Digital Government Infographic 2019
Germany

Services for Citizens and Businesses

As part of the digitisation programme, digital public services are currently developed in digitisation laboratories, which represent a multi-stakeholder approach where different experts and users are brought together to achieve user-oriented solutions.

Political Communications

The Digitalisierung gestalten – Umsetzungsstrategie der Bundesregierung strategy was adopted in November 2018. It aims to shape the digital transformation of Germany and to further develop its economic and ecological potential.

Legislation

In February 2019, the Trust Services Ordinance, the core of the eIDAS Implementation Act, came into force, providing the final specifications of the requirements for trust services and trust service providers, such as accessibility and financial security.

Governance

The role of State Minister for Digitalisation at the Federal Chancellery was established in March 2018.

Infrastructure

eRechnung, the eInvoicing Service for the Federal Government, was launched in November 2018.

Digital Government Indicators

Individuals using internet for interacting with public authorities

Interacting — EU average — 57%

Obtaining information — 56%

Downloading official forms — 35%

Sending filled forms — 19%
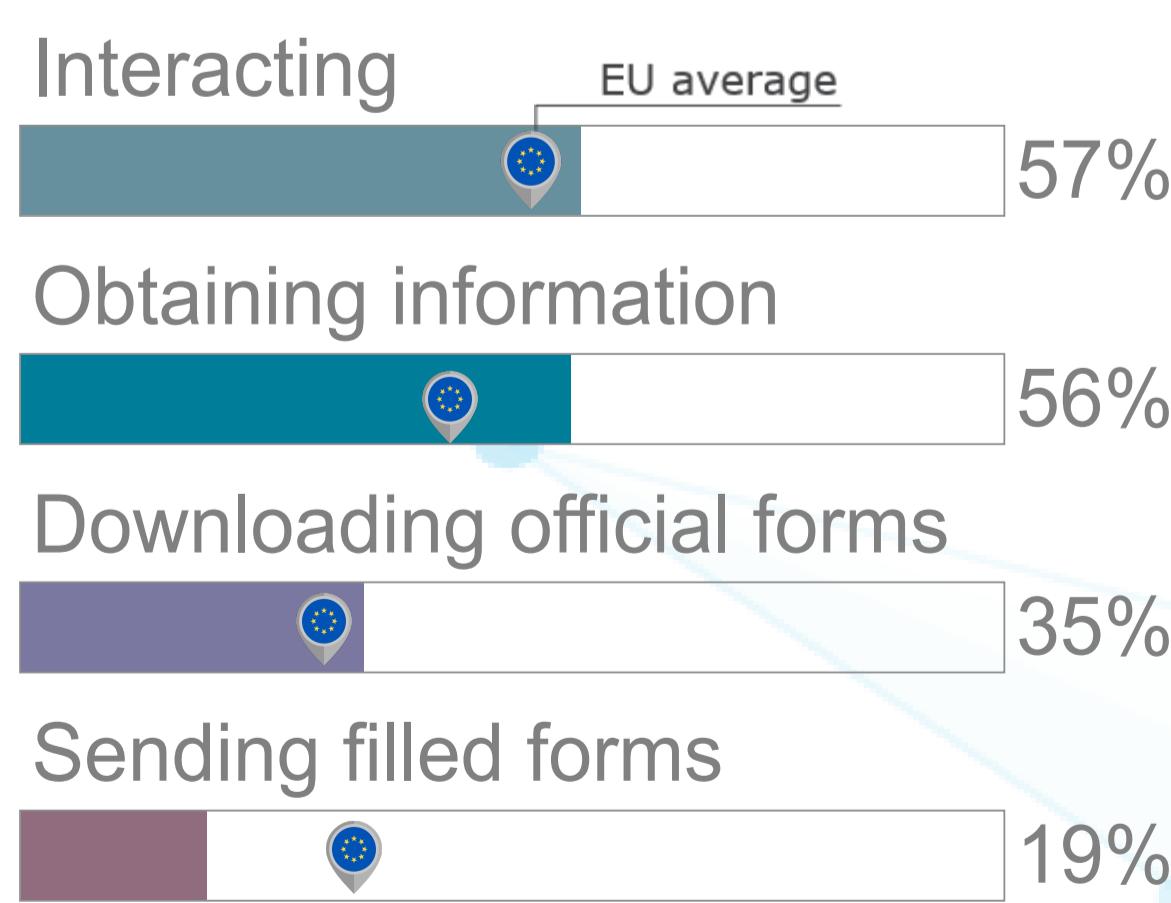
Data source: Eurostat (isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities

User-centricity — EU average — 87%

Transparency — 61%

Citizens cross border mobility — 37%

Business cross border mobility — 68%

Key enablers — 52%
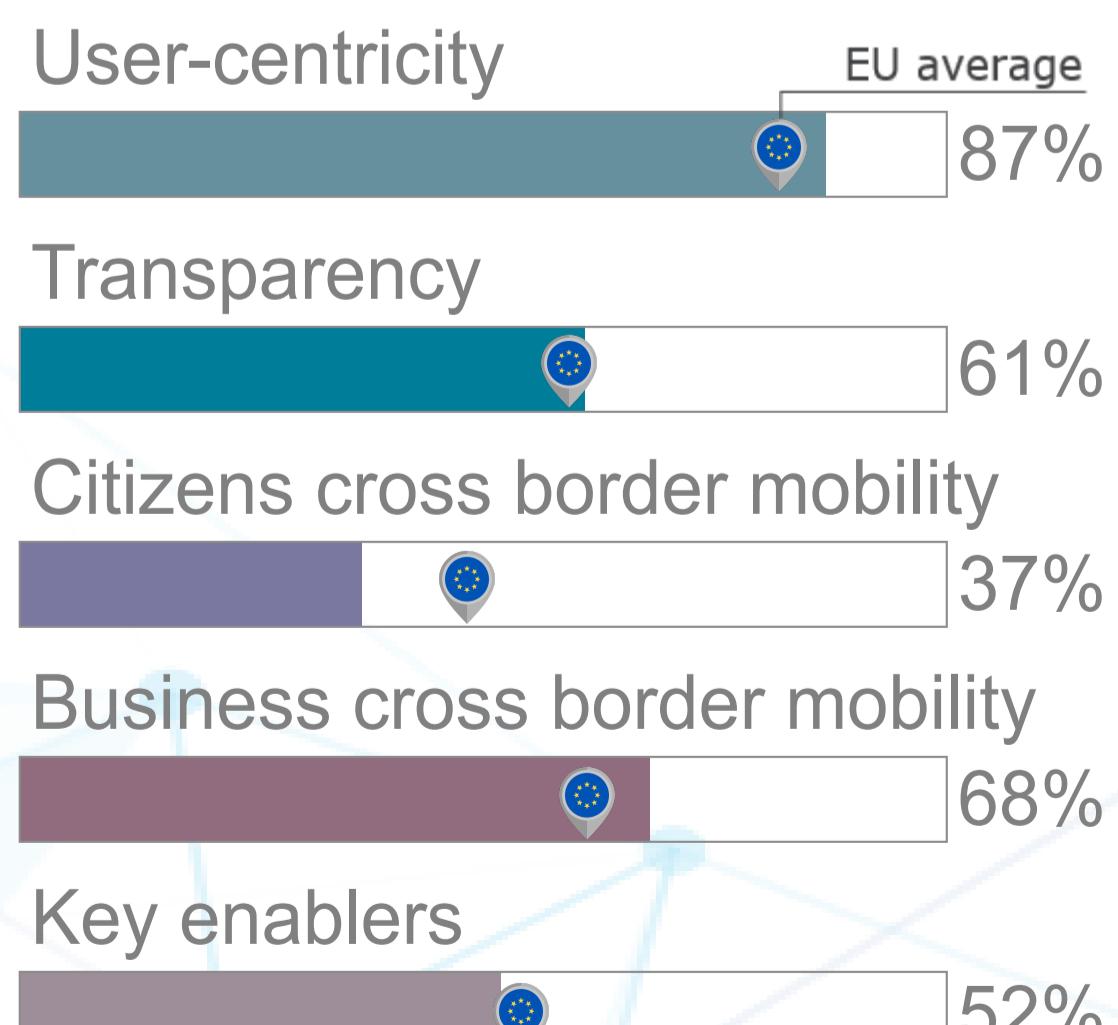
Data source: eGovernment Benchmark Report 2018.

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