SEVENTH FRAMEWORK PROGRAMME

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PROGRAMME

GREEK INTEROPERABILITY CENTER

Deliverable D5.2 Interoperability Barometer

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EXECUTIVE SUMMARY

In the context that Interoperability is the key needed element for business and governments in the new electronic landscape; the project has set the following goals:

- <u>The creation of a national research pole of interoperability</u> which will cooperate with enterprises, governmental organizations and research centres in Greece, in order to achieve high quality research results in the area of Interoperability.
- <u>The active interaction with other relevant organisations</u> and research centres, at Regional, European and International level, so as both to gain needed experience and know-how, but also to communicate results and assist neighbouring countries.
- <u>The contribution to policy making and standardisation</u> in Greece and the neighbouring region, thus assisting the implementation of European Policies and interoperability – related initiatives, such as the e-Government Interoperability Framework (eGIF).
- <u>The active dissemination of research results</u> towards the scientific and business community in Greece, in the neighbouring countries and internationally.

More specifically, recognizing the importance of aligning national and regional research priorities to international guidelines and serving the purpose of bringing together research centres from different geographic regions of Greece as well as the Balkans and Eastern Europe, so as to form a research pole in the domain of Interoperability and to create an environment of consensus and collaboration, the Greek Interoperability Centre shall proceed in a series of actions including the issuing of a periodical report of Key Performance Indicators (KPIs) on interoperability-related factors.

The current deliverable is the first one of the D5.2 series and constitutes a report of the findings regarding the status of Interoperability at local and regional level.

The document is divided into the following chapters:

- Chapter 1: Introduction
  - Purpose
  - Conceptual Framework
    - Methodology
    - Countries monitored
  - Structure of the Document
- Chapter 2: Interoperability Indicators
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  - Benchmarking the Supply of Online Public Services
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1.   Introduction

1.1   Purpose

Recognizing the importance of aligning national and regional research priorities to international guidelines and serving the purpose of bringing together research centres from different geographic regions of Greece as well as the Balkans and Eastern Europe, so as to form a research pole in the domain of Interoperability and to create an environment of consensus and collaboration, the Greek Interoperability Centre is carrying out a series of actions including the issuing of a periodical report of Key Performance Indicators (KPIs) on interoperability-related factors.

Under the title "Interoperability Barometer", the report in question consists of a series of indicators on interoperability-related factors and domains, such as e-government, e-business, e-commerce etc. and aims at providing up-to-date, reliable information with regard to the status of Interoperability at local and regional level, i.e. in the countries of Eastern Europe, the Balkans, North Africa and Western Asia which are found within the range of influence of the Greek Interoperability Centre.

The current deliverable, which is the first one of the D5.2 series, focuses on the conceptual framework related to the Interoperability Barometer and summarizes the findings regarding the status of Interoperability at local and regional level. Updated versions of the Interoperability Barometer will be included in the forthcoming versions of the D5.2 delivarable, which are to be submitted for review to the EC at the end of M24 and M36. All information related to the Interoperability Barometer as well as the homonym report are also available at the GIC website.

The collection of indicators presented within the frame of the Interoperability Barometer is the result of the careful study, processing and analysis of publicly available information.

1.2   Conceptual Framework

1.2.1 Methodology

The purpose of the Interoperability Barometer is to provide a generic view of the status of Interoperability at local and regional level through the use of a series of indicators on interoperability-related factors such as ICT growth, e-government, e-business, e-commerce, internet usage etc. The collection of indicators presented within the frame of the Interoperability Barometer is the result of the careful study, processing and analysis of publicly available surveys, policy documents and statistical reports so as to isolate only the information that is essential to perform comparisons among the countries of interest as well as to draw useful conclusions.

More specifically, the first version of the Interoperability Barometer has been based on the analysis of the following reports:

- e-Government in the European Countries – Country Factsheets
- "The User Challenge - Benchmarking the Supply of Online Public Services", CAPGEMINI, September 2007
- Information Society: Structural Indicators, Eurostat: Statistical Office of the European Communities
- Commission Staff Working Document, i2010 - Annual Information Society Report 2007, Volume 3, Brussels 30.3.2007
- United Nations e-Government Survey 2008 – From e-Government to Connected Governance, United Nations, New York 2008
- e-Business Survey 2006,Table Report, July 2006, Version 2.1

The information presented within the frame of the Interoperability Barometer may be used to outline the necessary actions and measures that need to be taken in each country in order to achieve bigger benefits.

1.2.2 Countries monitored

The region that is of interest to the Interoperability Barometer includes most of the countries of Eastern Europe, the Balkans, North Africa and Western Asia. Table 1 summarizes the countries monitored in the frame of the Interoperability Barometer.

Table 1: Countries monitored

	Countries				
1.	Albania	13.	F.Y.R.O.M.	25.	Morocco
2.	Algeria	14.	Georgia	26.	Poland
3.	Armenia	15.	Greece	27.	Republic of Moldova
4.	Azerbaijan	16.	Hungary	28.	Romania
5.	Belarus	17.	Israel	29.	Serbia
6.	Bosnia and Herzegovina	18.	Jordan	30.	Slovakia
7.	Bulgaria	19.	Latvia	31.	Slovenia
8.	Croatia	20.	Lebanon	32.	Syria
9.	Cyprus	21.	Libya	33.	Tunisia
10.	Czech Republic	22.	Lithuania	34.	Turkey
11.	Egypt	23.	Malta	35.	Ukraine
12.	Estonia	24.	Montenegro		

1.3   Structure of the Document

The document is divided into the following chapters:

- Chapter 1: Introduction
  - Purpose
  - Conceptual Framework
    - Methodology
    - Countries monitored
  - Structure of the Document
- Chapter 2: Interoperability Indicators
  - Sophistication Stage of Online Public services
  - Benchmarking the Supply of Online Public services
  - Information Society: structural indicators
  - e-Government Readiness
  - e-Business Indicators
- Chapter 3: Interoperability Indicators per Country
  - Albania
  - Algeria
  - Armenia
  - Azerbaijan
  - Belarus
  - Bosnia and Herzegovina

- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Egypt
- Estonia
- F.Y.R.O.M.
- Georgia
- Greece
- Hungary
- Israel
- Jordan
- Latvia
- Lebanon
- Libya
- Lithuania
- Malta
- Montenegro
- Morocco
- Poland
- Republic of Moldova
- Romania
- Serbia
- Slovakia
- Slovenia
- Syria
- Tunisia
- Turkey
- Ukraine

2.   Interoperability Indicators

This chapter is dedicated to the presentation of the list of indicators composing the Interoperability Barometer. To ensure the clarity and cohesion of information, each one of the following sections deals with only one category of indicators. In section 2.3 there is also a second level of classification of the indicators with regard to the particular interoperability-related field to which the data refer. Finally, brief descriptions of the indicators are provided if necessary.

2.1   Sophistication Stage of Online Public Services

In order to measure the sophistication of online public services, an e-service sophistication model is used. This model illustrates the different degrees of sophistication of online public services going from "basic" information provision over one-way and two way interaction to "full" electronic case handling.

Table 2: 5-stage sophistication model

5-stage sophistication model

Stage 1:	Information
Stage 2:	One way interaction (downloadable forms)
Stage 3:	Two-way interaction (electronic forms)
Stage 4:	Transaction (full electronic case handling)
Stage 5:	Personalisation (pro-active, automated service delivery)

The 5th level gives an indication of fully integrated electronic procedures that help reduce "red tape" and improve data consistency; where no other physical action is required on behalf of the applicant.

The sophistication stage reached for each service is indicated with reference to the maximum stage possible for the service.

The information available covers the common list of 20 basic public services (12 services for citizens and 8 services for enterprises) and may be found in the ePractice e-Government factsheets which provide an overall picture of the situation and progress of eGovernment in 34 European countries. In chapter 3 the sophistication stage of online public services is provided for the following list of countries: Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, FYROM, Greece, Hungary, Latvia, Lithuania, Malta, Poland, Romania, Slovakia, Slovenia, Turkey.

2.2   Benchmarking the Supply of Online Public Services

Four indicators are used to benchmark the supply of online public services:
-   An online sophistication indicator;
-   An indicator on the number of public services fully available online;
-   User centricity indicators (a composite of four sub-indicators);
-   An assessment of national portals that provides an indication of the service integration and consistency and branding of online government.

Detailed descriptions of the above indicators are provided in the following paragraphs:

- **Online Sophistication**
  An indication of the sophistication stage of online public services based on a 5 level model:
  - Stage 1: Information
  - Stage 2: One way interaction (downloadable forms)
  - Stage 3: Two-way interaction (electronic forms)
  - Stage 4: Transaction (full electronic case handling)
  - Stage 5: Personalization (pro-active, automated service delivery)

- **Full Online Availability**
  The number of public services fully available online, measured on a 4 level model. The indicator is measured on the basis of a two-level framework:
  - No full online availability: contains stages 0 to 3 of the sophistication framework
  - Full online availability: status granted to all services that reach a stage strictly above the 3rd stage of the sophistication framework.

- **User Centricity**
  A composite indicator comprising a basket of four subindicators:

  - Services with legally binding e-ID:
    An assessment of user confidence in e-services, in terms of security for the users. A legally binding e-ID is an authentication for citizens or businesses recognized as legally binding by the member state.

  - Number of data fields requested for transactional services:
    A measure of the convenience for the user of e-services. Transactional services delivered fully through the internet should require a low average number of fields to be filled in. Multiple use of information implies intelligent use of data, e.g. the use of data from previous contacts with the same authority, or data-sharing between authorities whenever a subject (explicitly) consents (free and informed). This pre-population can significantly reduce administrative burden and offer improved user satisfaction.

  - Multi-channel access to service:
    An assessment of user-centricity in terms of the possibility for the citizen or business to choose to receive the government service through a variety of channels other than the classic ones (e.g. phone, kiosk, mobile, DigiTV).

  - Site's compliance with international standards of accessibility:
    A measure of stated (text or logo) compliance with international accessibility standards. It indicates if users, regardless of physical disabilities, will be able to access online services.

- **Assessment of national portal**
  Assessment of a national portal as a trusted comprehensive one-stop access to public services – an indication of the service integration and consistency and branding of online government.

All indicators have been measured with regard to the common list of 20 basic public services (12 services for citizens and 8 services for enterprises). In chapter 3 the indicators listed above are available for the following list of countries: Bulgaria, Cyprus, Czech Republic, Estonia, Greece, Hungary, Latvia, Lithuania, Malta, Poland, Romania, Slovakia, Slovenia, Turkey. Exhaustive information on the scoring and measurement framework may be found in the document "The User Challenge – Benchmarking The Supply of Online Public Services", European Commission, September 2007.

2.3   Information Society: structural indicators

This section contains a broad range of indicators based on the reports of Eurostat, the Statistical Office of the European Communities and the Annual Information Society Report 2007, Volume 3, Brussels 30.3.2007. The indicators listed below are grouped thematically with regard to the following fields of interest: broadband penetration, internet usage, eGovernment, eCommerce, eBusiness, employment and skills and growth of ICT sector and R&D.

Broadband penetration
- Number of broadband access lines
  Broadband lines are defined as those with a capacity equal to or higher than 144 Kbit/s.

- Broadband penetration rate

- DSL penetration (as % of population)
  Total number of DSL subscriptions on 1 October 2006 divided by the number of inhabitants. All subscriptions included whether to households, enterprises or public sector.

- Percentage of enterprises with broadband access
  All enterprises with 10 or more persons employed are included (without financial sector).

Internet Usage
- Level of internet access of households (%)
  Percentage of households who have internet access at home. Target population is considered between 16-74 years.

- Percentage of individuals regularly using the *internet*
  Regular use is at least once per week

- Percentage of individuals using the internet for specific purposes in the previous 3 months
  Purposes:
  - internet banking
  - finding information about goods and services

eGovernment Indicators
- E-government usage by individuals (Demand side)
  Percentage of individuals (aged 16-74) who used the Internet, in the last three months, for interacting with public authorities - total and broken down by purpose
  Purposes:
  - Obtaining information from public authorities web sites
  - Downloading official forms
  - Returning filled in forms

- E-government usage by enterprises (Demand side)
  Percentage of enterprises which use the Internet for interacting with public authorities – total and broken down by purpose
  Purposes:
  - Obtaining information
  - Downloading official forms
  - Returning filled in forms
  - Full electronic case handling
  - E-procurement
  All enterprises with 10 or more persons employed are included (without financial sector).

- E-government availability (Supply side)
  This indicator measures the on-line availability of basic public services. 'Basic' covers the 20 public services most frequently used by households/citizens (12) and enterprises (8). Measurement is based on a sample of URLs agreed with Member States as relevant for each service. Native speakers in each language then carry out a web survey to measure the degree of sophistication of online availability using a 4 stage classification: (1. Basic Information; 2. One-way Interaction; 3. Two-way Interaction; 4. Full electronic case handling). A service is considered fully online when the publicly accessible website offers the possibility to completely treat the service via the website, including decision and delivery.

eCommerce
- Percentage of enterprises' total turnover from eCommerce over the last calendar year
  All enterprises with 10 or more persons employed are included (without financial sector).

- Percentage of individuals having ordered/bought goods or services for private use over the internet in the last three months

- Percentage of enterprises having received orders on-line over the last calendar year (at least 1%)
  All enterprises with 10 or more persons employed are included (without financial sector).

- Percentage of enterprises having received on-line payments for Internet sales over the last calendar year
  All enterprises with 10 or more persons employed are included (without financial sector).

- Percentage of enterprises having purchased on-line over the last calendar year (at least 1%)
  All enterprises with 10 or more persons employed are included (without financial sector).

eBusiness
- Integration of internal business processes
  - Percentage of enterprises having IT systems for orders and purchases which link to internal IT systems (re-ordering, invoicing, payment, managing production, logistics or service operations)
  - Percentage of enterprises who share electronically information on sales or on purchases with the software used for any internal function
  All enterprises with 10 or more persons employed are included (without financial sector).

- Integration with suppliers and/or customers
  - Percentage of enterprises having IT systems for orders and purchases which link to IT systems of suppliers or customers outside the enterprise group
  - Percentage of enterprises whose business processes are automatically linked to those of their suppliers and/or customers
  All enterprises with 10 or more persons employed are included (without financial sector).

- Security
  - Percentage of enterprises having taken ICT precautions
    All enterprises with 10 or more persons employed are included (without financial sector).
  - Percentage of enterprises that have installed security devices on their PCs and updated them within the last three months
    All enterprises with 10 or more persons employed are included (without financial sector).
  - Percentage of enterprises with secure servers
    Percentage of enterprises using a secure protocol, such as SSL (Secure Socket Layer) and TLS (Transport Layer Security), for the reception of orders via Internet.
  - Percentage of enterprises using digital signature for authentication

Percentage of enterprises using a digital signature in any message sent, i.e. using encryption methods that assure the authenticity and integrity of the message.

Employment and skills
- Percentage of persons employed using computers connected to the Internet in their normal work routine at least once a week
  All enterprises with 10 or more persons employed are included (without financial sector).

Indicators on growth of ICT sector and R&D
- Information technology expenditure in millions of euro and as a percentage of GDP

- Communications expenditure in millions of euro and as a percentage of GDP

- ICT sector share on total employment and value added
  ICT sector including Postal services.

- Growth of the value added by the ICT producing sector, in real terms (at constant prices)
  ICT sector including Postal services.

- Share of ICT related R&D performed by the business sector as % of GDP

Statistical information on the above indicators is provided in Chapter 3 for Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, FYROM, Greece, Hungary, Latvia, Lithuania, Malta, Poland, Romania, Serbia, Slovakia, Slovenia and Turkey.

2.4   e-Government Readiness

The United Nations e-Government Readiness Index 2008

The e-government readiness index is a composite index (0..1) comprising the web measure index, the telecommunication infrastructure index and the human capital index. The information provided, refers to the year of 2007.

- **Web Measure Index**

  The web measure index 2008 is based upon a five-stage model, which builds upon the previous levels of sophistication of a state's online presence. As a country migrates upwards through the various stages, it is ranked higher in the web measure index. Assessment of the web measure index was based on a questionnaire, which allocated a binary value to the indicator based on the presence/absence of specific electronic facilities/services available. The primary site was the national portal or the official government home page of the countries examined. Where no official portals were available, other governmental sites were assessed. To ensure consistency, the same number of functionalities of the same or similar sites was assessed in each country. Each ministerial site was assessed on the basis of the same set of questions.

- **Telecommunication Infrastructure Index**

  The telecommunication infrastructure index 2008 is a composite index of five primary indices relating to a country's infrastructure capacity with regard to the delivery of eGovernment services. These are:

  1. Internet Users /100 persons

2. PCs /100 persons

3. Main Telephones Lines /100 persons

4. Cellular telephones /100 persons

5. Broad banding /100 persons

Each index represents 20 per cent of the overall telecommunication infrastructure index.

- **Human Capital Index**
  The human capital index is a composite of the adult literacy rate and the combined primary, secondary and tertiary gross enrolment ratio, with two thirds weight given to the adult literacy rate and one third to the gross enrolment ratio.

Measurements of the e-Government Readiness Index and its three components may be found in Chapter 3 for Albania, Algeria, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Egypt, Estonia, Georgia, Greece, Hungary, Israel, Jordan, Latvia, Lebanon, Libya, Lithuania, Malta, Montenegro, Morocco, Poland, Republic of Moldova, Romania, Serbia, Slovakia, Syria, Tunisia, Turkey and Ukraine. Exhaustive information on the conceptual framework, methodology and data measurements may be found in the United Nations e-Government Survey 2008 - From e-Government to Connected Governance (United Nations, New York, 2008).

2.5   e-Business Indicators

The series of indicators presented in this section has been based on the e-Business Survey 2006 table report, which contains statistical information on the maturity of electronic business across different sectors of the economy.

Internal e-collaboration

- Companies using an intranet
- Use of EDM / Medical Records
- Use of ERP systems
- Use of accounting software
- Use of SCM systems

e-Collaboration

- Companies using online applications other than e-mail for
    - sharing documents
    - tracking working hours
    - collaborative demand forecasting
    - collaborative design
    - managing capacity

e-Invoicing

- Companies
    - sending e-invoices
    - receiving e-invoices from suppliers

- Average share of ...
    - sent e-invoices (as % of total invoices)
    - received e-invoices (as % of total invoices)
    - turnover stemming from e-invoices (as % of total turnover)

Companies placing orders online

- Companies placing orders for supplies online
- Share of orders placed online (as % of total orders) …
    - < 5 %
    - 5-10 %
    - 11-25 %
    - > 25 %

Online marketing and sales

- Companies with a website
- Companies using CRM
- Companies accepting orders from customers online
- Companies using specific ICT solutions for e-marketing & sales

Use of e-standards

- Companies using ...
    - EDI-based standards
    - XML-based standards
    - Proprietary standards
    - Other technical standards

Interoperability

- Companies saying that interoperability is important for e-business …
    - within their sector
    - between sectors
    - for producing or providing products and service

Open source software

- Companies using Open Source ...
    - operating systems
    - databases
    - browsers

Barriers to e-business

- Reasons for not practicing e-business:
    - Company is too small to benefit
    - Technology is too expensive
    - Technology is too complicated
    - Systems are not compatible
    - Difficult to find reliable IT suppliers

Measurements of the above list of indicators are available in Chapter 3 for Czech Republic, Hungary and Poland.

3.   Interoperability Indicators per country

This chapter summarizes the findings regarding the status of Interoperability at local and regional level maintaining the classification of Chapter 2. The countries of interest are ordered alphabetically and only the indicators that are available, are listed for each country, while an indication of the measurements' reference time is given in each case.

All information related to the Interoperability Barometer is also available at the G.I.C. website to allow for further knowledge transfer within the research community.

3.1   Albania

3.1.1 e-Government Readiness Data

Table 3: Albania – e-Government Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.4670
a. Web Measure Index	0.3913
b. Infrastructure Index	0.1251
c. Human Capital Index	0.8869

3.2   Algeria

3.2.1 e-Government Readiness Data

Table 4: Algeria – e-Government Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.3515
a. Web Measure Index	0.2241
b. Infrastructure Index	0.1230
c. Human Capital Index	0.7114

3.3   Armenia

3.3.1 e-Government Readiness Data

Table 5: Armenia – e-Government Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.4182
a. Web Measure Index	0.2709
b. Infrastructure Index	0.0894
c. Human Capital Index	0.8988

3.4   Azerbaijan

3.4.1 e-Government Readiness Data

Table 6: Azerbaijan – e-Government Readiness Data

IV. E-Government Readiness Data	
Indicator	**Value**
E-Government Readiness Index 2008	0.4609
a. Web Measure Index	0.3946
b. Infrastructure Index	0.1077
c. Human Capital Index	0.8822

3.5 Belarus

3.5.1 e-Government Readiness Data

Table 7: Belarus – e-Government Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.5213
a. Web Measure Index	0.3278
b. Infrastructure Index	0.2823
c. Human Capital Index	0.9597

3.6   Bosnia and Herzegovina

3.6.1 e-Government Readiness Data

Table 8: Bosnia Herzegovina – e-Government Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.4509
a. Web Measure Index	0.2943
b. Infrastructure Index	0.1887
c. Human Capital Index	0.8744

3.7 Bulgaria

3.7.1 Sophistication Stage of Online Public Services

Table 9: Bulgaria – Sophistication Stage of 20 basic public services

	Sophistication Stage of 20 basic public services	
	August 2008	
	12 Services for Citizens	
1.	Income taxes: declaration, notification of assessment	5/5
2.	Job search services by labour offices	4/4
3.	Social security benefits	
	a. Unemployment benefits	4-5/5
	b. Child allowances	4-5/5
	c. Medical costs (reimbursement or direct settlement)	4-5/5
	d. Student grants	4-5/5
4.	Personal documents: passport and driver's licence	
	a. Passport	1-2/4
	b. Driver's licence	1-2/4
5.	Car registration (new, used, imported cars)	1/4
6.	Application for building permission	0-1/4
7.	Declaration to the police (e.g. in case of theft)	1/3
8.	Public libraries (availability of catalogues, search tools)	1/5
9.	Certificates (birth, marriage): request and delivery	2/4
10.	Enrolment in higher education/university	2-3/4
11.	Announcement of moving (change of address)	0/4
12.	Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)	2/4
	8 Services for Businesses	
1.	Social contributions for employees	3/4
2.	Corporate tax: declaration, notification	3/4
3.	VAT: declaration, notification	3/4
4.	Registration of a new company	2/4
5.	Submission of data to statistical offices	2/5
6.	Customs declaration	3/4
7.	Environment-related permits (incl. reporting)	1/5
8.	Public procurement	2/4

3.7.2 Benchmarking the Supply of Online Public Services

Table 10:Bulgaria - Benchmarking the Supply of Online Public Services

Benchmarking the Supply of Online Public Services		
	Indicator	**Value**
1.	Sophistication of online services	67%
2.	Full Online Availability	15%
3.	User Centricity	37%
4.	Assessment of national portals	97%

3.7.3 Information Society: structural indicators

Table 11: Bulgaria – Information Society : Structural Indicators

Information Society: Structural Indicators			
	Indicator	**Reference Month/Year**	**Value**
	Broadband penetration/Developments of broadband		
1.	Number of broadband access lines	7/2007	435199
2.	Broadband penetration rate (%)	7/2007	5.7
3.	Percentage of enterprises with broadband access	2008	62%
	Internet Usage		
1.	Level of internet access of households (%)	2008	25
2.	Percentage of individuals regularly using the internet	2008	30%
3.	Percentage of individuals using the internet for specific purposes in the previous 3 months	2008	
a.	Internet banking	2008	1
b.	Looking for information about goods and services	2008	19
	eGovernment Indicators		
	E-government usage by individuals (demand side)		
1.	Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities	2008	8%
2.	Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities broken down by purpose	2008	
a.	Obtaining information from public authorities web sites	2008	5.7
b.	Downloading official forms	2008	4.0
c.	Returning filled in forms	2008	2.8
	E-government usage by enterprises (demand side)		
1.	Percentage of enterprises which use the Internet for interaction with public authorities	2008	58%
2.	Percentage of enterprises which use the Internet for interaction with public authorities broken down by purpose	2008	
a.	Obtaining information	2008	53
b.	Downloading official forms	2008	51
c.	Returning filled in forms	2008	43
d.	Full electronic case handling	2008	36

e.	E-procurement	2008	8
E-government availability (supply side)		2007	15
eCommerce			
1.	Percentage of enterprises' total turnover from eCommerce over the last calendar year	2008	1%
2.	Percentage of individuals having ordered/bought goods or services for private use over the internet in the last three months	2008	1%
3.	Percentage of enterprises having received orders on-line over the last calendar year (at least 1%)	2008	2%
4.	Percentage of enterprises having received on-line payments for Internet sales over the last calendar year	2005	1%
5.	Percentage of enterprises having purchased on-line over the last calendar year (at least 1%)	2008	3%
eBusiness			
Integration of internal business processes			
1.	Percentage of enterprises having IT systems for orders and purchases which link to internal IT systems (re-ordering, invoicing, payment, managing production, logistics or service operations)	2007	17%
2.	Percentage of enterprises who share electronically information on sales or on purchases with the software used for any internal function	2008	35%
Integration with suppliers and/or customers			
1.	Percentage of enterprises having IT systems for orders and purchases which link to IT systems of suppliers or customers outside the enterprise group	2007	5%
2.	Percentage of enterprises whose business processes are automatically linked to those of their suppliers and/or customers	2008	14%
Security			
1.	Percentage of enterprises having taken ICT precautions	2006	72%
2.	Percentage of enterprises that have installed security devices on their PCs and updated them within the last three months	2005	37%
3.	Percentage of enterprises using Secure servers	2006	9.4%
4.	Percentage of enterprises using digital signatures for authentication	2006	20.2%
Employment and skills			
1.	Percentage of persons employed using computers connected to the internet	2008	18%
Indicators on growth of ICT sector and R&D			
1a.	Information technology expenditure in millions of euro	2006	430
1b.	Information technology expenditure as a percentage of GDP	2006	2.0%
2a.	Communications expenditure in millions of euro	2006	1564
2b.	Communications expenditure as a percentage of GDP	2006	7.1%

3.7.4 e-Government Readiness Data

Table 12: Bulgaria –e-Goverment Readiness Index

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.5719
a. Web Measure Index	0.4849
b. Infrastructure Index	0.3071
c. Human Capital Index	0.9262

3.8 Croatia

3.8.1 Sophistication Stage of Online Public Services

Table 13: Croatia - Sophistication Stage of 20 basic public services

	Sophistication Stage of 20 basic public services	
	August 2008	
	12 Services for Citizens	
1.	Income taxes: declaration, notification of assessment	2/4
2.	Job search services by labour offices	3/3
3.	Social security benefits	
	a. Unemployment benefits	3/4
	b. Child allowances	2/4
	c. Medical costs (reimbursement or direct settlement)	2/4
	d. Student grants	1/4
4.	Personal documents: passport and driver's licence	
	a. Passport	1/3
	b. Driver's licence	2/3
5.	Car registration (new, used, imported cars)	1/4
6.	Application for building permission	2/4
7.	Declaration to the police (e.g. in case of theft)	1/3
8.	Public libraries (availability of catalogues, search tools)	3/3
9.	Certificates (birth, marriage): request and delivery	1/3
10.	Enrolment in higher education/university	2/4
11.	Announcement of moving (change of address)	2/3
12.	Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)	4/4
	8 Services for Businesses	
1.	Social contributions for employees	4/4
2.	Corporate tax: declaration, notification	2/4
3.	VAT: declaration, notification	4/4
4.	Registration of a new company	3/4
5.	Submission of data to statistical offices	2/3
6.	Customs declaration	4/4
7.	Environment-related permits (incl. reporting)	2/4
8.	Public procurement	3/3

3.8.2 Information Society: structural indicators

Table 14: Croatia – Information Society: Structural Indicators

Information Society: Structural Indicators		Reference Month/Year	Value
	Indicator	**Reference Month/Year**	**Value**
Broadband penetration/Developments of broadband			
1.	Percentage of enterprises with broadband access	2008	88%
eGovernment Indicators			
E-government usage by enterprises (demand side)			
1.	Percentage of enterprises which use the Internet for interaction with public authorities	2008	57%
2.	Percentage of enterprises which use the Internet for interaction with public authorities broken down by purpose	2008	
a.	Obtaining information	2008	52
b.	Downloading official forms	2008	54
c.	Returning filled in forms	2008	37
d.	Full electronic case handling	2008	33
e.	E-procurement	2008	17
eCommerce			
1.	Percentage of enterprises' total turnover from eCommerce over the last calendar year	2008	4%
2.	Percentage of enterprises having received orders on-line over the last calendar year (at least 1%)	2008	16%
3.	Percentage of enterprises having purchased on-line over the last calendar year (at least 1%)	2008	22%
eBusiness			
Integration of internal business processes			
1.	Percentage of enterprises having IT systems for orders and purchases which link to internal IT systems (re-ordering, invoicing, payment, managing production, logistics or service operations)	2007	36%
2.	Percentage of enterprises who share electronically information on sales or on purchases with the software used for any internal function	2008	45%
Integration with suppliers and/or customers			
1.	Percentage of enterprises having IT systems for orders and purchases which link to IT systems of suppliers or customers outside the enterprise group	2007	12%
2.	Percentage of enterprises whose business processes are automatically linked to those of their suppliers and/or customers	2008	36%
Employment and skills			
1.	Percentage of persons employed using computers connected to the internet	2008	98%

3.8.3 e-Government Readiness Data

Table 15: Croatia – e-Goverment Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.5650
a. Web Measure Index	0.4314
b. Infrastructure Index	0.3683
c. Human Capital Index	0.8992

3.9 Cyprus

3.9.1 Sophistication Stage of Online Public Services

Table 16: Cyprus – Sophistication Stage of 20 basic public services

	Sophistication Stage of 20 basic public services	
	September 2008	
	12 Services for Citizens	
1.	Income taxes: declaration, notification of assessment	5/5
2.	Job search services by labour offices	4/4
3.	Social security benefits	
	a. Unemployment benefits	2-3/5
	b. Child allowances	2-3/5
	c. Medical costs (reimbursement or direct settlement)	2-3/5
	d. Student grants	2-3/5
4.	Personal documents: passport and driver's licence	
	a. Passport	1-2/4
	b. Driver's licence	1-2/4
5.	Car registration (new, used, imported cars)	4/4
6.	Application for building permission	2/4
7.	Declaration to the police (e.g. in case of theft)	1/3
8.	Public libraries (availability of catalogues, search tools)	4/5
9.	Certificates (birth, marriage): request and delivery	2/4
10.	Enrolment in higher education/university	2-3/4
11.	Announcement of moving (change of address)	1/4
12.	Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)	1/4
	8 Services for Businesses	
1.	Social contributions for employees	4/4
2.	Corporate tax: declaration, notification	4/4
3.	VAT: declaration, notification	4/4
4.	Registration of a new company	3/4
5.	Submission of data to statistical offices	2/5
6.	Customs declaration	4/4
7.	Environment-related permits (incl. reporting)	1/5
8.	Public procurement	2/4

3.9.2 Benchmarking the Supply of Online Public Services

Table 17: Cyprus – Benchmarking the Supply of Online Public Services

Benchmarking the Supply of Online Public Services		
	Indicator	Value
1.	Sophistication of online services	67%
2.	Full Online Availability	45%
3.	User Centricity	8%
4.	Assessment of national portals	98%

3.9.3 Information Society: structural indicators

Table 18: Cyprus – Information Society : structural indicators

Information Society: Structural Indicators		Reference Month/Year	Value
	Indicator		
Broadband penetration/Developments of broadband			
1.	Number of broadband access lines	7/2007	86260
2.	Broadband penetration rate (%)	7/2007	11.1
3.	DSL penetration (as % of population)	2006	7.3
4.	Percentage of enterprises with broadband access	2008	79%
Internet Usage			
1.	Level of internet access of households (%)	2008	43
2.	Percentage of individuals regularly using the internet	2008	35%
3.	Percentage of individuals using the internet for specific purposes in the previous 3 months	2008	
a.	Internet banking	2008	11
b.	Looking for information about goods and services	2008	32
eGovernment Indicators			
E-government usage by individuals (demand side)			
1.	Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities	2008	16%
2.	Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities broken down by purpose	2008	
a.	Obtaining information from public authorities web sites	2008	14.9
b.	Downloading official forms	2008	10.2
c.	Returning filled in forms	2008	6.1
E-government usage by enterprises (demand side)			
1.	Percentage of enterprises which use the Internet for interaction with public authorities	2008	65%
2.	Percentage of enterprises which use the Internet for interaction with public authorities broken down by purpose	2008	
a.	Obtaining information	2008	62
b.	Downloading official forms	2008	55
c.	Returning filled in forms	2008	18
d.	Full electronic case handling	2008	26

e.	E-procurement	2008	0
E-government availability (supply side)		2007	45
eCommerce			
1.	Percentage of enterprises' total turnover from eCommerce over the last calendar year	2008	1%
2.	Percentage of individuals having ordered/bought goods or services for private use over the internet in the last three months	2008	7%
3.	Percentage of enterprises having received orders on-line over the last calendar year (at least 1%)	2008	7%
4.	Percentage of enterprises having received on-line payments for Internet sales over the last calendar year	2005	3%
5.	Percentage of enterprises having purchased on-line over the last calendar year (at least 1%)	2008	14%
eBusiness			
Integration of internal business processes			
1.	Percentage of enterprises having IT systems for orders and purchases which link to internal IT systems (re-ordering, invoicing, payment, managing production, logistics or service operations)	2007	44%
2.	Percentage of enterprises who share electronically information on sales or on purchases with the software used for any internal function	2008	46%
Integration with suppliers and/or customers			
1.	Percentage of enterprises having IT systems for orders and purchases which link to IT systems of suppliers or customers outside the enterprise group	2007	6%
2.	Percentage of enterprises whose business processes are automatically linked to those of their suppliers and/or customers	2008	8%
Security			
1.	Percentage of enterprises having taken ICT precautions	2006	86%
2.	Percentage of enterprises that have installed security devices on their PCs and updated them within the last three months	2005	70%
3.	Percentage of enterprises using Secure servers	2006	17.5%
4.	Percentage of enterprises using digital signatures for authentication	2006	3.2%
Employment and skills			
1.	Percentage of persons employed using computers connected to the internet	2008	34%

3.9.4 e-Government Readiness Data

Table 19: Cyprus – e-Goverment Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.6019
a. Web Measure Index	0.4783
b. Infrastructure Index	0.4274
c. Human Capital Index	0.9039

3.10 Czech Republic

3.10.1 Sophistication Stage of Online Public Services

Table 20: Czech Republic – Sophistication Stage of 20 basic public services

Sophistication Stage of 20 basic public services		
October 2008		
12 Services for Citizens		
1.	Income taxes: declaration, notification of assessment	4/5
2.	Job search services by labour offices	4/4
3.	Social security benefits	
	a. Unemployment benefits	3-4/5
	b. Child allowances	3-4/5
	c. Medical costs (reimbursement or direct settlement)	3-4/5
	d. Student grants	3-4/5
4.	Personal documents: passport and driver's licence	
	a. Passport	1/4
	b. Driver's licence	1/4
5.	Car registration (new, used, imported cars)	1/4
6.	Application for building permission	2-3/4
7.	Declaration to the police (e.g. in case of theft)	3/3
8.	Public libraries (availability of catalogues, search tools)	3/5
9.	Certificates (birth, marriage): request and delivery	1/4
10.	Enrolment in higher education/university	2-3/4
11.	Announcement of moving (change of address)	1/4
12.	Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)	0/4
8 Services for Businesses		
1.	Social contributions for employees	4/4
2.	Corporate tax: declaration, notification	4/4
3.	VAT: declaration, notification	4/4
4.	Registration of a new company	4/4
5.	Submission of data to statistical offices	4/5
6.	Customs declaration	4/4
7.	Environment-related permits (incl. reporting)	4/5
8.	Public procurement	4/4

3.10.2 Benchmarking the Supply of Online Public Services

Table 21: Czech Republic– Benchmarking the Supply of Online Public Services

Benchmarking the Supply of Online Public Services		
	Indicator	Value
1.	Sophistication of online services	71%
2.	Full Online Availability	55%
3.	User Centricity	13%
4.	Assessment of national portals	98%

3.10.3 Information Society: structural indicators

Table 22: Czech Republic– Information Society : structural indicators

Information Society: Structural Indicators		Reference Month/Year	Value
Indicator			
Broadband penetration/Developments of broadband			
1.	Number of broadband access lines	7/2007	1252269
2.	Broadband penetration rate (%)	7/2007	12.2
3.	DSL penetration (as % of population)	2006	4.3
4.	Percentage of enterprises with broadband access	2008	79%
Internet Usage			
1.	Level of internet access of households (%)	2008	46
2.	Percentage of individuals regularly using the internet	2008	51%
3.	Percentage of individuals using the internet for specific purposes in the previous 3 months	2008	
a.	Internet banking	2008	14
b.	Looking for information about goods and services	2008	45
eGovernment Indicators			
E-government usage by individuals (demand side)			
1.	Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities	2008	14%
2.	Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities broken down by purpose	2008	
a.	Obtaining information from public authorities web sites	2008	13.1
b.	Downloading official forms	2008	6.2
c.	Returning filled in forms	2008	3.6
E-government usage by enterprises (demand side)			
1.	Percentage of enterprises which use the Internet for interaction with public authorities	2008	73%
2.	Percentage of enterprises which use the Internet for interaction with public authorities broken down by purpose	2008	
a.	Obtaining information	2008	70
b.	Downloading official forms	2008	63
c.	Returning filled in forms	2008	35
d.	Full electronic case handling	2008	20

e.	E-procurement	2008	8
E-government availability (supply side)		2007	55
eCommerce			
1.	Percentage of enterprises' total turnover from eCommerce over the last calendar year	2008	15%
2.	Percentage of individuals having ordered/bought goods or services for private use over the internet in the last three months	2008	13%
3.	Percentage of enterprises having received orders on-line over the last calendar year (at least 1%)	2008	15%
4.	Percentage of enterprises having received on-line payments for Internet sales over the last calendar year	2005	3%
5.	Percentage of enterprises having purchased on-line over the last calendar year (at least 1%)	2008	26%
eBusiness			
Integration of internal business processes			
1.	Percentage of enterprises having IT systems for orders and purchases which link to internal IT systems (re-ordering, invoicing, payment, managing production, logistics or service operations)	2007	31%
2.	Percentage of enterprises who share electronically information on sales or on purchases with the software used for any internal function	2008	49%
Integration with suppliers and/or customers			
1.	Percentage of enterprises having IT systems for orders and purchases which link to IT systems of suppliers or customers outside the enterprise group	2007	8%
2.	Percentage of enterprises whose business processes are automatically linked to those of their suppliers and/or customers	2008	12%
Security			
1.	Percentage of enterprises having taken ICT precautions	2006	94%
2.	Percentage of enterprises that have installed security devices on their PCs and updated them within the last three months	2005	72%
3.	Percentage of enterprises using digital signatures for authentication	2006	9.8%
Employment and skills			
1.	Percentage of persons employed using computers connected to the internet	2008	31%
Indicators on growth of ICT sector and R&D			
1a.	Information technology expenditure in millions of euro	2006	2915
1b.	Information technology expenditure as a percentage of GDP	2006	3.2%
2a.	Communications expenditure in millions of euro	2006	3999
2b.	Communications expenditure as a percentage of GDP	2006	4.4%
3.	ICT sector share of total GDP	2003	9.8
4.	ICT sector share of total employment	2003	4.2
5.	ICT sector growth (constant prices).	2003	-0.2
6.	R&D expenditure in ICT by the business sector, as % of GDP	2003	0.1
7.	R&D expenditure in ICT by the business sector as % of total R&D expenditure	2003	14.2

3.10.4 e-Government Readiness Data

Table 23: Czech Republic – e-Goverment Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.6696
a. Web Measure Index	0.6455
b. Infrastructure Index	0.4279
c. Human Capital Index	0.9362

3.10.5 e-Business Indicators

Table 24: Czech Republic - e-Business Indicators

eBusiness Indicators			
2006			
Internal e-collaboration		**% of empl.**	**% of firms**
1.	Companies using an intranet	41	24
2.	Use of EDM / Medical Records Management	13	6
3.	Use of ERP systems	21	10
4.	Use of accounting software	59	54
5.	Use of SCM systems	5	5
e-Collaboration		**% of empl.**	**% of firms**
1.	Companies using online applications other than e-mail for…		
a.	… sharing documents	24	16
b.	… tracking working hours	14	5
c.	… collaborative demand forecasting	15	13
d.	… collaborative design	11	11
e.	… managing capacity	10	7
e-Invoicing		**% of empl.**	**% of firms**
1.	Companies ...		
a.	… sending e-invoices	18	8
b.	… receiving e-invoices from suppliers	17	16
2.	Average share of …		
a.	… sent e-invoices (as % of total invoices)	-	23
b.	… received e-invoices (as % of total invoices)	-	9
c.	… turnover stemming from e-invoices (as % of total turnover)	-	23
Companies placing orders online		**% of empl.**	**% of firms**
1.	Companies placing orders for supplies online	57	56
2.	Share of orders placed online (as % of total orders) …		
a.	< 5 %	22	23

b.	5-10 %	26	18
c.	11-25 %	16	21
d.	> 25 %	36	38
Online marketing and sales I		**% of**	**% of firms**
1.	Companies with a website	83	76
2.	Companies using CRM	7	3
3.	Companies accepting orders from customers online	33	30
4.	Companies using specific ICT solutions for e-marketing & sales	8	6
Use of e-standards		**% of**	**% of firms**
1.	Companies using …		
a.	EDI-based standards	7	2
b.	XML-based standards	9	2
c.	Proprietary standards	14	7
d.	Other technical standards	3	1
Interoperability		**% of empl.**	**% of firms**
1.	Companies saying that interoperability is important for e-business …		
a.	… within their sector	25	22
b.	… between sectors	25	25
c.	… for producing or providing products and service	23	20
Open source software		**% of empl.**	**% of firms**
1.	Companies using Open Source …		
a.	… operating systems	28	20
b.	… databases	17	9
c.	… browsers	33	28
Barriers to e-business		**% of empl.**	**% of firms**
1.	Reasons for not practicing e-business:		
a.	Company is too small to benefit	40	44
b.	Technology is too expensive	46	43
c.	Technology is too complicated	22	27
d.	Systems are not compatible	27	32
e.	Difficult to find reliable IT suppliers	13	12

3.11 Egypt

3.11.1 e-Government Readiness Data

Table 25: Egypt – e-Goverment Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.4767
a. Web Measure Index	0.6054
b. Infrastructure Index	0.0886
c. Human Capital Index	0.7323

3.12 Estonia

3.12.1 Sophistication Stage of Online Public Services

Table 26: Estonia – Sophistication Stage of 20 basic public services

	Sophistication Stage of 20 basic public services	
	October 2007	
	12 Services for Citizens	
1.	Income taxes: declaration, notification of assessment	5/5
2.	Job search services by labour offices	4/4
3.	Social security benefits	
	a. Unemployment benefits	3-4/5
	b. Child allowances	3-4/5
	c. Medical costs (reimbursement or direct settlement)	3-4/5
	d. Student grants	3-4/5
4.	Personal documents: passport and driver's licence	
	a. Passport	3-4/5
	b. Driver's licence	3-4/5
5.	Car registration (new, used, imported cars)	2/4
6.	Application for building permission	2/4
7.	Declaration to the police (e.g. in case of theft)	3/3
8.	Public libraries (availability of catalogues, search tools)	5/5
9.	Certificates (birth, marriage): request and delivery	2/4
10.	Enrolment in higher education/university	4/4
11.	Announcement of moving (change of address)	4/4
12.	Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)	3/4
	8 Services for Businesses	
1.	Social contributions for employees	4/4
2.	Corporate tax: declaration, notification	4/4
3.	VAT: declaration, notification	4/4
4.	Registration of a new company	4/4
5.	Submission of data to statistical offices	4/5
6.	Customs declaration	4/4
7.	Environment-related permits (incl. reporting)	5/5
8.	Public procurement	3/4

3.12.2 Benchmarking the Supply of Online Public Services

Table 27: Estonia – Benchmarking the Supply of Online Public Services

Benchmarking the Supply of Online Public Services		
	Indicator	Value
1.	Sophistication of online services	87%
2.	Full Online Availability	70%
3.	User Centricity	29%
4.	Assessment of national portals	88%

3.12.3 Information Society: structural indicators

Table 28: Estonia – Information Society : structural indicators

Information Society: Structural Indicators		Reference Month/Year	Value
	Indicator	Reference Month/Year	Value
Broadband penetration/Developments of broadband			
1.	Number of broadband access lines	7/2007	268586
2.	Broadband penetration rate (%)	7/2007	20.0
3.	DSL penetration (as % of population)	2006	8.4
4.	Percentage of enterprises with broadband access	2008	88%
Internet Usage			
1.	Level of internet access of households (%)	2008	58
2.	Percentage of individuals regularly using the internet	2008	62%
3.	Percentage of individuals using the internet for specific purposes in the previous 3 months	2008	
a.	Internet banking	2008	55
b.	Looking for information about goods and services	2008	53
eGovernment Indicators			
E-government usage by individuals (demand side)			
1.	Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities	2008	34%
2.	Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities broken down by purpose	2008	
a.	Obtaining information from public authorities web sites	2008	33.0
b.	Downloading official forms	2008	24.2
c.	Returning filled in forms	2008	24.4
E-government usage by enterprises (demand side)			
1.	Percentage of enterprises which use the Internet for interaction with public authorities	2008	77%
2.	Percentage of enterprises which use the Internet for interaction with public authorities broken down by purpose	2008	
a.	Obtaining information	2008	75
b.	Downloading official forms	2008	75
c.	Returning filled in forms	2008	62
d.	Full electronic case handling	2008	46
e.	E-procurement	2008	12
E-government availability (supply side)		2007	70
eCommerce			
1.	Percentage of enterprises' total turnover from eCommerce over the last calendar year	2005	2%
2.	Percentage of individuals having ordered/bought goods or services for private use over the internet in the last three months	2008	7%

3.	Percentage of enterprises having received orders on-line over the last calendar year (at least 1%)	2008	11%
4.	Percentage of enterprises having received on-line payments for Internet sales over the last calendar year	2005	5%
5.	Percentage of enterprises having purchased on-line over the last calendar year (at least 1%)	2008	18%
eBusiness			
Integration of internal business processes			
1.	Percentage of enterprises having IT systems for orders and purchases which link to internal IT systems (re-ordering, invoicing, payment, managing production, logistics or service operations)	2007	24%
2.	Percentage of enterprises who share electronically information on sales or on purchases with the software used for any internal function	2008	42%
Integration with suppliers and/or customers			
1.	Percentage of enterprises having IT systems for orders and purchases which link to IT systems of suppliers or customers outside the enterprise group	2007	11%
2.	Percentage of enterprises whose business processes are automatically linked to those of their suppliers and/or customers	2008	13%
Security			
1.	Percentage of enterprises having taken ICT precautions	2006	89%
2.	Percentage of enterprises that have installed security devices on their PCs and updated them within the last three months	2005	59%
3.	Percentage of enterprises using Secure servers	2006	22.7%
4.	Percentage of enterprises using digital signatures for authentication	2006	10.9%
Employment and skills			
1.	Percentage of persons employed using computers connected to the internet	2008	37%
Indicators on growth of ICT sector and R&D			
1a.	Information technology expenditure in millions of euro	2006	252
1b.	Information technology expenditure as a percentage of GDP	2006	2.9%
2a.	Communications expenditure in millions of euro	2006	600
2b.	Communications expenditure as a percentage of GDP	2006	6.8%

3.12.4 e-Government Readiness Data

Table 29: Estonia – e-Goverment Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.7600
a. Web Measure Index	0.7124
b. Infrastructure Index	0.5958
c. Human Capital Index	0.9734

3.13 F.Y.R.O.M.

3.13.1 Sophistication Stage of Online Public Services

Table 30: F.Y.R.O.M. – Sophistication Stage of 20 basic public services

	Sophistication Stage of 20 basic public services	
	February 2008	
	12 Services for Citizens	
1.	Income taxes: declaration, notification of assessment	N/A
2.	Job search services by labour offices	3/4
3.	Social security benefits	
	a. Unemployment benefits	N/A
	b. Child allowances	N/A
	c. Medical costs (reimbursement or direct settlement)	N/A
	d. Student grants	3/5
4.	Personal documents: passport and driver's licence	
	a. Passport	1-2/4
	b. Driver's licence	N/A
5.	Car registration (new, used, imported cars)	N/A
6.	Application for building permission	N/A
7.	Declaration to the police (e.g. in case of theft)	N/A
8.	Public libraries (availability of catalogues, search tools)	N/A
9.	Certificates (birth, marriage): request and delivery	1-2/4
10.	Enrolment in higher education/university	N/A
11.	Announcement of moving (change of address)	N/A
12.	Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)	N/A
	8 Services for Businesses	
1.	Social contributions for employees	1-2/4
2.	Corporate tax: declaration, notification	3/4
3.	VAT: declaration, notification	N/A
4.	Registration of a new company	2/4
5.	Submission of data to statistical offices	N/A
6.	Customs declaration	N/A
7.	Environment-related permits (incl. reporting)	N/A
8.	Public procurement	3/4

3.13.2 Information Society: structural indicators

Table 31: F.Y.R.O.M. – Information Society : structural indicators

	Information Society: Structural Indicators	Reference Month/Year	Value
	Internet Usage		
1.	Level of internet access of households (%)	2006	14
2.	Percentage of individuals regularly using the internet	2006	21
3.	Percentage of individuals using the internet for specific purposes in the previous 3 months	2006	
a.	Internet banking	2006	0
b.	Looking for information about goods and services	2006	11
	eGovernment Indicators		
	E-government usage by individuals (demand side)		
1.	Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities	2006	15
2.	Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities broken down by purpose	2006	
a.	Obtaining information from public authorities web sites	2006	11.5
b.	Downloading official forms	2006	4.8
c.	Returning filled in forms	2006	2.4
	eCommerce		
1.	Percentage of individuals having ordered/bought goods or services for private use over the internet in the last three months	2006	1

3.13.3 e-Government Readiness Data

Table 32: F.Y.R.O.M. – e-Goverment Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.4866
a. Web Measure Index	0.3579
b. Infrastructure Index	0.2314
c. Human Capital Index	0.8745

3.14 Georgia

3.14.1 e-Government Readiness Data

Table 33: Georgia – e-Goverment Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.4598
a. Web Measure Index	0.3545
b. Infrastructure Index	0.1072
c. Human Capital Index	0.9210

3.15 Greece

3.15.1 Sophistication Stage of Online Public Services

Table 34: Greece – Sophistication Stage of 20 basic public services

	Sophistication Stage of 20 basic public services	
	December 2007	
	12 Services for Citizens	
1.	Income taxes: declaration, notification of assessment	5/5
2.	Job search services by labour offices	4/4
3.	Social security benefits	
	a. Unemployment benefits	1-2/5
	b. Child allowances	1-2/5
	c. Medical costs (reimbursement or direct settlement)	1-2/5
	d. Student grants	1-2/5
4.	Personal documents: passport and driver's licence	
	a. Passport	1-2/4
	b. Driver's licence	1-2/4
5.	Car registration (new, used, imported cars)	4/4
6.	Application for building permission	0-1/4
7.	Declaration to the police (e.g. in case of theft)	1/3
8.	Public libraries (availability of catalogues, search tools)	3/5
9.	Certificates (birth, marriage): request and delivery	4/4
10.	Enrolment in higher education/university	2/4
11.	Announcement of moving (change of address)	2/4
12.	Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)	2/4
	8 Services for Businesses	
1.	Social contributions for employees	4/4
2.	Corporate tax: declaration, notification	4/4
3.	VAT: declaration, notification	4/4
4.	Registration of a new company	2/4
5.	Submission of data to statistical offices	4/5
6.	Customs declaration	4/4
7.	Environment-related permits (incl. reporting)	2/5
8.	Public procurement	2/4

3.15.2 Benchmarking the Supply of Online Public Services

Table 35: Greece – Benchmarking the Supply of Online Public Services

	Benchmarking the Supply of Online Public Services	
	Indicator	**Value**
1.	Sophistication of online services	68%
2.	Full Online Availability	60%
3.	User Centricity	11%
4.	Assessment of national portals	88%

3.15.3 Information Society: structural indicators

Table 36: Greece – Information Society : structural indicators

Information Society: Structural Indicators		Reference Month/Year	Value
Indicator			
Broadband penetration/Developments of broadband			
1.	Number of broadband access lines	7/2007	760858
2.	Broadband penetration rate (%)	7/2007	6.8
3.	DSL penetration (as % of population)	2006	3.3
4.	Percentage of enterprises with broadband access	2007	72%
Internet Usage			
1.	Level of internet access of households (%)	2008	31
2.	Percentage of individuals regularly using the internet	2008	33%
3.	Percentage of individuals using the internet for specific purposes in the previous 3 months	2008	
a.	Internet banking	2008	5
b.	Looking for information about goods and services	2008	31
eGovernment Indicators			
E-government usage by individuals (demand side)			
1.	Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities	2008	10%
2.	Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities broken down by purpose	2008	
a.	Obtaining information from public authorities web sites	2008	8.8
b.	Downloading official forms	2008	4.0
c.	Returning filled in forms	2008	3.6
E-government usage by enterprises (demand side)			
1.	Percentage of enterprises which use the Internet for interaction with public authorities	2007	82%
2.	Percentage of enterprises which use the Internet for interaction with public authorities broken down by purpose		
a.	Obtaining information	2007	71
b.	Downloading official forms	2007	70
c.	Returning filled in forms	2007	777
d.	Full electronic case handling	2005	76
e.	E-procurement	2007	10
E-government availability (supply side)		2007	45
eCommerce			
1.	Percentage of enterprises' total turnover from eCommerce over the last calendar year	2007	2%
2.	Percentage of individuals having ordered/bought goods or services for private use over the internet in the last three months	2008	6%
3.	Percentage of enterprises having received orders on-line over the last calendar year (at least 1%)	2007	6%
4.	Percentage of enterprises having received on-line payments for Internet sales over the last calendar year	2005	2%
5.	Percentage of enterprises having purchased on-line over the last calendar year (at least 1%)	2007	8%
eBusiness			
Integration of internal business processes			
1.	Percentage of enterprises having IT systems for orders and purchases which link to internal IT systems (re-ordering, invoicing, payment, managing production, logistics or service operations)	2005	57%

	Integration with suppliers and/or customers		
1.	Percentage of enterprises having IT systems for orders and purchases which link to IT systems of suppliers or customers outside the enterprise group	2005	15%
	Security		
1.	Percentage of enterprises having taken ICT precautions	2006	92%
2.	Percentage of enterprises that have installed security devices on their PCs and updated them within the last three months	2005	71%
3.	Percentage of enterprises using Secure servers	2006	35.8%
4.	Percentage of enterprises using digital signatures for authentication	2006	8.8%
	Employment and skills		
1.	Percentage of persons employed using computers connected to the internet	2007	27%
	Indicators on growth of ICT sector and R&D		
1a.	Information technology expenditure in millions of euro	2006	2122
1b.	Information technology expenditure as a percentage of GDP	2006	1.2%
2a.	Communications expenditure in millions of euro	2006	6237
2b.	Communications expenditure as a percentage of GDP	2006	3.2%
3.	ICT sector share of total GDP	2003	3.4
4.	ICT sector share of total employment	2003	1.7
5.	ICT sector growth (constant prices)	2003	5.3

3.15.4 e-Government Readiness Data

Table 37: Greece – e-Goverment Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.5718
a. Web Measure Index	0.4147
b. Infrastructure Index	0.3356
c. Human Capital Index	0.9698

3.16 Hungary

3.16.1 Sophistication Stage of Online Public Services

Table 38: Hungary – Sophistication Stage of 20 basic public services

	Sophistication Stage of 20 basic public services	
	March 2008	
	12 Services for Citizens	
1.	Income taxes: declaration, notification of assessment	4/5
2.	Job search services by labour offices	4/4
3.	Social security benefits	
	a. Unemployment benefits	2/5
	b. Child allowances	2/5
	c. Medical costs (reimbursement or direct settlement)	2/5
	d. Student grants	2/5
4.	Personal documents: passport and driver's licence	
	a. Passport	2/4
	b. Driver's licence	2/4
5.	Car registration (new, used, imported cars)	3/4
6.	Application for building permission	1/4
7.	Declaration to the police (e.g. in case of theft)	3/3
8.	Public libraries (availability of catalogues, search tools)	3/5
9.	Certificates (birth, marriage): request and delivery	3/4
10.	Enrolment in higher education/university	4/4
11.	Announcement of moving (change of address)	3/4
12.	Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)	0/4
	8 Services for Businesses	
1.	Social contributions for employees	2/4
2.	Corporate tax: declaration, notification	4/4
3.	VAT: declaration, notification	4/4
4.	Registration of a new company	3/4
5.	Submission of data to statistical offices	5/5
6.	Customs declaration	4/4
7.	Environment-related permits (incl. reporting)	3/5
8.	Public procurement	2/4

3.16.2 Benchmarking the Supply of Online Public Services

Table 39: Hungary – Benchmarking the Supply of Online Public Services

	Benchmarking the Supply of Online Public Services	
	Indicator	**Value**
1.	Sophistication of online services	70%
2.	Full Online Availability	50%
3.	User Centricity	6%
4.	Assessment of national portals	77%

3.16.3 Information Society: structural indicators

Table 40: Hungary – Information Society : structural indicators

Information Society: Structural Indicators		
Indicator	Reference Month/Year	Value
Broadband penetration/Developments of broadband		
1. Number of broadband access lines	7/2007	1172067
2. Broadband penetration rate (%)	7/2007	11.6
3. DSL penetration (as % of population)	2006	5.3
4. Percentage of enterprises with broadband access	2008	72%
Internet Usage		
1. Level of internet access of households (%)	2007	38
2. Percentage of individuals regularly using the internet	2007	49%
3. Percentage of individuals using the internet for specific purposes in the previous 3 months	2007	
a. Internet banking	2007	12
b. Looking for information about goods and services	2007	43
eGovernment Indicators		
E-government usage by individuals (demand side)		
1. Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities	2007	25%
2. Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities broken down by purpose	2007	
a. Obtaining information from public authorities web sites	2007	21.7
b. Downloading official forms	2007	19.1
c. Returning filled in forms	2007	13.5
E-government usage by enterprises (demand side)		
1. Percentage of enterprises which use the Internet for interaction with public authorities	2008	60%
2. Percentage of enterprises which use the Internet for interaction with public authorities broken down by purpose	2008	
a. Obtaining information	2008	56
b. Downloading official forms	2008	58
c. Returning filled in forms	2008	50
d. Full electronic case handling	2008	25
e. E-procurement	2008	9
E-government availability (supply side)	2007	50
eCommerce		
1. Percentage of enterprises' total turnover from eCommerce over the last calendar year	2008	12%
2. Percentage of individuals having ordered/bought goods or services for private use over the internet in the last three months	2007	7%
3. Percentage of enterprises having received orders on-line over the last calendar year (at least 1%)	2008	4%
4. Percentage of enterprises having received on-line payments for Internet sales over the last calendar year	2005	1%

5.	Percentage of enterprises having purchased on-line over the last calendar year (at least 1%)	2008	7%
eBusiness			
Integration of internal business processes			
1.	Percentage of enterprises having IT systems for orders and purchases which link to internal IT systems (re-ordering, invoicing, payment, managing production, logistics or service operations)	2007	12%
2.	Percentage of enterprises who share electronically information on sales or on purchases with the software used for any internal function	2008	27%
Integration with suppliers and/or customers			
1.	Percentage of enterprises having IT systems for orders and purchases which link to IT systems of suppliers or customers outside the enterprise group	2007	6%
2.	Percentage of enterprises whose business processes are automatically linked to those of their suppliers and/or customers	2008	14%
Security			
1.	Percentage of enterprises having taken ICT precautions	2006	77%
2.	Percentage of enterprises that have installed security devices on their PCs and updated them within the last three months	2005	56%
3.	Percentage of enterprises using Secure servers	2006	19.4%
4.	Percentage of enterprises using digital signatures for authentication	2006	7.4%
Employment and skills			
1.	Percentage of persons employed using computers connected to the internet	2008	26%
Indicators on growth of ICT sector and R&D			
1a.	Information technology expenditure in millions of euro	2006	2027
1b.	Information technology expenditure as a percentage of GDP	2006	2.5%
2a.	Communications expenditure in millions of euro	2006	4058
2b.	Communications expenditure as a percentage of GDP	2006	5.0%
3.	ICT sector share of total GDP	2003	6.4
4.	ICT sector share of total employment	2003	4.9
5.	ICT sector growth (constant prices).	2003	2.4
6.	R&D expenditure in ICT by the business sector, as % of GDP	2003	0.0
7.	R&D expenditure in ICT by the business sector as % of total R&D expenditure	2003	14.2

3.16.4 e-Government Readiness Data

Table 41: Hungary – e-Goverment Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.6494
a. Web Measure Index	0.6171
b. Infrastructure Index	0.3716
c. Human Capital Index	0.9604

3.16.5 e-Business Indicators

Table 42: Hungary - e-Business Indicators

eBusiness Indicators		
2006		
Internal e-collaboration	**% of empl.**	**% of firms**
1. Companies using an intranet	41	22
2. Use of EDM / Medical Records Management	34	15
3. Use of ERP systems	30	6
4. Use of accounting software	49	33
5. Use of SCM systems	13	3
e-Collaboration	**% of empl.**	**% of firms**
1. Companies using online applications other than e-mail for…		
a. … sharing documents	36	20
b. … tracking working hours	18	5
c. … collaborative demand forecasting	19	17
d. … collaborative design	19	19
e. … managing capacity	29	7
e-Invoicing	**% of empl.**	**% of firms**
1. Companies ...		
a. … sending e-invoices	14	9
b. … receiving e-invoices from suppliers	11	9
2. Average share of …		
a. … sent e-invoices (as % of total invoices)	-	23
b. … received e-invoices (as % of total invoices)	-	18
c. … turnover stemming from e-invoices (as % of total turnover)	-	31
Companies placing orders online	**% of empl.**	**% of firms**
1. Companies placing orders for supplies online	47	44
2. Share of orders placed online (as % of total orders) …		
a. < 5 %	53	51
b. 5-10 %	17	19
c. 11-25 %	13	9
d. > 25 %	17	21
Online marketing and sales I	**% of**	**% of firms**
1. Companies with a website	73	50
2. Companies using CRM	11	3
3. Companies accepting orders from customers online	29	26
4. Companies using specific ICT solutions for e-marketing & sales	11	6
Use of e-standards	**% of**	**% of firms**
1. Companies using ...		
a. EDI-based standards	5	3
b. XML-based standards	7	2
c. Proprietary standards	11	10

		% of empl.	% of firms
d.	Other technical standards	4	3
Interoperability		**% of empl.**	**% of firms**
1.	Companies saying that interoperability is important for e-business …		
a.	… within their sector	17	9
b.	… between sectors	11	6
c.	… for producing or providing products and service	16	11
Open source software		**% of empl.**	**% of firms**
1.	Companies using Open Source …		
a.	… operating systems	38	16
b.	… databases	26	7
c.	… browsers	35	24
Barriers to e-business		**% of empl.**	**% of firms**
1.	Reasons for not practicing e-business:		
a.	Company is too small to benefit	36	54
b.	Technology is too expensive	29	31
c.	Technology is too complicated	16	20
d.	Systems are not compatible	25	19
e.	Difficult to find reliable IT suppliers	15	12

3.17 Israel

3.17.1 e-Government Readiness Data

Table 43: Israel – e-Goverment Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.7393
a. Web Measure Index	0.6656
b. Infrastructure Index	0.6085
c. Human Capital Index	0.9461

3.18   Jordan

3.18.1 e-Government Readiness Data

Table 44: Jordan – e-Goverment Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.5480
a. Web Measure Index	0.6054
b. Infrastructure Index	0.1693
c. Human Capital Index	0.8677

3.19 Latvia

3.19.1 Sophistication Stage of Online Public Services

Table 45: Latvia – Sophistication Stage of 20 basic public services

	Sophistication Stage of 20 basic public services	
	February 2008	
	12 Services for Citizens	
1.	Income taxes: declaration, notification of assessment	4/5
2.	Job search services by labour offices	4/4
3.	Social security benefits	
	a. Unemployment benefits	2-3/5
	b. Child allowances	2-3/5
	c. Medical costs (reimbursement or direct settlement)	2-3/5
	d. Student grants	2-3/5
4.	Personal documents: passport and driver's licence	
	a. Passport	1-2/4
	b. Driver's licence	1-2/4
5.	Car registration (new, used, imported cars)	1/4
6.	Application for building permission	1-2/4
7.	Declaration to the police (e.g. in case of theft)	1/3
8.	Public libraries (availability of catalogues, search tools)	0-1/5
9.	Certificates (birth, marriage): request and delivery	1/4
10.	Enrolment in higher education/university	1-2/4
11.	Announcement of moving (change of address)	4/4
12.	Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)	1/4
	8 Services for Businesses	
1.	Social contributions for employees	3-4/4
2.	Corporate tax: declaration, notification	4/4
3.	VAT: declaration, notification	4/4
4.	Registration of a new company	2/4
5.	Submission of data to statistical offices	3/5
6.	Customs declaration	3/4
7.	Environment-related permits (incl. reporting)	1/5
8.	Public procurement	3/4

3.19.2 Benchmarking the Supply of Online Public Services

Table 46: Latvia – Benchmarking the Supply of Online Public Services

Benchmarking the Supply of Online Public Services		
	Indicator	**Value**
1.	Sophistication of online services	54%
2.	Full Online Availability	30%
3.	User Centricity	13%
4.	Assessment of national portals	60%

3.19.3 Information Society: structural indicators

Table 47: Latvia – Information Society : structural indicators

Information Society: Structural Indicators			
	Indicator	**Reference Month/Year**	**Value**
Broadband penetration/Developments of broadband			
1.	Number of broadband access lines	7/2007	263602
2.	Broadband penetration rate (%)	7/2007	11.6
3.	DSL penetration (as % of population)	2006	4.0
4.	Percentage of enterprises with broadband access	2008	62%
Internet Usage			
1.	Level of internet access of households (%)	2008	53
2.	Percentage of individuals regularly using the internet	2008	57%
3.	Percentage of individuals using the internet for specific purposes in the previous 3 months	2008	
a.	Internet banking	2008	39
b.	Looking for information about goods and services	2008	49
eGovernment Indicators			
E-government usage by individuals (demand side)			
1.	Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities	2008	16%
2.	Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities broken down by purpose	2008	
a.	Obtaining information from public authorities web sites	2008	14.4
b.	Downloading official forms	2008	7.3
c.	Returning filled in forms	2008	6.1
E-government usage by enterprises (demand side)			
1.	Percentage of enterprises which use the Internet for interaction with public authorities	2008	55%
2.	Percentage of enterprises which use the Internet for interaction with public authorities broken down by purpose	2008	
a.	Obtaining information	2008	51
b.	Downloading official forms	2008	50
c.	Returning filled in forms	2008	39
d.	Full electronic case handling	2008	30
e.	E-procurement	2008	8
E-government availability (supply side)		2007	30

eCommerce		
1.	Percentage of enterprises' total turnover from eCommerce over the last calendar year	2008	7%
2.	Percentage of individuals having ordered/bought goods or services for private use over the internet in the last three months	2008	10%
3.	Percentage of enterprises having received orders on-line over the last calendar year (at least 1%)	2008	6%
4.	Percentage of enterprises having received on-line payments for Internet sales over the last calendar year	2005	0%
5.	Percentage of enterprises having purchased on-line over the last calendar year (at least 1%)	2008	9%
eBusiness		
Integration of internal business processes		
1.	Percentage of enterprises having IT systems for orders and purchases which link to internal IT systems (re-ordering, invoicing, payment, managing production, logistics or service operations)	2007	13%
2.	Percentage of enterprises who share electronically information on sales or on purchases with the software used for any internal function	2008	36%
Integration with suppliers and/or customers		
1.	Percentage of enterprises having IT systems for orders and purchases which link to IT systems of suppliers or customers outside the enterprise group	2007	4%
2.	Percentage of enterprises whose business processes are automatically linked to those of their suppliers and/or customers	2008	20%
Security		
1.	Percentage of enterprises having taken ICT precautions	2006	76%
2.	Percentage of enterprises that have installed security devices on their PCs and updated them within the last three months	2005	48%
3.	Percentage of enterprises using Secure servers	2006	15.4%
4.	Percentage of enterprises using digital signatures for authentication	2006	9.3%
Employment and skills		
1.	Percentage of persons employed using computers connected to the internet	2008	25%
Indicators on growth of ICT sector and R&D		
1a.	Information technology expenditure in millions of euro	2006	261
1b.	Information technology expenditure as a percentage of GDP	2006	2.3%
2a.	Communications expenditure in millions of euro	2006	841
2b.	Communications expenditure as a percentage of GDP	2006	7.6%

3.19.4 e-Government Readiness Data

Table 48: Latvia – e-Goverment Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.5944
a. Web Measure Index	0.4482
b. Infrastructure Index	0.3741
c. Human Capital Index	0.9654

3.20 Lebanon

3.20.1 e-Government Readiness Data

Table 49: Lebanon – e-Goverment Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.4840
a. Web Measure Index	0.3913
b. Infrastructure Index	0.1930
c. Human Capital Index	0.8706

3.21 Libya

3.21.1 e-Government Readiness Data

Table 50:   Libya – e-Goverment Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.3546
a. Web Measure Index	0.0803
b. Infrastructure Index	0.1170
c. Human Capital Index	0.8749

3.22 Lithuania

3.22.1 Sophistication Stage of Online Public Services

Table 51: Lithuania – Sophistication Stage of 20 basic public services

	Sophistication Stage of 20 basic public services	
	June 2008	
	12 Services for Citizens	
1.	Income taxes: declaration, notification of assessment	5/5
2.	Job search services by labour offices	4/4
3.	Social security benefits	
	a. Unemployment benefits	2-3/5
	b. Child allowances	2-3/5
	c. Medical costs (reimbursement or direct settlement)	2-3/5
	d. Student grants	2-3/5
4.	Personal documents: passport and driver's licence	
	a. Passport	1-2/4
	b. Driver's licence	1-2/4
5.	Car registration (new, used, imported cars)	1/4
6.	Application for building permission	1-2/4
7.	Declaration to the police (e.g. in case of theft)	2/3
8.	Public libraries (availability of catalogues, search tools)	4/5
9.	Certificates (birth, marriage): request and delivery	1-2/4
10.	Enrolment in higher education/university	3/4
11.	Announcement of moving (change of address)	2/4
12.	Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)	1/4
	8 Services for Businesses	
1.	Social contributions for employees	3/4
2.	Corporate tax: declaration, notification	4/4
3.	VAT: declaration, notification	4/4
4.	Registration of a new company	2/4
5.	Submission of data to statistical offices	4/5
6.	Customs declaration	4/4
7.	Environment-related permits (incl. reporting)	1/5
8.	Public procurement	3/4

3.22.2 Benchmarking the Supply of Online Public Services

Table 52: Lithuania – Benchmarking the Supply of Online Public Services

Benchmarking the Supply of Online Public Services		
	Indicator	**Value**
1.	Sophistication of online services	64%
2.	Full Online Availability	35%
3.	User Centricity	8%
4.	Assessment of national portals	71%

3.22.3 Information Society: structural indicators

Table 53: Lithuania – Information Society : structural indicators

Information Society: Structural Indicators		Reference Month/Year	Value
	Indicator	**Reference Month/Year**	**Value**
Broadband penetration/Developments of broadband			
1.	Number of broadband access lines	7/2007	431449
2.	Broadband penetration rate (%)	7/2007	12.7
3.	DSL penetration (as % of population)	2006	4.6
4.	Percentage of enterprises with broadband access	2008	56
Internet Usage			
1.	Level of internet access of households (%)	2008	51
2.	Percentage of individuals regularly using the internet	2008	50
3.	Percentage of individuals using the internet for specific purposes in the previous 3 months	2008	
a.	Internet banking	2008	27
b.	Looking for information about goods and services	2008	37
eGovernment Indicators			
E-government usage by individuals (demand side)			
1.	Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities	2008	20
2.	Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities broken down by purpose	2008	
a.	Obtaining information from public authorities web sites	2008	18.2
b.	Downloading official forms	2008	13.2
c.	Returning filled in forms	2008	13.3
E-government usage by enterprises (demand side)			
1.	Percentage of enterprises which use the Internet for interaction with public authorities	2008	86
2.	Percentage of enterprises which use the Internet for interaction with public authorities broken down by purpose	2008	
a.	Obtaining information	2008	83
b.	Downloading official forms	2008	85
c.	Returning filled in forms	2008	75
d.	Full electronic case handling	2008	57
e.	E-procurement	2008	20
E-government availability (supply side)		2007	35

eCommerce		
1.	Percentage of enterprises' total turnover from eCommerce over the last calendar year	2008	8
2.	Percentage of individuals having ordered/bought goods or services for private use over the internet in the last three months	2008	4
3.	Percentage of enterprises having received orders on-line over the last calendar year (at least 1%)	2008	22
4.	Percentage of enterprises having received on-line payments for Internet sales over the last calendar year	2005	2
5.	Percentage of enterprises having purchased on-line over the last calendar year (at least 1%)	2008	25
eBusiness			
Integration of internal business processes			
1.	Percentage of enterprises having IT systems for orders and purchases which link to internal IT systems (re-ordering, invoicing, payment, managing production, logistics or service operations)	2007	23
2.	Percentage of enterprises who share electronically information on sales or on purchases with the software used for any internal function	2008	23
Integration with suppliers and/or customers			
1.	Percentage of enterprises having IT systems for orders and purchases which link to IT systems of suppliers or customers outside the enterprise group	2007	10
2.	Percentage of enterprises whose business processes are automatically linked to those of their suppliers and/or customers	2008	29
Security			
1.	Percentage of enterprises having taken ICT precautions	2006	84
2.	Percentage of enterprises that have installed security devices on their PCs and updated them within the last three months	2005	58
3.	Percentage of enterprises using Secure servers	2006	24.7
4.	Percentage of enterprises using digital signatures for authentication	2006	26.8
Employment and skills			
1.	Percentage of persons employed using computers connected to the internet	2008	27
Indicators on growth of ICT sector and R&D			
1a.	Information technology expenditure in millions of euro	2006	344
1b.	Information technology expenditure as a percentage of GDP	2006	1.8
2a.	Communications expenditure in millions of euro	2006	970
2b.	Communications expenditure as a percentage of GDP	2006	5.0

3.22.4 e-Government Readiness Data

Table 54: Lithuania – e-Goverment Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.6617
a. Web Measure Index	0.6087
b. Infrastructure Index	0.4093
c. Human Capital Index	0.9688

3.23 Malta

3.23.1 Sophistication Stage of Online Public Services

Table 55: Malta – Sophistication Stage of 20 basic public services

	Sophistication Stage of 20 basic public services	
	November 2008	
	12 Services for Citizens	
1.	Income taxes: declaration, notification of assessment	5/5
2.	Job search services by labour offices	4/4
3.	Social security benefits	
	a. Unemployment benefits	4-5/5
	b. Child allowances	4-5/5
	c. Medical costs (reimbursement or direct settlement)	N/A
	d. Student grants	4-5/5
4.	Personal documents: passport and driver's licence	
	a. Passport	2-3/4
	b. Driver's licence	N/A
5.	Car registration (new, used, imported cars)	4/4
6.	Application for building permission	4/4
7.	Declaration to the police (e.g. in case of theft)	3/3
8.	Public libraries (availability of catalogues, search tools)	5/5
9.	Certificates (birth, marriage): request and delivery	4/4
10.	Enrolment in higher education/university	3-4/4
11.	Announcement of moving (change of address)	4/4
12.	Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)	4/4
	8 Services for Businesses	
1.	Social contributions for employees	4/4
2.	Corporate tax: declaration, notification	4/4
3.	VAT: declaration, notification	4/4
4.	Registration of a new company	4/4
5.	Submission of data to statistical offices	4/5
6.	Customs declaration	4/4
7.	Environment-related permits (incl. reporting)	5/5
8.	Public procurement	4/4

3.23.2 Benchmarking the Supply of Online Public Services

Table 56: Malta – Benchmarking the Supply of Online Public Services

	Benchmarking the Supply of Online Public Services	
	Indicator	**Value**
1.	Sophistication of online services	96%
2.	Full Online Availability	95%
3.	User Centricity	25%
4.	Assessment of national portals	98%

3.23.3 Information Society: structural indicators

Table 57: Malta – Information Society : structural indicators

Information Society: Structural Indicators			
Indicator		Reference Month/Year	Value
Broadband penetration/Developments of broadband			
1.	Number of broadband access lines	7/2007	56400
2.	Broadband penetration rate (%)	7/2007	13.9
3.	DSL penetration (as % of population)	2006	8.1
4.	Percentage of enterprises with broadband access	2008	89
Internet Usage			
1.	Level of internet access of households (%)	2008	59
2.	Percentage of individuals regularly using the internet	2008	46
3.	Percentage of individuals using the internet for specific purposes in the previous 3 months	2008	
a.	Internet banking	2008	25
b.	Looking for information about goods and services	2008	42
eGovernment Indicators			
E-government usage by individuals (demand side)			
1.	Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities	2008	20
2.	Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities broken down by purpose	2008	
a.	Obtaining information from public authorities web sites	2008	18.1
b.	Downloading official forms	2008	11.8
c.	Returning filled in forms	2008	6.5
E-government usage by enterprises (demand side)			
1.	Percentage of enterprises which use the Internet for interaction with public authorities	2008	74
2.	Percentage of enterprises which use the Internet for interaction with public authorities broken down by purpose	2008	
a.	Obtaining information	2008	73
b.	Downloading official forms	2008	68
c.	Returning filled in forms	2008	46
d.	Full electronic case handling	2008	37
e.	E-procurement	2008	7
E-government availability (supply side)		2007	95
eCommerce			
1.	Percentage of enterprises' total turnover from eCommerce over the last calendar year	2008	22
2.	Percentage of individuals having ordered/bought goods or services for private use over the internet in the last three months	2008	16
3.	Percentage of enterprises having received orders on-line over the last calendar year (at least 1%)	2008	13
4.	Percentage of enterprises having received on-line payments for Internet sales over the last calendar year	2005	5

5.	Percentage of enterprises having purchased on-line over the last calendar year (at least 1%)	2008	13
	eBusiness		
	Integration of internal business processes		
1.	Percentage of enterprises having IT systems for orders and purchases which link to internal IT systems (re-ordering, invoicing, payment, managing production, logistics or service operations)	2007	46
2.	Percentage of enterprises who share electronically information on sales or on purchases with the software used for any internal function	2008	58
	Integration with suppliers and/or customers		
1.	Percentage of enterprises having IT systems for orders and purchases which link to IT systems of suppliers or customers outside the enterprise group	2007	14
2.	Percentage of enterprises whose business processes are automatically linked to those of their suppliers and/or customers	2008	19
	Security		
1.	Percentage of enterprises having taken ICT precautions	2006	89
2.	Percentage of enterprises that have installed security devices on their PCs and updated them within the last three months	2005	81
	Employment and skills		
1.	Percentage of persons employed using computers connected to the internet	2008	31

3.23.4 e-Government Readiness Data

Table 58: Malta – e-Goverment Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.6582
a. Web Measure Index	0.7258
b. Infrastructure Index	0.3911
c. Human Capital Index	0.8556

3.24 Montenegro

3.24.1 e-Government Readiness Data

Table 59: Montenegro – e-Goverment Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.4282
a. Web Measure Index	0.3712
b. Infrastructure Index	0.0240
c. Human Capital Index	0.8911

3.25 Morocco

3.25.1 e-Government Readiness Data

Table 60: Morocco – e-Goverment Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.2944
a. Web Measure Index	0.2074
b. Infrastructure Index	0.1349
c. Human Capital Index	0.5437

3.26 Poland

3.26.1 Sophistication Stage of Online Public Services

Table 61: Poland – Sophistication Stage of 20 basic public services

	Sophistication Stage of 20 basic public services	
	February 2008	
	12 Services for Citizens	
1.	Income taxes: declaration, notification of assessment	4/5
2.	Job search services by labour offices	4/4
3.	Social security benefits	
	a. Unemployment benefits	1-2/5
	b. Child allowances	1-2/5
	c. Medical costs (reimbursement or direct settlement)	1-2/5
	d. Student grants	1-2/5
4.	Personal documents: passport and driver's licence	
	a. Passport	1-2/4
	b. Driver's licence	1-2/4
5.	Car registration (new, used, imported cars)	1-2/4
6.	Application for building permission	1-2/4
7.	Declaration to the police (e.g. in case of theft)	1/3
8.	Public libraries (availability of catalogues, search tools)	3/5
9.	Certificates (birth, marriage): request and delivery	2/4
10.	Enrolment in higher education/university	2-3/4
11.	Announcement of moving (change of address)	1-2/4
12.	Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)	0-1/4
	8 Services for Businesses	
1.	Social contributions for employees	4/4
2.	Corporate tax: declaration, notification	2/4
3.	VAT: declaration, notification	2/4
4.	Registration of a new company	2/4
5.	Submission of data to statistical offices	3/5
6.	Customs declaration	4/4
7.	Environment-related permits (incl. reporting)	0-1/5
8.	Public procurement	3/4

3.26.2 Benchmarking the Supply of Online Public Services

Table 62: Poland – Benchmarking the Supply of Online Public Services

Benchmarking the Supply of Online Public Services		
	Indicator	Value
1.	Sophistication of online services	53%
2.	Full Online Availability	25%
3.	User Centricity	13%
4.	Assessment of national portals	60%

3.26.3 Information Society: structural indicators

Table 63: Poland – Information Society : structural indicators

Information Society: Structural Indicators		Reference Month/Year	Value
	Indicator	Reference Month/Year	Value
Broadband penetration/Developments of broadband			
1.	Number of broadband access lines	7/2007	2605958
2.	Broadband penetration rate (%)	7/2007	6.8
3.	DSL penetration (as % of population)	2006	3.4
4.	Percentage of enterprises with broadband access	2008	59
Internet Usage			
1.	Level of internet access of households (%)	2008	48
2.	Percentage of individuals regularly using the internet	2008	44
3.	Percentage of individuals using the internet for specific purposes in the previous 3 months	2008	
a.	Internet banking	2008	17
b.	Looking for information about goods and services	2008	33
eGovernment Indicators			
E-government usage by individuals (demand side)			
1.	Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities	2008	16
2.	Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities broken down by purpose	2008	
a.	Obtaining information from public authorities web sites	2008	14.0
b.	Downloading official forms	2008	9.7
c.	Returning filled in forms	2008	4.6
E-government usage by enterprises (demand side)			
1.	Percentage of enterprises which use the Internet for interaction with public authorities	2008	68
2.	Percentage of enterprises which use the Internet for interaction with public authorities broken down by purpose	2008	
a.	Obtaining information	2008	56
b.	Downloading official forms	2008	58
c.	Returning filled in forms	2008	60
d.	Full electronic case handling	2008	20
e.	E-procurement	2008	6
E-government availability (supply side)		2007	25

eCommerce			
1.	Percentage of enterprises' total turnover from eCommerce over the last calendar year	2008	9
2.	Percentage of individuals having ordered/bought goods or services for private use over the internet in the last three months	2008	12
3.	Percentage of enterprises having received orders on-line over the last calendar year (at least 1%)	2008	8
4.	Percentage of enterprises having received on-line payments for Internet sales over the last calendar year	2005	1
5.	Percentage of enterprises having purchased on-line over the last calendar year (at least 1%)	2008	11
eBusiness			
Integration of internal business processes			
1.	Percentage of enterprises having IT systems for orders and purchases which link to internal IT systems (re-ordering, invoicing, payment, managing production, logistics or service operations)	2007	27
2.	Percentage of enterprises who share electronically information on sales or on purchases with the software used for any internal function	2008	24
Integration with suppliers and/or customers			
1.	Percentage of enterprises having IT systems for orders and purchases which link to IT systems of suppliers or customers outside the enterprise group	2007	6
2.	Percentage of enterprises whose business processes are automatically linked to those of their suppliers and/or customers	2008	14
Security			
1.	Percentage of enterprises having taken ICT precautions	2006	84
2.	Percentage of enterprises that have installed security devices on their PCs and updated them within the last three months	2005	59
3.	Percentage of enterprises using digital signatures for authentication	2006	14.4
4.	Percentage of enterprises using digital signatures for authentication	2006	13.3
Employment and skills			
1.	Percentage of persons employed using computers connected to the internet	2008	28
Indicators on growth of ICT sector and R&D			
1a.	Information technology expenditure in millions of euro	2006	5375
1b.	Information technology expenditure as a percentage of GDP	2006	2.6
2a.	Communications expenditure in millions of euro	2006	10483
2b.	Communications expenditure as a percentage of GDP	2006	5.0
3.	ICT sector share of total GDP	2003	5.5
4.	ICT sector share of total employment	2003	2.6
5.	ICT sector growth (constant prices).	2003	5.0
6.	R&D expenditure in ICT by the business sector, as % of GDP	2003	0.0
7.	R&D expenditure in ICT by the business sector as % of total R&D expenditure	2003	12.1

3.26.4 e-Government Readiness Data

Table 64: Poland – e-Goverment Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.6134
a. Web Measure Index	0.5385
b. Infrastructure Index	0.3481
c. Human Capital Index	0.9560

3.26.5 e-Business Indicators

Table 65: Poland - e-Business Indicators

eBusiness Indicators			
2006			
Internal e-collaboration		**% of empl.**	**% of firms**
1.	Companies using an intranet	50	31
2.	Use of EDM / Medical Records Management	31	25
3.	Use of ERP systems	15	10
4.	Use of accounting software	79	68
5.	Use of SCM systems	11	10
e-Collaboration		**% of empl.**	**% of firms**
1.	Companies using online applications other than e-mail for…		
a.	… sharing documents	23	11
b.	… tracking working hours	13	4
c.	… collaborative demand forecasting	18	14
d.	… collaborative design	15	11
e.	… managing capacity	13	9
e-Invoicing		**% of empl.**	**% of firms**
1.	Companies ...		
a.	… sending e-invoices	17	13
b.	… receiving e-invoices from suppliers	13	12
2.	Average share of …		
a.	… sent e-invoices (as % of total invoices)	-	11
b.	… received e-invoices (as % of total invoices)	-	8
c.	… turnover stemming from e-invoices (as % of total turnover)	-	7
Companies placing orders online		**% of empl.**	**% of firms**
1.	Companies placing orders for supplies online	70	68
2.	Share of orders placed online (as % of total orders) …		
a.	< 5 %	25	21

b.	5-10 %	20	20
c.	11-25 %	17	16
d.	> 25 %	38	43
Online marketing and sales I		**% of**	**% of firms**
1.	Companies with a website	77	63
2.	Companies using CRM	20	10
3.	Companies accepting orders from customers online	40	37
4.	Companies using specific ICT solutions for e-marketing & sales	14	7
Use of e-standards		**% of**	**% of firms**
1.	Companies using ...		
a.	EDI-based standards	8	5
b.	XML-based standards	24	10
c.	Proprietary standards	31	27
d.	Other technical standards	4	2
Interoperability		**% of empl.**	**% of firms**
1.	Companies saying that interoperability is important for e-business ...		
a.	... within their sector	41	32
b.	... between sectors	41	35
c.	... for producing or providing products and service	45	36
Open source software		**% of empl.**	**% of firms**
1.	Companies using Open Source ...		
a.	... operating systems	47	23
b.	... databases	32	23
c.	... browsers	51	39
Barriers to e-business		**% of empl.**	**% of firms**
1.	Reasons for not practicing e-business:		
a.	Company is too small to benefit	62	71
b.	Technology is too expensive	64	68
c.	Technology is too complicated	49	41
d.	Systems are not compatible	39	40
e.	Difficult to find reliable IT suppliers	39	32

3.27 Republic of Moldova

3.27.1 e-Government Readiness Data

Table 66: Republic of Moldova – e-Goverment Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.4510
a. Web Measure Index	0.3110
b. Infrastructure Index	0.1532
c. Human Capital Index	0.8931

3.28 Romania

3.28.1 Sophistication Stage of Online Public Services

Table 67: Romania – Sophistication Stage of 20 basic public services

	Sophistication Stage of 20 basic public services	
	September 2006	
	12 Services for Citizens	
1.	Income taxes: declaration, notification of assessment	3/4
2.	Job search services by labour offices	2/3
3.	Social security benefits	
	a. Unemployment benefits	1/4
	b. Child allowances	1/4
	c. Medical costs (reimbursement or direct settlement)	2/4
	d. Student grants	1/4
4.	Personal documents: passport and driver's licence	
	a. Passport	1/3
	b. Driver's licence	3/4
5.	Car registration (new, used, imported cars)	2/4
6.	Application for building permission	0/4
7.	Declaration to the police (e.g. in case of theft)	1/3
8.	Public libraries (availability of catalogues, search tools)	1/3
9.	Certificates (birth, marriage): request and delivery	1/3
10.	Enrolment in higher education/university	3/4
11.	Announcement of moving (change of address)	1/3
12.	Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)	1/4
	8 Services for Businesses	
1.	Social contributions for employees	3/4
2.	Corporate tax: declaration, notification	3/4
3.	VAT: declaration, notification	3/4
4.	Registration of a new company	1/4
5.	Submission of data to statistical offices	2/3
6.	Customs declaration	3/4
7.	Environment-related permits (incl. reporting)	1/4
8.	Public procurement	4/4

3.28.2 Benchmarking the Supply of Online Public Services

Table 68: Romania – Benchmarking the Supply of Online Public Services

Benchmarking the Supply of Online Public Services		
	Indicator	**Value**
1.	Sophistication of online services	57%
2.	Full Online Availability	35%
3.	User Centricity	4%
4.	Assessment of national portals	20%

3.28.3 Information Society: structural indicators

Table 69: Romania – Information Society : structural indicators

Information Society: Structural Indicators		Reference Month/Year	Value
	Indicator	**Reference Month/Year**	**Value**
Broadband penetration/Developments of broadband			
1.	Number of broadband access lines	7/2007	1424007
2.	Broadband penetration rate (%)	7/2007	6.6
3.	Percentage of enterprises with broadband access	2008	44
Internet Usage			
1.	Level of internet access of households (%)	2008	30
2.	Percentage of individuals regularly using the internet	2008	26
3.	Percentage of individuals using the internet for specific purposes in the previous 3 months	2008	
a.	Internet banking	2008	2
b.	Looking for information about goods and services	2008	17
eGovernment Indicators			
E-government usage by individuals (demand side)			
1.	Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities	2008	9
2.	Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities broken down by purpose	2008	
a.	Obtaining information from public authorities web sites	2008	8.5
b.	Downloading official forms	2008	3.6
c.	Returning filled in forms	2008	3.2
E-government usage by enterprises (demand side)			
1.	Percentage of enterprises which use the Internet for interaction with public authorities	2008	39
2.	Percentage of enterprises which use the Internet for interaction with public authorities broken down by purpose	2008	
a.	Obtaining information	2008	37
b.	Downloading official forms	2008	35
c.	Returning filled in forms	2008	23
d.	Full electronic case handling	2008	20
e.	E-procurement	2008	10

E-government availability (supply side)	2007	35
eCommerce		
1.	Percentage of enterprises' total turnover from eCommerce over the last calendar year	2008	2
2.	Percentage of individuals having ordered/bought goods or services for private use over the internet in the last three months	2008	3
3.	Percentage of enterprises having received orders on-line over the last calendar year (at least 1%)	2008	3
4.	Percentage of enterprises having received on-line payments for Internet sales over the last calendar year	2004	0
5.	Percentage of enterprises having purchased on-line over the last calendar year (at least 1%)	2008	4
eBusiness			
Integration of internal business processes			
1.	Percentage of enterprises having IT systems for orders and purchases which link to internal IT systems (re-ordering, invoicing, payment, managing production, logistics or service operations)	2007	23
2.	Percentage of enterprises who share electronically information on sales or on purchases with the software used for any internal function	2008	28
Integration with suppliers and/or customers			
1.	Percentage of enterprises having IT systems for orders and purchases which link to IT systems of suppliers or customers outside the enterprise group	2007	13
2.	Percentage of enterprises whose business processes are automatically linked to those of their suppliers and/or customers	2008	7
Security			
1.	Percentage of enterprises having taken ICT precautions	2006	53
2.	Percentage of enterprises that have installed security devices on their PCs and updated them within the last three months	2004	23
Employment and skills			
1.	Percentage of persons employed using computers connected to the internet	2008	19
Indicators on growth of ICT sector and R&D			
1a.	Information technology expenditure in millions of euro	2006	1211
1b.	Information technology expenditure as a percentage of GDP	2006	2.1
2a.	Communications expenditure in millions of euro	2006	3556
2b.	Communications expenditure as a percentage of GDP	2006	6.2

3.28.4 e-Government Readiness Data

Table 70: Romania – e-Goverment Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.5383
a. Web Measure Index	0.4147
b. Infrastructure Index	0.2992
c. Human Capital Index	0.9047

3.29 Serbia

3.29.1 Information Society: structural indicators

Table 71: Serbia – Information Society : structural indicators

	Information Society: Structural Indicators		
	Indicator	**Reference Month/Year**	**Value**
	Broadband penetration/Developments of broadband		
4.	Percentage of enterprises with broadband access	2007	37
	Internet Usage		
1.	Level of internet access of households (%)	2007	26
2.	Percentage of individuals regularly using the internet	2007	26
3.	Percentage of individuals using the internet for specific purposes in the previous 3 months	2007	
a.	Internet banking	2007	4
b.	Looking for information about goods and services	2007	19
	eGovernment Indicators		
	E-government usage by individuals (demand side)		
1.	Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities	2007	4
2.	Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities broken down by purpose	2007	
a.	Obtaining information from public authorities web sites	2007	3.4
b.	Downloading official forms	2007	2.3
c.	Returning filled in forms	2007	1.3
	E-government usage by enterprises (demand side)		
1.	Percentage of enterprises which use the Internet for interaction with public authorities	2007	52
2.	Percentage of enterprises which use the Internet for interaction with public authorities broken down by purpose	2007	
a.	Obtaining information	2007	44
b.	Downloading official forms	2007	39
c.	Returning filled in forms	2007	24
d.	E-procurement	2007	12
	eCommerce		
1.	Percentage of enterprises' total turnover from eCommerce over the last calendar year	2007	4
2.	Percentage of individuals having ordered/bought goods or services for private use over the internet in the last three months	2007	1
3.	Percentage of enterprises having received orders on-line over the last calendar year (at least 1%)	2007	12
4.	Percentage of enterprises having purchased on-line over the last calendar year (at least 1%)	2007	14
	eBusiness		
	Integration of internal business processes		
1.	Percentage of enterprises having IT systems for orders and purchases which link to internal IT systems (re-ordering, invoicing, payment, managing production, logistics or service operations)	2007	23

	Integration with suppliers and/or customers		
1.	Percentage of enterprises having IT systems for orders and purchases which link to IT systems of suppliers or customers outside the enterprise group	2007	9
	Employment and skills		
1.	Percentage of persons employeed using computers connected to the internet	2007	24

3.29.1 e-Government Readiness Data

Table 72: Serbia – e-Goverment Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.4828
a. Web Measure Index	0.3512
b. Infrastructure Index	0.2100
c. Human Capital Index	0.8911

3.30 Slovakia

3.30.1 Sophistication Stage of Online Public Services

Table 73: Slovakia – Sophistication Stage of 20 basic public services

	Sophistication Stage of 20 basic public services	
	June 2008	
	12 Services for Citizens	
1.	Income taxes: declaration, notification of assessment	4/5
2.	Job search services by labour offices	4/4
3.	Social security benefits	
	a. Unemployment benefits	1-2/5
	b. Child allowances	1-2/5
	c. Medical costs (reimbursement or direct settlement)	1-2/5
	d. Student grants	1-2/5
4.	Personal documents: passport and driver's licence	
	a. Passport	1/4
	b. Driver's licence	1/4
5.	Car registration (new, used, imported cars)	2/4
6.	Application for building permission	1-2/4
7.	Declaration to the police (e.g. in case of theft)	1/3
8.	Public libraries (availability of catalogues, search tools)	0-1/5
9.	Certificates (birth, marriage): request and delivery	1/4
10.	Enrolment in higher education/university	2/4
11.	Announcement of moving (change of address)	2/4
12.	Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)	1/4
	8 Services for Businesses	
1.	Social contributions for employees	4/4
2.	Corporate tax: declaration, notification	4/4
3.	VAT: declaration, notification	4/4
4.	Registration of a new company	3/4
5.	Submission of data to statistical offices	3/5
6.	Customs declaration	3/4
7.	Environment-related permits (incl. reporting)	1/5
8.	Public procurement	4/4

3.30.2 Benchmarking the Supply of Online Public Services

Table 74: Slovakia – Benchmarking the Supply of Online Public Services

Benchmarking the Supply of Online Public Services		
	Indicator	**Value**
1.	Sophistication of online services	57%
2.	Full Online Availability	35%
3.	User Centricity	8%
4.	Assessment of national portals	83%

3.30.3 Information Society: structural indicators

Table 75: Slovakia – Information Society : structural indicators

Information Society: Structural Indicators		Reference Month/Year	Value
	Indicator		
Broadband penetration/Developments of broadband			
1.	Number of broadband access lines	7/2007	372393
2.	Broadband penetration rate (%)	7/2007	6.9%
3.	DSL penetration (as % of population)	2006	2.9%
4.	Percentage of enterprises with broadband access	2008	79
Internet Usage			
1.	Level of internet access of households (%)	2008	58%
2.	Percentage of individuals regularly using the internet	2008	62%
3.	Percentage of individuals using the internet for specific purposes in the previous 3 months	2008	
a.	Internet banking	2008	24
b.	Looking for information about goods and services	2008	49
eGovernment Indicators			
E-government usage by individuals (demand side)			
1.	Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities	2008	30%
2.	Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities broken down by purpose	2008	
a.	Obtaining information from public authorities web sites	2008	26.0
b.	Downloading official forms	2008	18.6
c.	Returning filled in forms	2008	11.6
E-government usage by enterprises (demand side)			
1.	Percentage of enterprises which use the Internet for interaction with public authorities	2008	88%
2.	Percentage of enterprises which use the Internet for interaction with public authorities broken down by purpose	2008	
a.	Obtaining information	2008	82
b.	Downloading official forms	2008	81
c.	Returning filled in forms	2008	51
d.	Full electronic case handling	2008	54
e.	E-procurement	2008	7
E-government availability (supply side)		2007	35

		eCommerce		
1.	Percentage of enterprises' total turnover from eCommerce over the last calendar year		2008	8%
2.	Percentage of individuals having ordered/bought goods or services for private use over the internet in the last three months		2008	13%
3.	Percentage of enterprises having received orders on-line over the last calendar year (at least 1%)		2008	5%
4.	Percentage of enterprises having received on-line payments for Internet sales over the last calendar year		2005	2%
5.	Percentage of enterprises having purchased on-line over the last calendar year (at least 1%)		2008	9%
		eBusiness		
		Integration of internal business processes		
1.	Percentage of enterprises having IT systems for orders and purchases which link to internal IT systems (re-ordering, invoicing, payment, managing production, logistics or service operations)		2007	39%
2.	Percentage of enterprises who share electronically information on sales or on purchases with the software used for any internal function		2008	45%
		Integration with suppliers and/or customers		
1.	Percentage of enterprises having IT systems for orders and purchases which link to IT systems of suppliers or customers outside the enterprise group		2007	13%
2.	Percentage of enterprises whose business processes are automatically linked to those of their suppliers and/or customers		2008	20%
		Security		
1.	Percentage of enterprises having taken ICT precautions		2006	90%
2.	Percentage of enterprises that have installed security devices on their PCs and updated them within the last three months		2005	76%
3.	Percentage of enterprises using Secure servers		2006	15.2%
4.	Percentage of enterprises using digital signatures for authentication		2006	14.6%
		Employment and skills		
1.	Percentage of persons employed using computers connected to the internet		2008	32%
		Indicators on growth of ICT sector and R&D		
1a.	Information technology expenditure in millions of euro		2006	901
1b.	Information technology expenditure as a percentage of GDP		2006	2.5%
2a.	Communications expenditure in millions of euro		2006	1541
2b.	Communications expenditure as a percentage of GDP		2006	4.2%
3.	ICT sector share of total GDP		2003	7.1%
4.	ICT sector share of total employment		2003	4.1%
5.	ICT sector growth (constant prices).		2003	-2.0

3.30.4 e-Government Readiness Data

Table 76: Slovakia – e-Goverment Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.5889
a. Web Measure Index	0.4749
b. Infrastructure Index	0.3742
c. Human Capital Index	0.9211

3.31 Slovenia

3.31.1 Sophistication Stage of Online Public Services

Table 77: Slovenia – Sophistication Stage of 20 basic public services

	Sophistication Stage of 20 basic public services	
	June 2008	
	12 Services for Citizens	
1.	Income taxes: declaration, notification of assessment	5/5
2.	Job search services by labour offices	4/4
3.	Social security benefits	
	a. Unemployment benefits	3-4/5
	b. Child allowances	3-4/5
	c. Medical costs (reimbursement or direct settlement)	3-4/5
	d. Student grants	3-4/5
4.	Personal documents: passport and driver's licence	
	a. Passport	4/4
	b. Driver's licence	4/4
5.	Car registration (new, used, imported cars)	4/4
6.	Application for building permission	4/4
7.	Declaration to the police (e.g. in case of theft)	3/3
8.	Public libraries (availability of catalogues, search tools)	5/5
9.	Certificates (birth, marriage): request and delivery	4/4
10.	Enrolment in higher education/university	4/4
11.	Announcement of moving (change of address)	4/4
12.	Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)	4/4
	8 Services for Businesses	
1.	Social contributions for employees	4/4
2.	Corporate tax: declaration, notification	4/4
3.	VAT: declaration, notification	4/4
4.	Registration of a new company	4/4
5.	Submission of data to statistical offices	5/5
6.	Customs declaration	4/4
7.	Environment-related permits (incl. reporting)	5/5
8.	Public procurement	2/4

3.31.2 Benchmarking the Supply of Online Public Services

Table 78: Slovenia – Benchmarking the Supply of Online Public Services

	Benchmarking the Supply of Online Public Services	
	Indicator	**Value**
1.	Sophistication of online services	96%
2.	Full Online Availability	90%
3.	User Centricity	22%
4.	Assessment of national portals	93%

3.31.3 Information Society: structural indicators

Table 79: Slovenia – Information Society : structural indicators

Information Society: Structural Indicators		
Indicator	**Reference Month/Year**	**Value**
Broadband penetration/Developments of broadband		
1. Number of broadband access lines	7/2007	307985
2. Broadband penetration rate (%)	7/2007	15.3%
3. DSL penetration (as % of population)	2006	8.6%
4. Percentage of enterprises with broadband access	2008	84%
Internet Usage		
1. Level of internet access of households (%)	2008	59%
2. Percentage of individuals regularly using the internet	2008	52%
3. Percentage of individuals using the internet for specific purposes in the previous 3 months	2008	
a. Internet banking	2008	21
b. Looking for information about goods and services	2008	48
eGovernment Indicators		
E-government usage by individuals (demand side)		
1. Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities	2008	31%
2. Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities broken down by purpose	2008	
a. Obtaining information from public authorities web sites	2008	29.2
b. Downloading official forms	2008	16.1
c. Returning filled in forms	2008	6.7
E-government usage by enterprises (demand side)		
1. Percentage of enterprises which use the Internet for interaction with public authorities	2008	88%
2. Percentage of enterprises which use the Internet for interaction with public authorities broken down by purpose	2008	
a. Obtaining information	2008	85
b. Downloading official forms	2008	82
c. Returning filled in forms	2008	69
d. Full electronic case handling	2008	60
e. E-procurement	2008	11
E-government availability (supply side)	2007	90
eCommerce		
1. Percentage of enterprises' total turnover from eCommerce over the last calendar year	2007	9%
2. Percentage of individuals having ordered/bought goods or services for private use over the internet in the last three months	2008	12%
3. Percentage of enterprises having received orders on-line over the last calendar year (at least 1%)	2008	8%
4. Percentage of enterprises having received on-line payments for Internet sales over the last calendar year	2005	2%
5. Percentage of enterprises having purchased on-line over the last calendar year (at least 1%)	2008	15%

eBusiness		
Integration of internal business processes		
1.	Percentage of enterprises having IT systems for orders and purchases which link to internal IT systems (re-ordering, invoicing, payment, managing production, logistics or service operations)	2007	33%
2.	Percentage of enterprises who share electronically information on sales or on purchases with the software used for any internal function	2008	47%
Integration with suppliers and/or customers		
1.	Percentage of enterprises having IT systems for orders and purchases which link to IT systems of suppliers or customers outside the enterprise group	2007	12%
2.	Percentage of enterprises whose business processes are automatically linked to those of their suppliers and/or customers	2008	27%
Security		
1.	Percentage of enterprises having taken ICT precautions	2006	95%
2.	Percentage of enterprises that have installed security devices on their PCs and updated them within the last three months	2005	75%
3.	Percentage of enterprises using Secure servers	2006	23.8%
4.	Percentage of enterprises using digital signatures for authentication	2006	10.6%
Employment and skills		
1.	Percentage of persons employeed using computers connected to the internet	2008	36%
Indicators on growth of ICT sector and R&D		
1a.	Information technology expenditure in millions of euro	2006	609
1b.	Information technology expenditure as a percentage of GDP	2006	2.2%
2a.	Communications expenditure in millions of euro	2006	997
2b.	Communications expenditure as a percentage of GDP	2006	3.6%
3.	R&D expenditure in ICT by the business sector, as % of GDP	2003	0.2%
4.	R&D expenditure in ICT by the business sector as % of total R&D expenditure	2003	17.3%

3.31.4 e-Government Readiness Data

Table 80: Slovenia – e-Goverment Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.6681
a. Web Measure Index	0.5017
b. Infrastructure Index	0.5289
c. Human Capital Index	0.9788

3.32 Syria

3.32.1 e-Government Readiness Data

Table 81: Syria – e-Goverment Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.3614
a. Web Measure Index	0.2408
b. Infrastructure Index	0.0923
c. Human Capital Index	0.7549

3.33 Tunisia

3.33.1 e-Government Readiness Data

Table 82: Tunisia – e-Goverment Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.3458
a. Web Measure Index	0.1304
b. Infrastructure Index	0.1636
c. Human Capital Index	0.7498

3.34 Turkey

3.32.1 Sophistication Stage of Online Public Services

Table 83: Turkey – Sophistication Stage of 20 basic public services

	Sophistication Stage of 20 basic public services	
	November 2008	
	12 Services for Citizens	
1.	Income taxes: declaration, notification of assessment	5/5
2.	Job search services by labour offices	4/4
3.	Social security benefits	
	a. Unemployment benefits	3-4/5
	b. Child allowances	3-4/5
	c. Medical costs (reimbursement or direct settlement)	3-4/5
	d. Student grants	3-4/5
4.	Personal documents: passport and driver's licence	
	a. Passport	2-3/4
	b. Driver's licence	2-3/4
5.	Car registration (new, used, imported cars)	1-2/4
6.	Application for building permission	0-1/4
7.	Declaration to the police (e.g. in case of theft)	3/3
8.	Public libraries (availability of catalogues, search tools)	4/5
9.	Certificates (birth, marriage): request and delivery	1/4
10.	Enrolment in higher education/university	3/4
11.	Announcement of moving (change of address)	1/4
12.	Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)	0-1/4
	8 Services for Businesses	
1.	Social contributions for employees	4/4
2.	Corporate tax: declaration, notification	4/4
3.	VAT: declaration, notification	4/4
4.	Registration of a new company	2/4
5.	Submission of data to statistical offices	5/5
6.	Customs declaration	4/4
7.	Environment-related permits (incl. reporting)	2/5
8.	Public procurement	4/4

3.32.2 Benchmarking the Supply of Online Public Services

Table 84: Turkey – Benchmarking the Supply of Online Public Services

	Benchmarking the Supply of Online Public Services	
	Indicator	**Value**
1.	Sophistication of online services	68%
2.	Full Online Availability	50%
3.	User Centricity	12%
4.	Assessment of national portals	72%

3.32.3 Information Society: structural indicators

Table 85: Turkey – Information Society : structural indicators

Information Society: Structural Indicators		Reference Month/Year	Value
	Indicator		
Internet Usage			
1.	Level of internet access of households (%)	2005	8%
2.	Percentage of individuals regularly using the internet	2005	12%
3.	Percentage of individuals using the internet for specific purposes in the previous 3 months	2005	
a.	Internet banking	2005	2
b.	Looking for information about goods and services	2005	6
eGovernment Indicators			
E-government usage by individuals (demand side)			
1.	Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities	2005	6%
2.	Percentage of individuals who used Internet, in the last 3 months, for interacting with public authorities broken down by purpose	2005	
a.	Obtaining information from public authorities web sites	2005	5.2
b.	Downloading official forms	2005	1.5
c.	Returning filled in forms	2005	0.8
E-government availability (supply side)		2007	55
eCommerce			
1.	Percentage of individuals having ordered/bought goods or services for private use over the internet in the last three months	2005	1%

3.32.4 e-Government Readiness Data

Table 86: Turkey – e-Goverment Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.4834
a. Web Measure Index	0.4214
b. Infrastructure Index	0.2191
c. Human Capital Index	0.8116

3.35 Ukraine

3.35.1 e-Government Readiness Data

Table 87: Ukraine – e-Goverment Readiness Data

E-Government Readiness Data 2008	
Indicator	**Value**
E-Government Readiness Index 2008	0.5728
a. Web Measure Index	0.5351
b. Infrastructure Index	0.2336
c. Human Capital Index	0.9508