

## **Germany**

### **General Aspects**

Germany has 81.000.000 inhabitants. It is a Federal State.

### **Diffusion of ICT**

PC penetration in the country (number of PCs/population) is estimated 32,6%, while Internet diffusion is 20,8% . Telephone penetration is 96,8% and the mobile telephone diffusion is 50%.

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

100% of Central Public Administration employees have a PC in their work environment; while 80% of Local Public Administration has a computerized work place.

A percentage ranging between 8% (local Public Administration) and 12% (central Public Administration) of public servants has Internet access and e-mail.

Governmental bodies are interlinked each other through Internet/extranet networks, and also Internet/extranet networks exist within governmental entities of the Central Public Administration and within central and local P.A.

### **Public Administration on line**

98% of governmental bodies of Central Public Administration have their own internet website; as far as the Local Public Administrations are concerned, the percentage decreases to 60%.

Both the Legislative and the Executive bodies have their own Internet web-site.

It is possible to send requests for information through e-mail, and to consult the press releases, speeches and statements of the Head of Government, Government and Legislative acts, transcription of the parliamentary debates.

A portal expressly created for citizens is actually on-line.

### **E-government issues**

In Germany several services are available on-line.

Services to citizens vary from: job seeking service ([www.arbeitsamt.de](http://www.arbeitsamt.de)); credit handling for student (BafoeG online), Statistic Shop ([www.statistik-bund.de/shop](http://www.statistik-bund.de/shop)), distributing system for geographical data ([www.geodatenzentrum.de](http://www.geodatenzentrum.de)), income tax declaration online

([www.elsterformular.de](http://www.elsterformular.de)) and scholarships applications([www.bvs.bund.de/aufgaben/bafoeg](http://www.bvs.bund.de/aufgaben/bafoeg)).

On line services to companies are related to: job matching, ([www.arbeitsamt.de](http://www.arbeitsamt.de)), tax identification number requests ([www.bff-online.de](http://www.bff-online.de)), information for project funding ([www.kp.dlr.de/profi](http://www.kp.dlr.de/profi)), funding for projects in the new Laender ([www.fhms.de](http://www.fhms.de)) and online-notification system for statistics of the intracommerce ([www.w3stat.statistik-bund.de/](http://www.w3stat.statistik-bund.de/)).

Federal Government has started an action program to promote the application of ICT to the Public Administrations and to provide on-line services.

The main targets of this action program are: a modern, efficient and citizen-friendly administration; the German e-Government initiative "BundOnline 2005" launched by the Federal Chancellor Schroeder in September 2000. With this initiative the Federal Government commits itself to providing online, by 2005, all central state services that can be placed on the Internet for the citizens, the business community, the federal and

the local level; to concentrate mainly on restructuring the internal administrative processes; to overcome the barriers between administrative levels.

The main issues of this action program is to develop and apply technical standards for a country's public sector that are as uniform as possible.

Main instruments are: paying systems, digital signature, encryption, call centers, personalisation as well as form servers; monitoring of the state of the initiative "BundOnline 205" on deputy minister level; providing an online offer in the sphere of all state levels and ensure the relevant interchangeability between the administrative levels (where necessary) to achieve interoperability and compatibility between the administrative levels.

The e-government program is formalized in an *Action Plan* , whose Internet address is [www.bundonline2005.de](http://www.bundonline2005.de)

An Authority for the e-government program co-ordination has been established, whose aims are: to build up an internet portal as the central digital gate to the administration; to promote model projects under the principle of "learning from the best through benchmarking".

### **Future issues**

The envisaged investments for the next 3 years for the e-government strategy amount to 1.000 million USD.

Future programs: "Internet fuer Alle " ("Internet for all"): 10 points program of the Federal Government ([www.bundesregierung.de](http://www.bundesregierung.de)) ; "Initiative D21 – Starting into the information age" ([www.initiative21.de](http://www.initiative21.de)); action program "Innovation and Employment in the information society of the 21<sup>st</sup> century ([www.bundesregierung.de](http://www.bundesregierung.de)) and the "CERT" - Computer Emergency Response Team for the Public Administration – ([www.bsi.de/bsi-cert](http://www.bsi.de/bsi-cert))