

## *Austria*

### **General Aspect**

Austria is a democratic republic. It covers a surface area of 84,000 square kilometres. Population is approximately 8 million.

### **Diffusion of ICT in the country**

PC penetration (number of PCs/population) in the country is estimated 50%.

46% of population has an access to internet. Users of telephone services are the 90% of the population, while the mobile phone penetration covers instead 65% of the population.

### **Application of ICT to Public Administration**

67% of employees in the Central Public Administration have a PC in their workplace; but the percentage decreases to 55% for local Public Administration. 31% of civil servant can use internet and e-mail in work environment. Governmental offices of the Central and Local PA can communicate each other through Intranet/Extranet networks.

### **Public Administration on line**

100% of governmental bodies of both Central and Local Public Administration have their own internet web site. The government's web site to include press releases, speeches and statements of the head of Government, official document, government and legislative acts and it is possible to find the transcriptions of legislative debates. On their web sites, main governmental bodies offer the possibility to send requests for information through e-mail.

### **E-Government issues**

Austrian government, actually, offers many services on line to citizens and companies.

Citizens can elaborate tax declaration, consult the law information system and download forms for job application and consult database for job matching. Companies can envoy tax declarations, make business registrations and consult the electronic company register.

Government has started an action program to promote the application of ICT to the Public Administration and to provide on line services; the indicate targets concern service to citizen and efficiency within PA, adoption of a suitable legal framework projects. The program is runnes through specific initiative.

The official act that formalises the e-government program is an Action Plan. ([www.austria.gv.at](http://www.austria.gv.at))

The efforts are concentrated on specific projects: task force "*e-Austria*"; *help.gv.at*; *virtual marketplace Austria*.

### **Future issues**

For the future Austrian Government will invest in e-government about 50 million US\$