

Spain

General Aspects

Spain is constitutional monarchy. It has a surface of 517.000 sq. Km. and a total population of 40.202.160 inhabitants.

Diffusion of ICT in the country

PC penetration in the country (number of PCs/population) is estimated 30%, while Internet diffusion is 20% (with 6.820.000 inhabitants aged more than 14 years old). Telephone penetration is 42,37% and the mobile telephone diffusion is 60%.

Application of ICT to Public Administration

48% of Central Public Administration employees have a PC in their work place. A percentage that decreases to 29% referred to Local Public Administration. Among Central Government offices 4,9% employees has an Internet connection, while 12% of them have their own e-mail box.

Governmental bodies of the central Public Administration have Internet/extranet networks, while Internet/extranet networks within central and local P.A. are actually under development.

Public Administration on line

95% of governmental bodies of Central Public Administration in Spain have their own internet website; as far as the Local Public Administrations are concerned, the percentage is 20%.

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

On the government's websites it is possible to send requests for information through e-mail, and to consult the press releases, official documents, Government and Legislative acts.

A portal expressly created for citizens is under development.

E-government issues

Several on-line services are available to citizens in the field of public employment, social benefits, taxes (personal income), purchasing of railway tickets and of official publications .

Services to companies are in the field of public procurements and taxes (VAT, etc.)

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

The main objectives of this action program are: fostering ICT sector, providing citizens with access to the Information Society , constitution of an observatory on the degree of penetration of e-government. 250 specific ICT projects have been set.

The e-government program is formalized in a *White Book* , whose Internet address is www.infoxxi.es

Moreover, there is an Authority for the e-government program coordination and further investments are envisaged for the next three years that will support the e-government strategy.