 2020)

[Platform Digital Austria \(PDÖ\)](#), which is the coordination and strategy committee of the Federal Government for eGovernment in Austria, formulated principles for continued fruitful cooperation in the field of eGovernment. These are included in the short document [eGovernment Vision 2020](#). This document is not a legally binding strategy; it sets out the mission statement and basic strategic principles to be followed in the years to come in relation to eGovernment initiatives. The guidelines of Vision 2020 were relevant to the objectives of the [eGovernment Action Plan 2011-2015](#) for electronic public services launched by the European Commission on 15 December 2010. Establishing eID as a key enabler and advancing the inclusion with innovative public services, were among the priorities of the Austrian eGovernment strategy. The





Vision 2020 particularly aims at development of the following areas: comfort and simplicity, increase in efficiency, reliability and security, transparency and openness, participation, innovation, businesses, national and international convergence and synergy.

Federal eGovernment Strategy

The **Federal eGovernment Strategy**, which is currently being revised, provides 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 having special technical expertise. To achieve this goal, the Austrian eGovernment strategies are based on the involvement and close cooperation between the federal state, cities and municipalities.

The Federal eGovernment Strategy is structured in a modular fashion:

- **eGovernment Strategy, Part I: online procedures**
Part I deals with online procedures from the perspective of the user and provides framework, objectives and implementation directives of online processes. Online processes or online transactions are official channels and contacts with authorities which can be conducted electronically from citizens. They should be open 7 days a week around the clock.
- **eGovernment Strategy, Part II: methods and procedures**
Part II focuses on methods and procedures within the administration. Well-functioning automation-assisted methods require joint action by the authorities. Thus, standardised processes and systems that communicate with each other are necessary. Technical and **organisational agreements** must be respected and use common standards. For the realisation of electronic methods as such, it is therefore appropriate to analyse current business processes and where necessary, to restructure them.
- **Development of modules for online applications (MOA)**
The modules for online applications are provided by the Federal government to serve as a tool by which eGovernment applications can be created efficiently and safely. The MOA are components that facilitate the use of electronic signatures and other applications such as delivery to the public agencies. The modules have been prepared on behalf of the Federal Chancellery and the Federal Ministry of Finance. Since June 2005, they have been placed under the open source license for Apache Software Foundation in version 2.0. The distributions of the modules and the associated source code are thus freely available to all users.
- **Sample Applications**
Several sample applications, like testing the Citizen Card, are open to public and private users. Some of these include: testing the Citizen Card, generating a toolkit for the generation of user certificates, provision of a citizen capsule (an emulation of a Citizen Card environment for test purposes and for the development of Citizen Card applications available), and a test mail message application.
The Federal eGovernment Strategy is based on a number of **principles**, like its proximity to citizens, trust and security, transparency, accessibility, usability, data security, sustainability and interoperability.

Key enablers

Access to public information

No political communication was adopted in this field to date.





eID and Trust Services

No political communication was adopted in this field to date.

Security aspects related to digital government

Digitales Amt Project

The Project *Digitales Amt* 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 be done completely electronically.

National Cyber Security Strategy

The Austrian **National Cyber Security Strategy** was implemented in 2013. It was developed on the basis of the Security Strategy and is guided by the principles of the Austrian Programme for Critical Infrastructure Protection. The Austrian Cyber Security Strategy (*Österreichische Strategie für Cyber Sicherheit, ÖSCS*) is a comprehensive and proactive concept for protecting cyber space and the people in virtual space while guaranteeing human rights. It aims to enhance the security and resilience of Austrian infrastructures and services in the cyber space.

Based on the 2013 strategy, an annual report on cyber security in Austria is prepared by the Cyber Security Steering Group. The current **Cyber Security Report** builds on the contents of the last year's report, supplementing it with current developments focusing on international and operational developments. The observation period is the year 2017, with individual current developments in 2018 taken into account. The objective of the report is to provide a summary of the cyber threats and the national and international developments. Due to new challenges, Austria is currently updating the Cyber Security Strategy adopted in 2013.

Interconnection of base registries

No political communication was adopted in this field to date.

eProcurement

No political communication was adopted in this field to date.

Domain-specific political communications

No political communication was adopted in this field to date.

Interoperability

Austrian Interoperability Framework (AIF)

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 the public services, the interoperability levels, the interoperability agreements and the interoperability governance.

The purpose of the Austrian Interoperability Framework 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;
- to complement and tie together the various Organisational Interoperability Frameworks (OIFs) at Austrian level.

This non-technical document addressed 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. It contributed to the better functioning of the internal market by increasing interoperability among Austrian public administrations.

An update of the Austrian Interoperability Framework is planned in the near future for adopting the key elements of the current version of the European Interoperability Framework.

Once-Only principle

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

Thanks to the smart use of the available data in the back-office of a growing number of our public authorities, it became possible to provide no-stop procedures to the citizens, where visits to or contacts with authorities were eliminated entirely. As an example, Austria provides an application-free family allowance, thanks to which citizens automatically receive the benefits that they are entitled to without having to complete or send in a form. Since the implementation in May 2015, families have automatically received family allowance on the birth of a child without having to file the application themselves. 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 of companies and thus alleviating the administrative burden. For example, Austria is carrying out a project which aims to ensure that, when a company car needs to be registered, the necessary data are provided only once.

Emerging technologies

Artificial Intelligence Mission Austria 2030

The Federal strategy [Artificial Intelligence Mission Austria 2030](#) (AIM AT 2030) was launched with a Decision of the Austrian Council of Ministers of November 23, 2018. It is currently being revised.

Blockchain, Virtual reality, Augmented Reality, Smart Cities

Blockchain, Virtual Reality, Augmented Reality, smart cities are part of the comprehensive digitisation strategy currently being developed by the [Ministry of Digital and Economic Affairs](#) assisted by the [Digitalisation Agency](#).





Digital Government Legislation

Specific legislation on digital government

eGovernment Act

The [eGovernment Act](#), the centrepiece of Austrian eGovernment law, entered into force on 1 March 2004 and was last amended on 27 December 2018. 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, sector-specific personal identifiers and electronic delivery are also able to be put to use in the private sector.

The most important principles of eGovernment law are:

- Freedom of choice for users in selecting the means of communication when contacting public authorities.
- Security and improved legal protection provided by appropriate technical measures such as the Citizen Card.
- Unhindered access for people with special needs to public administration information and services.

Amendments to the Act were made on 17 May 2018 and 27 December 2018 regarding the GDPR and new responsibilities. They were made primarily to adapt the national legislation to the new terminology used in the GDPR. Furthermore, the responsibility for the Source-PIN Register Authority changed from the [Austrian Data Protection Authority](#) to the [Federal Minister for Digital and Economic Affairs](#).

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 with 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 lists the addresses that application forms can be sent to, 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 have required a handwritten signature, certification or official signature. All electronic documents of written copies from public authorities are required to have an 'official signature' affixed to them. The official signature is an advanced electronic signature including specific elements to certify the official origin of the document.

Key enablers

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 in the federal and regional levels. 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, 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.

Re-use of Information Act

The Directive 2003/98/EC on reusing public sector information was transposed into national law at federal level through the Re-use of Information Act (*Informationsweiterverwendungsgesetz; IWG*), in November 2005. To achieve the complete transposition of the PSI Directive, pertinent legislation was passed in all 9 Austrian *Länder*. On 7 September 2007, Austria notified the last pending implementation (State Law of Salzburg), thereby completing transposition of the PSI Directive.

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 controller from the public sector.
- 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.

eGovernment Sectors Delimitation Regulation

For the purpose of generating sector-specific personal identifiers, each public sector data application needs to be assigned to a sector of State activity. The [eGovernment Sector Delimitation Regulation](#) defines the designations and the sector-identifiers.

Supplementary Register Regulation

This [Regulation](#) plays an important role in the implementation of the Citizen Card concept, enabling natural persons and other affected parties to be registered in the supplementary register, who, due to legal restrictions, are not permitted to be entered into the primary registers.

The supplementary register is comprised of two registers: from natural persons and 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.





Signature and Trust Services Act (SVG)

Through the creation of a new and EU-wide harmonised legal framework for trust services, the **Signature and Trust Services Act** was rescinded and a new accompanying or implementing law issued to the eIDAS regulation on the topic of trust services.

The SVG regulates those areas in which the directly applicable eIDAS Regulation gives the Member States the possibility of issuing national regulations. In particular, this concerns regulations or specifications in the areas of trust service providers, supervision, formal regulations, liability and penalties in the event of non-compliance with the specifications of the eIDAS Regulation. Although the SVG applies to all trust services, the creation, validation and preservation of electronic signatures continue to be the core. For instance, the legal effects valid up until now pursuant to the SigG of the written form pursuant to Section 886 ABGB of a qualified electronic signature with regard to general formal regulations of Austrian civil law are retained. It therefore continues to be possible to sign contracts electronically with an electronic signature with the same effect as if you were to sign the contract by hand. In addition, an important step for consumer protection was made with the SVG: companies can no longer exclude in "hidden clauses" in the general terms and conditions of business that they accept the electronic signature and thus e.g. prevent electronic terminations of subscriptions.

The last amendments to the Act made on 17 May 2018 and 27 December 2018 regarded the GDPR.

Security aspects related to digital government

Security of Network and Information Systems Act

Security of Network and Information Systems Act was adopted on 28 December 2018 as the transposition of the 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. In implementation of the Directive on Data Protection 95/46/EC, the act provides for a fundamental right to privacy with respect to the processing of personal data which entails 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 the EU Regulation no. 2016/679 for the protection of natural persons in the processing of personal data, for free data traffic and rescission of the directive 95/46/EC (General data protection Regulation - GDPR). These amendments entered into force on 25 May 2018.

Interconnection of base registries

Central Commercial Registry

For the Central Commercial Registry (ZGW), the legal bases 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. It 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, judicial administration measures, etc.

Central Civil Registry

The main legislation for the Central Civil Registry (ZPR) is the [Civil Status Act](#) of 2013, section 2, article 43-45, which pleads the Central Civil Registry as a public registry. It stated that the Civil Status Authorities may only use personal data when this is necessary to fulfil the tasks assigned to them. Civil Status Authorities fulfilled tasks entrusted to them. The Act also provided 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 Land Registry's main piece of legislation is the [General Land Registry Law](#) (GBG), but the law does not provide a clear definition. The Land Registry is public and can, therefore, be accessed and extracted copies from by anyone in the presence of an official. The Law also states the types of registration, information regarding certificates, the effect of registration, 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 Resident's Registry

For the Central Residents' Registry (ZMR), the most relevant pieces of legislations are articles 16, 16a and 18 from the [Notification Act](#) (MeldeG) and articles 15 and 17 from the [Registration Act Implementation](#) (MeldeV). The Notification Act places the Central Registry as a public registry, says it is conducted as a joined information system and states the details regarding the permissibility of using the data from the Central Registry. The second act specifies the administrative charges.

eProcurement

Federal Procurement Act

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

eInvoicing

The provision of Section 5 of the [Austrian ICT Consolidation Act](#) from 2012 mandated that all contracting partners of the federal government, including foreign contracting partners, must only submit [structured electronic invoices](#) for the provision of goods and services to government departments. eInvoicing is mandatory only for the federal government although a few [exceptions](#) do not require eInvoicing.

Austria mandates the use of the [Federal Service Portal](#) (USP), the central processing eInvoicing platform of the federal government to receive eInvoices. The Portal provides authentication services necessary for the submission of eInvoices and does not require further use of electronic signature.





Domain-specific legislation

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.

Proof of delivery is carried out through an electronic delivery service. This service is available from delivery service providers approved by the Federal Chancellor. It allows customers (citizens and businesses) to register with their Citizen Card to confirm that they want to receive administrative documents electronically. A list of these delivery service providers is published by the Federal Chancellor online. 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 1 January 2009, in accordance with §37 of the Act, before documents can be delivered using an individual 'electronic communication service from the authority', a delivery using an electronic delivery service has to be attempted first. Only then are deliveries sent out to recipients registered in the authority's system. This included cases in which an electronic delivery service cannot be used because the recipient is not registered with one.

Research Organisation Act

The **Research Organisation Act** was amended on 16 May 2018 in order to facilitate the use of Information in public registers for research.

Delivery Service Regulation

The **Delivery Service Regulation** further defines the admission standards that are given in §30 of the Service of Documents Act. These standards include criteria for assessing the technical and organisational ability of delivery services and the reliability of data protection aspects in particular. 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 is sent by postal delivery to the recipient's delivery address, if one has been provided.

Austrian Deregulation Act

On 12 April 2017, the **Austrian Deregulation Act 2017** was published, which the aim of substantially reducing administrative burdens. According to the corresponding amendment of § 1a of the **eGovernment Act**, the means of electronic communication for citizens within the public administration and courts will be introduced beginning from 1 January 2020 at the latest.

Health Telematic Law

The **Health Telematics Law**, amended on 14 June 2018, and again on 14 August 2018, 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 2000. The government worked together with the public





administrations, as well as regional and local authorities in the development of the strategy.

eCommerce Act

The **eCommerce Act** (*eCommerce Gesetz*, ECG), which came into force on 1 January 2002, implemented **Directive 2000/31/EC** 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 services and search engines. The Act applied to virtually all services provided on the Internet. It established the principles of freedom of service provision and of country of origin and provided for certain information obligations of providers of information society services for the benefit of their (potential) customers.

Interoperability

eGovernment Act - Once Only Principle

Austria's **eGovernment Act** contains a provision (§17 (2)) of the Once-Only principle, which states that "public authorities are obliged, pursuant to their technical possibilities and in compliance with the requirements stipulated by law, to draw on the available data of the person concerned from public registers of a client under public law". Thus, certain information (birth certificates, proof of citizenship, proof of residency or documents from the Commercial Register) need no longer 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 authority to release information, since they are based solely on existing authorisations.

Emerging technologies

No legislation was adopted in this field to date.





Digital Government Governance

National

Policy

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 Policy', 'Innovation and Technology', 'External Trade Policy & European Integration' and the maintenance and use of numerous 'Historic Buildings'. Furthermore, the Federal Minister is responsible for coordinating tasks in the field of digitisation. With regard to the digitisation issues 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](#).



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Source: <http://www.digitales.oesterreich.gv.at/>



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Coordination

Platform Digital Austria

After the successful implementation of the eGovernment Offensive, which was launched in 2003 by the Federal Government, the coordination structure for eGovernment was consolidated in autumn 2005 with the establishment of the Platform Digital Austria. The Platform pooled together the former eGovernment Platform set up in 2003 as part of the eGovernment Offensive, and the ICT Board created in 2001.

Digital Austria is a strategic platform that ensures the active participation of all levels of Government. It is composed of representatives of the federal government, regions, cities, municipalities, private and public sector bodies. The main tasks of the Platform are strategic decision-making and priority-setting regarding the implementation of common eGovernment projects, their coordination and monitoring and the communication of these activities.

It is headed by the Chief Information Officer (CIO) and supported by administrative units within the Federal Ministry for Digital and Economic Affairs and a public relation officer. Digital Austria provides the operational umbrella for various task forces already active under the former ICT Board and eCooperation Board and specific thematic working groups. Participation in all these groups is open to representatives from all levels of government. The workload is shared amongst its members. It strengthens the generated culture of cooperation and coordination between all stakeholders and guarantees the sustainable development of eGovernment in Austria through large-scale implementation of interoperable and secure solutions.

The CIO, appointed by the Federal Government in 2001, advises the Federal Government at strategic and technical levels, supports the formulation of its eGovernment policies, chairs Digital Austria and promotes Austrian eGovernment solutions in the European and international arenas.

The CIO regularly reports to the competent Minister for Digital and Economic Affairs on ongoing activities.

Digitalisation Agency of the Federal Government

The federal government has emphasised the importance of digital transformation for industry, society and public administration and given it high priority. The recently founded Digitalisation Agency of the Federal Government is another important step to ensuring the success of Austria's digital transformation. The Agency especially focuses on the support of SMEs, implements targeted projects and provides expertise and know how in the fields of innovation, digitisation and networking.



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Source: <https://www.ffg.at/en/content/digitalisation-agency>





Implementation

Federal Ministries

Even though 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 assume responsibility for implementing their own projects.

Directorate on Digital and eGovernment

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

eGovernment Innovation Centre (EGIZ)

The eGovernment Innovation Centre (*eGovernment Innovations Zentrum*, EGIZ) was founded in autumn 2005 as part of a consolidation of the bodies in charge of ICT and eGovernment. EGIZ consists of a research group that investigates innovative technologies and solutions for eGovernment. Under this cooperation, both groups (the EGIZ for research, the ICT Strategy Unit for implementation) focus on their respective duties. In addition, it allows for closer collaboration between research and application. The EGIZ represents a platform and network for research activities with respect to eGovernment solutions.

Austrian Federal Computing Centre

A state-owned company, the Austrian Federal Computing Centre (*Bundesrechenzentrum* – BRZ) implements eGovernment solutions applicable to all aspects of public administration, such as the **HELP** eGovernment portal. Furthermore, it is one of the main providers of IT services to federal departments and administrations, including technical support and hosting. eGovernment solutions include ELAK, MOA Services, eDemocracy and eDK. It has also developed an Application Service Provider (ASP) service for its government customers.

Support

Secure Information Technology Centre (A-SIT)

Founded in May 1999 by the Ministry of Finance, the Austrian National Bank and the technical University of Graz, A-SIT is an independent non-profit association tasked with the development of expertise in the area of technical information security in order to serve authorities, the economy and citizens. Specific issues addressed include the introduction of the Citizen's Card (*Bürgerkarte*), the evaluation of cryptographic methods and eGovernment security aspects.

Base registry coordination

Ministry of Interior

Ministry of Interior is responsible for coordinating and managing the following base registries: The Central Registry of Residents (ZMR), Central Civil Registry (ZPR), Central Civil Status and Nationality Registry, Central Registry of Vehicle (KZR), Central Registry of Associations and Trade Registry.





Ministry of Justice

Among other responsibilities, the **Ministry of Justice** is tasked with coordinating and managing the Land Registry.

Statistics Austria

The office **Statistics Austria** is responsible for coordinating and managing the Companies Registry in Austria.

Federal Ministry for Digital and Economic Affairs

The **Ministry for Digital and Economic Affairs** is responsible for coordinating the Central Trade Registry.

Audit

Court of Audit

The **Austrian Court of Audit** (*Rechnungshof*) is a state body under the Parliament, which has financial independence. The Court's jurisdiction extends to the Federal Government, regional and local governments, as well as to all bodies controlled or substantially funded by these.

Data Protection

Data Protection Authority

The **Austrian Data Protection Authority** (*Datenschutzbehörde* – DSB) is the national supervisory authority for data protection in the Republic of Austria. Its role is to safeguard data protection in accordance with the corresponding data protection regulations. It shares this role with the Data Protection Council. The Data Protection Authority has the power to make rulings on matters of data protection, and rules on all requests for information. The registration of data processing is done electronically in the Data Processing Registry.

Subnational

Policy

Platform Digital Austria

Senior representatives of regional and local governments participate in the **Platform Digital Austria**, which is responsible for devising integrated eGovernment strategies headed by the Federal Chief Information Officer. The objectives and roadmaps adopted by the Platform are thus also valid for regional and local governments. These orientations are then translated or included into regional and local strategies, for which regional States (*Länder*) and Municipal Governments are responsible.

Coordination

Platform Digital Austria

The **Platform Digital Austria** coordinates and monitors the elaboration and implementation of the road map for horizontal eGovernment projects involving all layers of government (federal, regional, local). Its tasks include allocating





responsibility for the preparation of implementation projects and monitoring current work and implementation projects of participating organisations.

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 **cooperation** with the Platform Digital Austria which operates as an umbrella for all working groups open for representatives of the federal, regional and local authorities. The open participation enables Federal administration, 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.

Implementation

Regional and Municipal Governments

Responsibility for implementation lies with individual State (*Länder*) and Municipal Governments.

Support

Austrian Association of Cities and Towns

The Austrian Association of Cities and Towns (*Österreichischer Städtebund*) represents the interests of large municipalities in Austria. It has 246 members among the total of 2,354 local authorities in Austria, which represent approximately 55% of the total population of the country. It has set up some 40 technical committees to explore innovative measures and programmes adopted by the towns and communities, develop statements regarding new legislation and discuss the implementation of new policies. eGovernment is currently one of its main focuses.

Austrian Association of Municipalities

The Austrian Association of Municipalities (*Österreichischer Gemeindebund*) is the legal representation of the interests of smaller and medium-sized municipalities in Austria. A total of 2 343 municipalities are members of the association.

Base registry coordination

Commercial Register Courts

The Commercial Register is a public directory maintained in a database by the Commercial Register Courts (Regional Courts).

Audit

Court of Audit

The Austrian Court of Audit (*Rechnungshof*) is a state body under the Parliament, which has financial independence. The Court's jurisdiction covers the Federal, regional and local governments, as well as to all bodies controlled or substantially funded by these.

Data protection

The Austrian Data Protection Authority (*Datenschutzbehörde* – DSB) is the national supervisory authority for data protection in the Republic of Austria. Its role is to





safeguard data protection in accordance with the corresponding data protection regulations. It shares this role with the Data Protection Council. The Data Protection Authority has the power to make rulings on matters of data protection, and rules on all requests for information. The registration of data processing is done electronically in the Data Processing Registry.





Digital Government Infrastructure

Portals

[Oesterreich.gv.at](https://oesterreich.gv.at) (former [HELP.gv.at](https://help.gv.at))

HELP is an Internet platform linking to a large number of public authorities. It provides information on all interactions with Austrian authorities required in the most frequent life situations such as pregnancy, childbirth, marriage or housing, and permits the electronic processing of some of these procedures. The portal constitutes an interface between authorities and citizens, with an emphasis on transparency, user-friendliness and clarity of information. HELP can be accessed 24/7 in order to obtain useful information on dealings with different authorities in approximately 200 life situations. It makes possible the processing of a large number of administrative procedures electronically via oesterreich.gv.at. In January 2016, the portal recorded over 1.7 million visits. In addition, HELP offers foreign national orientation guides in English. Structured in accordance with individual life situations (e.g. work, car, retirement pension), it provides information and support to foreigners who come to Austria in order to live and work. HELP aims to guide foreign users step by step through the required administrative procedures.

The [HELP.gv.at](https://help.gv.at) website, which has been offering online services according to the one-stop principle since 2001, was relaunched on 15 August 2017. In addition to the numerous graphical and structural improvements of the one-stop-portal, the services in the registered area of HELP available via single-sign-on have been extended in the course of the relaunch. They include, for example, a data-safe (e-safe), the certificate of registration, the criminal record certificate, the transparency portal, the online services of the Austrian Ministry of Constitutional Affairs, Reforms, Deregulation and Justice, the central firearms-register, the online deregistration of place of residence as well as a virtual assistance or helpful online-forms.

Referring to the e-safe, the single sign-on functionality facilitates the secure archiving of important documents in the e-safe (mobile signature account) without having to register again separately.

The portal has received a number of accolades, including the 2007 Austrian Public Service Award, given by the Vienna Chamber of Commerce and Businessworld, and the 2003 eEurope eGovernment Award.

Since 22 March 2018 the [HELP.gv.at](https://help.gv.at) has been expanded with the introduction of new services for citizens (e.g. baby point and relocation) and was relaunched under the new name of oesterreich.gv.at. A dedicated mobile app was also launched to facilitate a centralised, mobile and easy access for citizens to the most important administrative services.

[Business Service Portal \(USP\)](https://usp.gv.at)

Since 1 January 2010, the Business Service Portal [USP.gv.at](https://usp.gv.at) (*Unternehmensserviceportal*), an initiative of the Federal Government, has been offering useful information on a wide range of topics that are of business interest. The portal aims to serve as a single-entry point for businesses to administrative services. By offering information (administrative activities, starting a business, tax and legal requirements) and transaction services, it intends to help businesses fulfil their information obligations and reduce their administrative burden. Information and advice are provided on administrative activities, including starting a business, tax and legal requirements. The information provided is based on the business content originally offered under [HELP.gv.at](https://help.gv.at), which has since been absorbed by the USP.





Legal Information System of the Republic of Austria (RIS)

The Legal Information System of the Republic of Austria (RIS) is an electronic database operated by the Austrian Federal Chancellery. It serves 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 (e.g. in the form of a consolidated version of Austrian Federal Law).

Open Government Data Portal (data.gv.at)

Through the implementation and start of the Austrian One-Stop Open Government Data Metaportal (data.gv.at) in 2012, another obstacle on the path to a successful implementation of Open Government Data in Austria was eliminated. Data.gv.at, a central catalogue for open government data, was launched to make it possible for users to quickly find data via a single electronic point of contact. Open Government Data is seen as holding the potential for promoting social, cultural, scientific and economic progress in many areas in the long term. By making it possible to use non-personal information of the public sector, the development of new products and services is promoted. In addition, Open Government Data is seen as an appropriate tool to increase the transparency of administrative activities, to improve collaboration between politics, administration, business, research and citizens and to strengthen democracy. In 2014 data.gv.at was awarded the first place in the "Public Service Award of the United Nations" in the "Improving the delivery of public services" category. Altogether there were 4 categories, and Austria was the only European prize winner.

FinanzOnline 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. Processing your employment tax return online saves both time and money. Upon request, assessment notices can be delivered electronically in just a few days.

GESUNDheit.gv.at portal

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

ICT security portal

At the address www.onlinesicherheit.gv.at citizens find an Internet portal with comprehensive information on the topic of 'Security of information and communication technologies (ICT)'. The ICT security portal pursues the goal of promoting the ICT security culture in Austria through sensitisation and raising awareness among the target groups concerned and through the provision of target-group-specific recommendations for action.

Networks

No particular infrastructure in this field was reported to date.





Data Exchange

Electronic Delivery Service

In 2008 and 2009, the first two privately run delivery services became operational conforming to the legal regulations and technical specifications for electronic delivery. Between 2004 and 2008, the Austrian Government operated an official electronic delivery service (*Zustelldienst*), designed to enable administrative procedures to be conducted by citizens from the application stage to delivery online. The service allowed public administrations and citizens to exchange messages with the guarantee that messages are effectively sent and received. It provided users with an official acknowledgement of receipt, and registered mails delivered by the system had legal status. To subscribe to the service, a user needs to have a digital signature. The system was compatible with the Citizen Card. The official electronic delivery service was meant to gradually replace all paper-based notifications from public authorities to citizens and businesses. The specification of the Delivery Service was extended to include the option to generate paper-based deliveries (e.g. by automated printing). This provides a single interface for the administration, but also alternative means of delivery for citizens and businesses. Currently, there are **five privately run delivery services** on the market.

Electronic File System (ELAK)

The Electronic File system 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 work of possible future interest. In this way, every procedure can be easily audited anytime by viewing the file. The electronic file system at the federal level 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.

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 operators of portals of the federal administration are obliged to implement the **Portal Group Agreement**, building a web of trust. Participating organisations can use their own local user administrations for managing access to external eGovernment applications.

Mobile Signature and Citizen Card

To make procedures with public authorities both secure and traceable, public authorities must be able to verify a person's identity. An electronic tool is needed that can uniquely identify citizens and businesses. This electronic identification is the **Citizen Card** (*Bürgerkarte*). The Citizen Card can also be used to sign documents securely and electronically. Since the implementation of the mobile phone signature (Citizen Card with mobile phone function) at the end of 2009, it is no longer necessary to have chip cards, card reading devices, or to install software on a local machine in order to use citizen card functionality. In comparison to other systems, the Citizen Card has many advantages. The normal username/password approach presents a high security risk due to poorly chosen passwords. Research has shown that many





computer users select bad, easy to crack passwords (e.g., their own name) or write the passwords down. Passwords can also be intercepted on the Internet. All of these problems lead to unauthorised access. The 'digital signature' is covered by law and protects against unwanted access and changes to 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 identification and authentication of users, which is necessary in order to offer certain electronic procedures. When its functionality is activated, two certificates and an identity link are saved on the storage medium. The identity link establishes a link between the person and the storage medium. This enables the person to be identified at a later time. The authentication and signature certificates are used to encrypt and sign data and documents.

The requirement in the eGovernment Act specifying that the Citizen Card must contain a qualified electronic signature ensures its functionality. As the legal equivalent of a handwritten signature, it has unlimited uses in business and international affairs.

Since the end of 2009 citizens have been able to choose between two different Citizen Card options. The first is the well-known card-based option, in which an eCard is activated as a Citizen Card. The other choice is a mobile phone solution called the **Mobile Phone Signature** (*Handy-Signature*). The mobile phone signature (Citizen Card function on the mobile phone) was developed with support of the EU Commission in the large EU pilot project on interoperability of electronic identities called 'STORK'. It was activated during the last quarter in 2009. This solution makes it possible to use electronic signatures with a mobile phone. In contrast to the card-based citizen card, installing software and additional hardware (card reader) is no longer necessary. Mobile phone signature functionalities have been fully integrated in the recently launched **one-stop citizen portal**, as well as in the associated *Digitales Amt App* which represents the mobile version of the portal

Since April 2016 the already established *Handy-Signatur* – for qualified electronic signatures and unique identification via web – is also available as a mobile app. Thanks to sophisticated security mechanisms the usage of the app is a highly secure and due to additional features (e.g. speed-sign function) a very user-friendly way across the digital world.

Signature Verification

The **Signature Verification** (*Signaturprüfung*) service is a web application with which it is also possible to verify electronic signatures without installation of a specialised software. The supported signatures conform to internationally standardized 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.

eProcurement

PEP online

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 at www.lieferanzeiger.at, buyers have to enter the required information about a public procurement procedure into the system. A subsequent electronic verification ensures that all data is consistent and valid. Following this, buyers must specify the date and the media to be used for the publication, as well as to upload the tender documents. After registration at www.auftrag.at, interested suppliers are able to search the online database, view and download tender documents, visit a buyer's profile or define automatic search profiles.





BBG Portal

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

eInvoicing

A specific plan at the federal level for the implementation of the **European standard on eInvoicing** has been put implemented, accepting the following formats: ebInterface, UBL 2.0 and 2.1, AustroFIX and CII D16B.

ePayment

No infrastructure in this field was reported to date.

Knowledge Management

MOOC (Massive Open Online Course)

Updated **courses on internet competences** have been implemented at teacher training colleges. The aim is to educate educators in using digital media in their lessons. The course is characterised by eight different topics: digital world for children and adolescents, behaviour around computer and internet, communication on the Internet, evaluation of online sources from the internet and copyright, digital devices in school, data protection, dealing with denigration on internet, cyberbullying and hate mailing.

eGovLabs - Joinup

Many eGovernment applications use modules for online applications (MOA), 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 feature and change requests, error reports and enhancements could be collaborated on in a structured manner. 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 has been shifted to the EU **Joinup** open source platform.

Cross-border platforms

No particular infrastructure in this field was reported to date.

Base registries

Electronic Data Processing Register ('DVR-Online')

Since 1 September 2012, the **Electronic Data Processing Register** has been online in Austria. It allows for free and anonymous insight into public registries online. All data processing of every Austrian Data Controller can be requested without any previous registration or login. Furthermore, over time his online data processing register shall





evolve to an important public compliance tool that allows the population (e.g. customers, employees, works councils, competitors or journalists) to retrieve the current register status concerning a specific Data Controller within seconds. The procedure of electronic filling/submission is furthermore enforced as it is mandatory, and submission of conventional paper-based forms is not accepted anymore.

EUCARIS, ECRIS and EULIS

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





Digital Government Services for Citizens

The information in this section presents an overview of the basic public services provided to the citizens. These were identified taking inspiration from [Your Europe](#), a website which aims to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad. However, the categories used in this factsheet aim to collect a broader range of information, focusing therefore not only on cross-border services, but also on national services.

The groups of services for citizens are as follows:

- Travel
- Work and retirement
- Vehicles
- Residence formalities
- Education and youth
- Health
- Family
- Consumers

Travel

Documents you need for travel in Europe

Passport

Responsibility: Central Government (Federation) / Local Government (Municipalities)

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

Description: Information and forms to download are on the federal public services portal [oesterreich.gv.at](https://www.oesterreich.gv.at/). Applicants are legally required to personally sign their passport, which means a visit in person to the competent administration (municipality).

Passenger rights

Passengers and passenger rights

Responsibility: Federal Ministry for Labour, Social Affairs, Health and Consumer Protection

Website: <https://www.sozialministerium.at/siteEN/> or https://www.oesterreich.gv.at/themen/freizeit_und_strassenverkehr/passagier__und_fahrgastrechte.html

Description: Information and contact points on the federal public services portal. Detailed information on consumer protection issues on the website of the Federal Ministry for Labour, Social Affairs, Health and Consumer Protection.

Transport and disability

Passport for persons with disabilities

Responsibility: Federal Minister for Labour, Social Affairs, Health and Consumer Protection





- Website: https://www.sozialministerium.at/site/Service_Medien/Haeufig_gestellte_Fragen/Glossar/Invaliditaet or https://www.oesterreich.gv.at/themen/menschen_mit_behinderungen/behindertepass.html
- Description: Information, online-forms (e.g. disability passport) and contact points on the federal public services portal. Additional information on the website of the Federal Ministry for Labour, Social Affairs, Health and Consumer Protection.

Driving abroad

Travel information

- Responsibility: Federal Ministry for Europe, Integration and Foreign Affairs
- Website: <https://www.bmeia.gv.at/> and <https://oesterreich.gv.at>
<https://www.bmeia.gv.at/reise-aufenthalt/reiseinformation/>
- Description: Comprehensive information and practical references concerning entry and residence in Austria or in the Schengen Area, as well as information about the application process, relocations to Austria, authentications, information on Working Holiday Programs and references to relevant authorities.

What can you take with you?

Travel information

- Responsibility: Federal Ministry for Europe, Integration and Foreign Affairs
- Website: <https://www.bmeia.gv.at/> and <https://oesterreich.gv.at>
<https://www.bmeia.gv.at/reise-aufenthalt/reiseinformation/>
- Description: Comprehensive information and practical references concerning entry and residence in Austria or in the Schengen Area, as well as information about the application process, relocations to Austria, authentications, information on Working Holiday Programs and references to relevant authorities.

Security and Emergencies

Travel information

- Responsibility: Federal Ministry for Europe, Integration and Foreign Affairs
- Website: <https://www.bmeia.gv.at/> and <https://oesterreich.gv.at>
<https://www.bmeia.gv.at/reise-aufenthalt/reiseinformation/>
- Description: Comprehensive information and practical references concerning entry and residence in Austria or in the Schengen Area, as well as information about the application process, relocations to Austria, authentications, information on Working Holiday Programs and references to relevant authorities.





Package travel and timeshare

Travel information

- Responsibility: Federal Ministry for Europe, Integration and Foreign Affairs
- Website: <https://www.bmeia.gv.at/> and <https://oesterreich.gv.at>
<https://www.bmeia.gv.at/reise-aufenthalt/reiseinformation/>
- Description: Comprehensive information and practical references concerning entry and residence in Austria or in the Schengen Area, as well as information about the application process, relocations to Austria, authentications, information on Working Holiday Programs and references to relevant authorities.

Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices

- Responsibility: Central Government (Federation), Public Employment Service (*Arbeitsmarktservice* - AMS)
- Website: <http://www.ams.at/>
- Description: AMS provides a set of services for both job-seekers and employers, included an e-Job Room establishing direct contact between candidates and enterprises.

Pension Account

- Responsibility: Central Government (Federation)
- Website: <http://www.neuespensionskonto.at/login-pensionskonto.html>
- Description: The Austrian pension account is transparent and comprehensible. The user's pension is calculated on the basis of a single pension account system. After secure login with the mobile phone signature you can check the current status of your pension account online at any time.

Professional qualifications

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

- Responsibility: The Legal Information System of the Republic of Austria
- Website: <http://www.ris.bka.gv.at/UI/Erv/Info.aspx>
- Description: The Legal Information System of the Republic of Austria (RIS) is a computer-assisted information system on Austrian law, which is coordinated and operated by the Austrian Federal Chancellery. The RIS started 1983 when the essential features of the system were designed. After federal legislation was incorporated, the inclusion of the court decisions was started.





Unemployment & Benefits

Unemployment benefits

Responsibility: Central Government (Federation), Public Employment Service (*Arbeitsmarktservice* - AMS)

Website: <https://www.ams.at/>

Description: Information and forms to download.

Unemployment benefits

Responsibility: Austrian Social Security

Website: <http://www.sozialversicherung.at/>

Description: The online service for those who are insured provides the following services: application forms (e.g. retirement, child care allowances, etc.), health insurance data, health services statement (LIVE), standard personal retirement account (ePK), prescription fee account, and social insurance dataset.

Unemployment notice AMS Next Job

Responsibility: Labour Market Service (*Arbeitsmarktservice*, AMS)

Website: <https://www.e-ams.at/>

Description: This project helps people who have been given notice or have left their job to find a new position as quickly and with as little paperwork as possible. It allows citizens to declare their unemployment status in advance and apply for unemployment benefits, as well as cancel them again over the Internet.

Taxes

VAT refunds and excise duties

Responsibility: Federal Ministry of Finance

Website: <http://www.bmf.gv.at/>

Description: Information on the online submission of VAT return and the registration necessary to do so is available on the dedicated webpage of the Federal Ministry of Finance. Registration to pursue these services is also part of the website.

Income taxes: declaration, notification of assessment

Responsibility: Central Government (Federation), Federal Ministry of Finance

Website: <https://finanzonline.bmf.gv.at/>

Description: FinanzOnline enables electronic filing of tax returns. Since February 2003, the service has become fully transactional.





Vehicles

Cars

Information on vehicles

- Responsibility: Federal Minister for Transport, Innovation and Technology
- Website: <https://oesterreich.gv.at>
- Description: Up-to-date information on motor vehicles, vehicle safety inspection, electric cars and eMobility, automated driving systems, truck driving bans.

Insurance

Third-party insurance

- Responsibility: Austrian telephone directorate Herold
- Website: <http://www.herold.at/>
- Description: Third-party car insurance is compulsory in Austria and can be arranged via an insurance broker or an insurance company. All the insurance companies are listed in the aforementioned online telephone directory.

Residence formalities

Residence rights

Information on residents `rights

- Responsibility: Federal Ministry for the Interior
- Website: <https://www.bmi.gv.at/413/Buergerinnen/start.aspx>
- Description: Comprehensive information on residence formalities including legal foundations, online forms and online procedures

Family residence rights

Stay in Austria

- Responsibility: Federal Ministry for the Interior
- Website: https://www.oesterreich.gv.at/themen/leben_in_oesterreich/aufenthalt/3/2/Seite.120401.html or <https://www.bmi.gv.at/302/>
- Description: Comprehensive information on residence rights including legal foundations, competent bodies and online forms.

Document and formalities

Announcement of moving (change of address)

- Responsibility: Central Government (Federation) / Local Government (Municipalities)
- Website: <https://www.oesterreich.gv.at/themen/bauen>





[_wohnen_und_umwelt/umzug.html](#)

Description: The federal portal [oesterreich.gv.at](#) provides information on moving and change of address notification, as well as related forms to download. Registration and re-registration can be conducted fully electronically through the portal or app.

Certificates (birth, marriage): request and delivery

Responsibility: Local Government (Municipalities)

Website: [www.oesterreich.gv.at](#)

Description: When a person registers with the Central Register of Residents (*Zentrales Melderegister*), the competent authority verifies the accuracy of the existing personal and nationality data and informs accordingly the Central Register of Residents.

Criminal Record Certificate

Responsibility: Local Government (Municipalities) – Criminal Records Authority

Website: <https://www.oesterreich.gv.at/public.html>

Description: The Federal Police Headquarters of Vienna offers an [electronic criminal record certificate](#) with steps similar to those of applying for the proof of residence. It contains information about any convictions that were entered into the register, or states that no entries were found if the person has a clean record.

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

Responsibility: Federal Ministry of the Interior

Website: <https://www.bmi.gv.at/605/>

Description: Information and a printable download form are available. Declarations regarding child pornography, environmental crimes and neo-Nazi activities can be transmitted via e-mail to the competent investigation authorities ([www.bmi.gv.at](#)).

Housing (building and housing, environment)

Responsibility: Regional Government (States), Local Government (Municipalities)

Website: https://www.oesterreich.gv.at/themen/bauen_wohnen_und_umwelt.html

Description: The federal public services portal [Help.gv.at](#) provides information about housing in Austria and related formalities such as building permissions, and links to regional processes online or downloadable forms.

Passport

Responsibility: Central Government (Federation) / Local Government (Municipalities)

Website: https://www.oesterreich.gv.at/themen/bauen_wohnen_und_umwelt.html

Description: Information and forms to download on the federal public services portal [Help.gv.at](#). Applicants are legally required to sign personally





the passport, and a visit in person to the competent administration (municipality) is therefore necessary, where delivery is immediate.

Waste

Responsibility: Regional Government (States), Local Government (Municipalities)

Website: https://www.oesterreich.gv.at/themen/bauen_wohnen_und_umwelt.html

Description: The federal public services portal [oesterreich.gv.at](https://www.oesterreich.gv.at) provides information about eServices such as cleaning and replacement of litter bin, old paper collection subscription/un-subscription, and links to regional processes online or downloadable forms.

Election abroad

Participation in Austrian elections

Responsibility: The Austrian Ministry of Europe, Integration and Foreign Affairs

Website: <http://www.bmeia.gv.at/en/>

Description: Austrian citizens residing abroad have the right to cast their votes in national elections, elections to the European Parliament, and national referenda. The Austrian Foreign Ministry's dedicated website provides an overview of this service – in particular in regard to voter registration, absentee ballot, and how to cast the vote.

Education and youth

School & University

Enrolment in higher education/university

Responsibility: Universities and Colleges of Higher Education

Website: https://www.oesterreich.gv.at/themen/bildung_und_neue_medien/universitaet.html

Description: The federal eGovernment portal [oesterreich.gv.at](https://www.oesterreich.gv.at) provides up-to-date information on enrolment in Higher Education. This enrolment is managed by individual higher education institutions, as some have developed online enrolment systems (e.g. [University of Vienna](#)).

Public libraries (availability of catalogues, search tools)

Responsibility: Central/Regional/Local Government, Austrian Association of Libraries

Website: <http://www.bibliotheken.at/>

Description: Online searchable catalogue for all Austrian public libraries. This project is supported by the Federal Ministry for Education, Science and Research.

Student grants

Responsibility: Central Government (Federation), Federal Ministry of Education, Science and Research

Website: <http://www.stipendium.at/>





Description: Fully functional student grants application system.

Traineeships

Summer internships

Responsibility: Central Government (Federation), Federal Ministry of Labour, Social Affairs, Health and Consumer Protection

Website: <http://www.watchlist-praktikum.at/>

Description: Portal with extensive information on internships.

Voluntary social involvement

Responsibility: Federal Ministry of Labour, Social Affairs, Health and Consumer Protection

Website: https://www.oesterreich.gv.at/themen/soziales/hilfe_leisten/3.html

Description: The Federal eGovernment portal oesterreich.gv.at provides general information about volunteering, memorial services, peace or social service abroad, as well as funds available to volunteers.

Researchers

Information and assistance to researchers

Responsibility: EURAXESS Austria

Website: <http://www.euraxess.at/>

Description: EURAXESS Austria provides information and assistance to mobile researchers – by means of the web portal and with the support of the national EURAXESS Service Centres. The portal contains practical information concerning professional and daily life, as well as information on job and funding opportunities.

Research funding support

Responsibility: The Austrian Research Promotion Agency (FFG)

Website: <https://www.ffg.at/en/funding>

Description: Information on available funding opportunities for researchers.

Volunteering

Information on volunteering

Responsibility: Federal Ministry of Labour, Social Affairs, Health and Consumer Protection

Website: https://www.sozialministerium.at/site/Soziales_und_KonsumentInnen/Soziale_Themen/Freiwilliges_Engagement_Ehrenamt/ or https://www.oesterreich.gv.at/themen/soziales/hilfe_leisten/3/Seite.2980026.html

Description: Information, legal foundations and further links.





Health

Unplanned Health

eHealth insurance card Smartcard

Responsibility: Federal Ministry of Labour, Social Affairs, Health and Consumer Protection

Website: www.chipkarte.at/english

Description: Chipkarte e-card is a system that connects patients, providers, hospitals, and pharmacies through Europe. The nationwide rollout of the "e-card"-(Health Insurance Card)-System was successfully finalized in 2005. The e-card is the key card for health insurance verification

Planned medical treatment abroad

Medical treatment in other EU countries

Responsibility: Federal Ministry of Labour, Social Affairs, Health and Consumer Protection

Website: https://www.oesterreich.gv.at/themen/freizeit_und_strassenverkehr/reisen_und_ferien/5/Seite.2960200.html

Description: Information on reimbursement of expenses, prescriptions and medications, further links, legal foundations, online-advisory board and online-calculator.

Getting prescription medicine abroad

Medical treatment in other EU countries

Responsibility: Federal Ministry of Labour, Social Affairs, Health and Consumer Protection

Website: https://www.oesterreich.gv.at/themen/freizeit_und_strassenverkehr/reisen_und_ferien/5/Seite.2960200.html

Description: Information on reimbursement of expenses, prescriptions and medications, further links, legal foundations, online-advisory board and online-calculator

When living abroad

Healthcare abroad

Responsibility: Federal Ministry of Labour, Social Affairs, Health and Consumer Protection

Website: <https://www.sozialversicherung.at/>

Description: The European Health Insurance Card (EHIC) is on the reverse of the eCard issued to Austrian residents. It should be used to claim health insurance entitlements while temporarily outside Austria (e.g. while on holiday or on a business trip) in EU states, the countries of the EEA or Switzerland.





Family

Children and Couples

Child allowances

Responsibility: Central Government (Federation), Federal Ministry of Finance

Website: <https://www.bmfj.gv.at/ministerin/Aktuelles/Themen/>

Description: The Family Allowances Fund (*Familienlastenausgleichsfonds*), financed from employers' contributions and general tax revenues, is responsible for providing family benefits including child benefit (*Familienbeihilfe*). This is mainly paid out by tax offices. The amount increases with the age of the child and the number of children in the family. Since May 2015, the child benefit has been implemented as no-stop eGovernment service. Parents do not have to file an application to get the child benefit anymore.

Birth of a child

Responsibility: Central Government (Federation) / Local Government (Municipalities)

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

Description: The recently developed online service "digital babypoint" (also via the *Digitales Amt* app) helps citizens to organize their pregnancy and handle administrative procedures digitally without having to go to an office. That includes everything from creating your own Checklist to the first issue of the baby's birth certificate.

Cross-border inheritance

Inheritance within the EU case studies

Responsibility: Federal Minister for Constitutional Affairs, Reforms, Deregulation and Justice

Website: <https://www.oesterreich.gv.at/or>
https://www.oesterreich.gv.at/themen/dokumente_und_recht/erben_und_vererben/2/2/Seite.795030.html

Description: Information, legal foundations and practical examples.

Consumers

Shopping

Citizen services and legal information

Responsibility: Federal Ministry of Labour, Social Affairs, Health and Consumer Protection

Website: https://www.oesterreich.gv.at/themen/frauen/buergerinnenservice_und_rechtsauskuenfte/1/Seite.4090002.html





Description: Service-hotline and further information.

Internet and Telecoms

Information on media and competition issues

Responsibility: Austrian Regulatory Authority for Broadcasting and Telecommunications

Website: <https://www.rtr.at/en/>

Description: Comprehensive information on media and competition issues such as telecom operators and media service providers, consumer.

Unfair treatment

Consumer protection

Responsibility: Federal Ministry of Labour, Social Affairs, Health and Consumer Protection

Website: <http://www.sozialministerium.at//siteEN/>

Description: The Consumer Protection Division's dedicated webpage at the Federal Ministry of Labour, Social Affairs, Health and Consumer Protection has collected the most common questions and their answers in a section focused on consumer protection, particularly in the areas of cancellation of contracts, general consumer problems, guarantees, internet, telephone, etc. Other general information on consumer policy in Austria is available on this portal.

Energy supply

Information on energy supply

Responsibility: Ministry for Transport, Innovation and Technology

Website: <https://www.usp.gv.at/Portal.Node/usp/public/content/brancheninformationen/energieversorgung/51471.html>

Description: Current information on energy supply, electricity, gas, heat and hot water supply, supply of industrial and commercial areas and other buildings.

Consumer dispute resolution

Arbitration board

Responsibility: Federal Ministry of Labour, Social Affairs, Health and Consumer Protection

Website: https://www.oesterreich.gv.at/themen/dokumente_und_recht/zivilrecht/1/1/Seite.1010142.html

Description: Legal foundations, further information and current information.





Digital Government Services for Businesses

The information in this section presents an overview of basic public services provided to businesses. These were identified taking inspiration from [Your Europe](#), a website which aims to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad. However, the categories used in this factsheet aim to collect a broader range of information, focusing therefore not only on cross-border services but also on national services.

The groups of services for businesses are as follows:

- Running a business
- Taxation
- Selling in the EU
- Human Resources
- Product requirements
- Financing and Funding
- Dealing with Customers

Running a business

Intellectual property

Patents

Responsibility: Austrian Patent Office (*Österreichisches Patentamt*)

Website: <http://www.patentamt.at/>

Description: Information on patent processes in Austria are freely available at the web portal of the Austrian Patent Office. Furthermore, it offers the following online services: to search for bibliographic data of industrial property rights at the Austria Patent Office, pending and issued patents, utility models, trademarks and designs; information on the online registration of national trademarks; and several other online services or information about them.

Start-Ups, Developing a business

Registration of a new company

Responsibility: Regional Government (States)

Website: <https://www.gruenderservice.at/>

Description: The Federal portal for Businesses (usp.gv.at) provides general information on business registration procedures and links to related forms. Business registration in Austria is the responsibility of regional governments (and is in some regions handled by Chambers of Commerce).

The Business Service Portal

Responsibility: *Unternehmensserviceportal*, Federal Ministries (municipalities)

Website: <https://www.usp.gv.at/Portal.Node/usp/public>

Description: The [Business Service Portal](#) is a gateway to eGovernment services for business since 1 January 2010. The Article 3 of the Business





Service Portal Act obliges every Federal Minister to provide information and support the procedures that aid the operation of the citizens' service portal. By offering information (administrative activities, starting a business, tax and legal requirements) and transaction services, it helps established and continuing businesses to fulfil their information obligations and to reduce their administrative burden. Information and advice is provided on administrative activities, including starting a business, tax and legal requirements.

Taxation

Excise duties, VAT and business tax

VAT: declaration, notification

Responsibility: Central Government (Federation), Federal Ministry of Finance

Website: <https://www.usp.gv.at/Portal.Node/>

Description: USP enables electronic filing of VAT (*Umsatzsteuer* - USt).

Corporate tax: declaration, notification

Responsibility: Central Government (Federation), Federal Ministry of Finance

Website: <https://www.usp.gv.at/Portal.Node/usp/>

Description: USP enables electronic declaration of corporation tax.

Customs declarations (eCustoms)

Responsibility: Central Government (Federation), Federal Ministry of Finance

Website: <https://english.bmf.gv.at/customs/E-Customs.html>

Description: The New Computerised Transit System is part of the e-zoll.at project and allows customs declarations at the premises of the importer/transporter and data transmission via XML-Web Services. No public website is provided since the service uses application-to-application protocols. Only an intranet website is provided for customs officials when declarations are made at the border.

Selling in the EU

Public contracts

eProcurement

Responsibility: Central Government (Federation), Federal Procurement Ltd.

Website: <http://www.bbg.gv.at/>

Description: eShop is a fully functional web-based eProcurement platform developed by state-owned company Federal Procurement Ltd. (*Bundesbeschaffung* GmbH - BBG). Public tenders are advertised on [Auftrag.at](http://auftrag.at), a private-owned eTendering website.





Selling goods and services

Electronic delivery (of documents)

- Responsibility: Federal Ministry for Digital and Economic Affairs
- Website: <https://www.bmdw.gv.at/DigitalisierungundEGovernment/ElektronischeZustellung/Seiten/Zulassung-als-elektronischer-Zustelldienst.aspx>
- Description: After successfully registering with one of the officially approved electronic delivery services, business employees or their representatives can retrieve documents online from anywhere, 24 hours a day, 7 days a week. Electronically delivered registered mail is held for at least 14 days in the inbox, but this time period can be extended if desired.

Competition between businesses

Austrian law

- Responsibility: Federal Chancellery of Austria
- Website: <https://www.ris.bka.gv.at/defaultEn.aspx>
- Description: The Legal Information System of the Republic of Austria is a platform and data base providing information on Austrian law. Its main contents are legislation in its current version (federal and state), law gazettes (federal and state) and case law. The Legal Information System also serves as the framework for the authentic electronic publication of the Federal Law Gazette and of the State Law Gazettes.

Human Resources

Employment contracts

Hire employees

- Responsibility: Federal Ministry of Labour, Social Affairs, Health and Consumer Protection
- Website: <https://www.usp.gv.at/Portal.Node/usp/public/content/mitarbeiter/einstellen/40847.html> and <https://www.sozialministerium.at/site/>
- Description: Comprehensive information on employment contracts and further links.

Working hours, holiday and leave

Information for employees

- Responsibility: Federal Ministry of Labour, Social Affairs, Health and Consumer Protection
- Website: <https://www.usp.gv.at/Portal.Node/usp/public/content/mitarbeiter/Seite.5250000.html>
- Description: Comprehensive information on working hours, holiday, leave and





several other employee-related topics.

Transport sector workers

Information for employees

- Responsibility: Federal Ministry of Labour, Social Affairs, Health and Consumer Protection
- Website: <https://www.usp.gv.at/Portal.Node/usp/public/content/mitarbeiter/Seite.5250000.html>
- Description: Comprehensive information, forms, legal foundations and other employee-related topics.

Posted workers

Information for employees

- Responsibility: Federal Ministry of Labour, Social Affairs, Health and Consumer Protection
- Website: <https://www.usp.gv.at/Portal.Node/usp/public/content/mitarbeiter/Seite.5250000.html>
- Description: Comprehensive information, forms, legal foundations and other employee-related topics.

Social security and health

Social contribution for employees

- Responsibility: Social Security Institutions
- Website: <https://www.elda.at/portal27/eldaportal/content>
- Description: ELDA (Electronic Data Exchange with the Austrian Social Security Institutions) is a country-wide project of social security institutions to enable businesses to transmit social security-relevant data electronically. The service is fully transactional.

Labour Inspectorate's portal

- Responsibility: Federal Ministry of Labour, Social Affairs, Health and Consumer Protection (Labour Inspectorate)
- Website: <http://www.arbeitsinspektion.gv.at/inspektorat/>
- Description: The website of the Labour Inspectorate contains all necessary information in regard to the legislation related to the safety and health at work.





Equal treatment and qualification

Equal treatment

- Responsibility: Federal Ministry of Labour, Social Affairs, Health and Consumer Protection
- Website: https://www.oesterreich.gv.at/themen/dokumente_und_recht/gleichbehandlung/Seite.1860100.html
- Description: Comprehensive information on equal treatment. Basics, legal foundations, further links and practical examples.

Product requirements

CE marking, Standards in Europe

Commercial and industrial norms in Austria

- Responsibility: Austrian Bureau of Standards
- Website: <https://www.austrian-standards.at/home/>
- Description: Online consultation of standards can be performed via this service provided by the Austrian Bureau of Standards.

Product rules and specifications

Product liability

- Responsibility: Federal Ministry of Labour, Social Affairs, Health and Consumer Protection
- Website: https://www.oesterreich.gv.at/themen/gesundheit_und_notfaelle/unfall/Seite.2895000.html
- Description: Comprehensive information, competent bodies, legal foundations, tips and further links.

Chemicals (REACH)

Austrian REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals, EU Regulation no 1907/2006) Helpdesk

- Responsibility: Federal Ministry of Sustainability and Tourism
- Website: www.reachhelpdesk.at
- Description: The website offers ample information particularly for small and medium-scale enterprises.

Classification, labelling, packaging

Classification, packaging, labelling requirements

- Responsibility: Federal Ministry of Sustainability and Tourism and regional governments
- Website: https://www.usp.gv.at/Portal.Node/usp/public/content/umwelt_und_verkehr/chemie/mitteilungspflichten/50957.html





Description: Comprehensive information on classification, labelling and packaging duties, expert information, legal foundations and competent bodies.

Energy labels, Eco-design requirements, EU Ecolabel

Environment-related permits (incl. reporting)

Responsibility: Central Government (Federation), Federal Ministry of Sustainability and Tourism

Website: https://secure.umweltbundesamt.at/edm_portal/home.do

Description: This is Austria's IT infrastructure for the EU-ETS for annual reporting of emissions, including verification by independent (third-party) verifiers. Submission, handling and verification of reports are fully done electronically.

Finance and funding

Accounting

Submission of data to statistical offices

Responsibility: Central Government (Federation), Federal Statistics Institution

Website: http://www.statistik.at/web_en/

Description: Businesses and public authorities are able to transmit statistical data electronically. Registration for data identification is necessary.

Making and receiving payments

Electronic Payments

Responsibility: Central Government (Federation), Federal Ministry of Finance

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

Description: A special interface specifically designed for integrating online payment systems was developed, called **EPS online**. The service allows electronic payments for eGovernment services. While the procedure is in progress, the public authority receives an electronically signed message with the confirmation that the payment was received, usually from the bank. Other than payments related to businesses, there are many real-life examples of electronic payments being used in eGovernment, such as for the "criminal record certificate" or the electronic "proof of residency". After applying for proof of residency, the respective fee can be paid easily using an electronic payment system.

Getting funding

Austrian Promotional Bank

Responsibility: Austria *Wirtschaftsservice Gesellschaft mbH* (aws)

Website: <https://www.aws.at/en/>

Description: Austria *Wirtschaftsservice Gesellschaft mbH* (aws) is the Austrian Federal Promotional Bank. It assists companies in the





implementation of innovative projects by granting loans, awarding subsidies and issuing guarantees at favourable interest rates, particularly in cases in which it is not possible for these companies to obtain the necessary funds in a sufficient amount from other sources of financing. In addition, it provides online support in the form of specific information, advisory and other services to prospective, established and expanding companies. Forms are available for downloading online.

Dealing with customers

Consumer contracts and guarantees

Consumer policy

Responsibility: Federal Ministry of Labour, Social Affairs, Health and Consumer Protection

Website: https://www.sozialministerium.at/site/Soziales_und_KonsumentInnen/KonsumentInnen/Konsumentenpolitik/

Description: Information on consumer contracts and guarantees.

Solving disputes with customers

Consumer policy

Responsibility: Federal Ministry of Labour, Social Affairs, Health and Consumer Protection

Website: https://www.sozialministerium.at/site/Soziales_und_KonsumentInnen/KonsumentInnen/Konsumentenpolitik/

Description: Up-to-date information and competent bodies. Information on consumer rights and mediation.

Data protection

Data protection

Responsibility: Austrian Data Protection Authority

Website: <https://www.data-protection-authority.gv.at>

Description: Data protection in Austria, data protection laws and data protection in an international context, access to the data-processing register, Q&A and judicial decisions.



The Digital Government Factsheets

The factsheets present an overview of the state and progress of Digital Government European countries. There 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, Bundesministerium für Digitalisierung und Wirtschaftsstandort.



The Digital Government Factsheets are prepared for the European Commission by [Wavestone](#)

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