



European
Commission

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WHAT'S INSIDE

eGovernment in Austria

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Joinup provides numerous services around 3 main functionalities:

1. An observatory on interoperability, e-government, e-inclusion and e-health
2. A collaborative platform of open communities
3. A repository of interoperability solutions



This document is meant to present an overview of the eGovernment status in this country and not to be exhaustive in its references and analysis. Even though every possible care has been taken by the authors to refer to and use valid data from authentic sources, the European Commission does not guarantee the accuracy of the included information, nor does it accept any responsibility for any use thereof.

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Country Profile

Basic data and indicators

Basic Data

Population (1 000): 8,584, 926 inhabitants (2015)

GDP at market prices: 329,296 million Euros (2014)

GDP per inhabitant in PPS (purchasing Power Standards EU 28=100): 130 (2014)

GDP growth rate: 0.4% (2014)

Inflation rate: 0.8% (2015)

Unemployment rate: 5.6 % (2014)

General government gross debt (Percentage of GDP): 84.2% (2014)

General government deficit/surplus (Percentage of GDP): - 2.7% (2014)

Area: 83,879 km²

Capital city: Vienna

Official EU language: German

Currency: EUR

Source: [Eurostat](#) (last update: 28 January 2016)

Political Structure

Austria is a **federal republic**. Legislative and executive powers are divided between the Federal Parliament and the nine Provincial Parliaments (*Länder*).

At federal level, legislative power is held by a bicameral [Federal Parliament](#) (National and Federal Council). The [National Council](#) (*Nationalrat*) has 183 members elected for a period of five years by proportional representation of the parties. The [Federal Council](#) (*Bundesrat*) consists of 61 members elected by each of the provincial parliaments. The number of seats for each of the nine *Länder* depends on their population (e.g. Lower Austria having the highest population, holds most of the seats - twelve). The Federal Council reviews legislation passed by the National Council and can delay but, hardly ever veto, its enactment.

Executive power is held by the Federal Government, led by the [Federal Chancellor](#), answerable to the National Council. The Head of State is the [Federal President](#) who is elected by popular vote for a six-year term. The Federal Presidency has a mainly representing role and usually acts on the advice of the Government. The President represents Austria, signs laws, convenes and concludes parliamentary sessions and under certain conditions can dissolve Parliament. The President chooses the Federal Chancellor customarily from the leading party in the National Council. The Vice-Chancellor and Federal Ministers are chosen by the President on the advice of the Chancellor.

The Austrian Federal Constitution was adopted on 1 October 1920, revised in 1929, and reinstated on 1 May 1945. Since then the Austrian Federal Constitution was regularly revised and reassessed.

Austria became a member of the European Union on 1 January 1995.

Head of State: President [Heinz Fischer](#) (since April 2004).

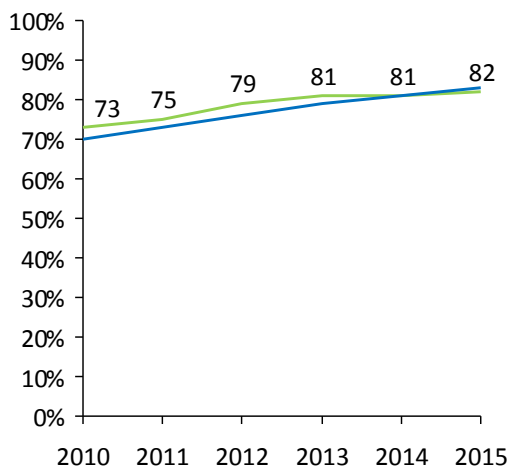
Head of Government: Chancellor [Werner Faymann](#) (since December 2008).

Information Society Indicators

Generic Indicators

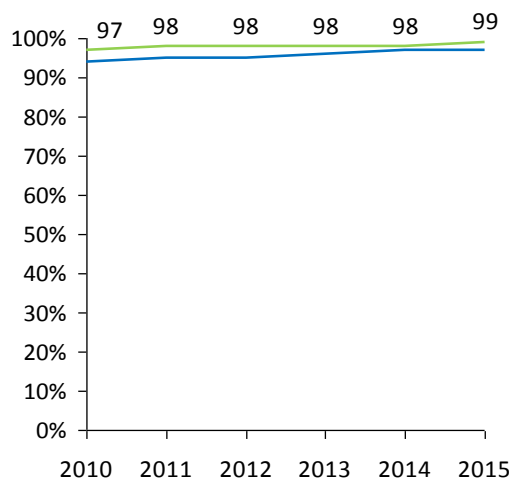
The following graphs present data for the latest Generic Information Society Indicators for Austria compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

Percentage of households with Internet access in Austria



Source: [Eurostat Information Society Indicators](#)

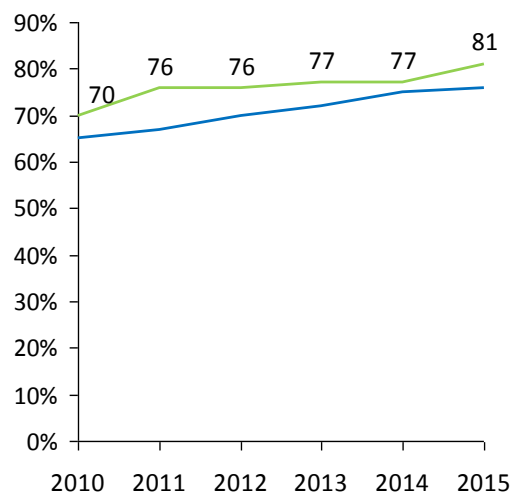
Percentage of enterprises with Internet access in Austria



Source: [Eurostat Information Society Indicators](#)

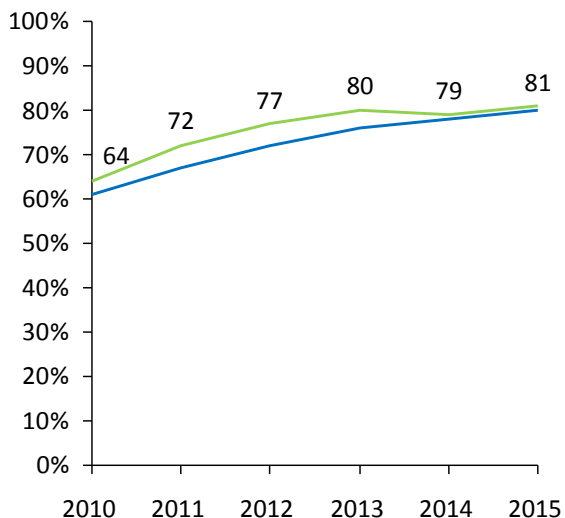
— Austria
— EU

Percentage of individuals using the internet at least once a week in Austria



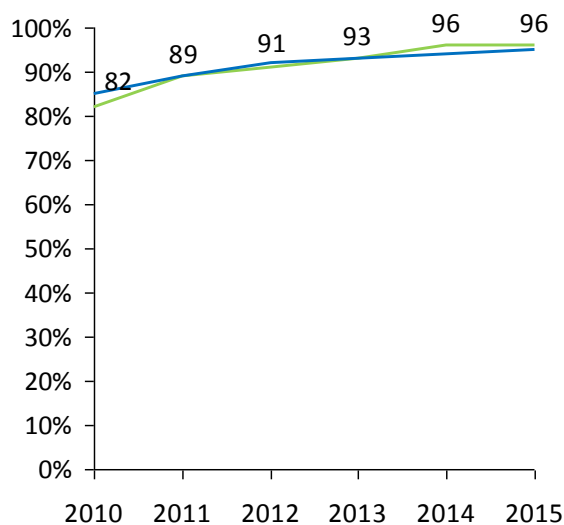
Source: [Eurostat Information Society Indicators](#)

Percentage of households with a broadband connection in Austria



Source: [Eurostat Information Society Indicators](#)

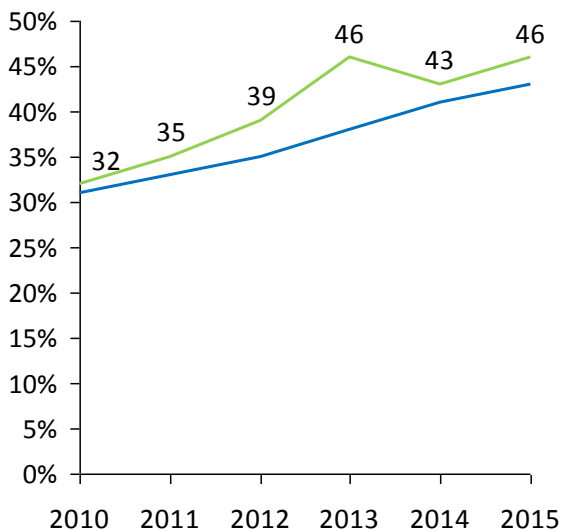
Percentage of enterprises with a broadband connection in Austria



Source: [Eurostat Information Society Indicators](#)

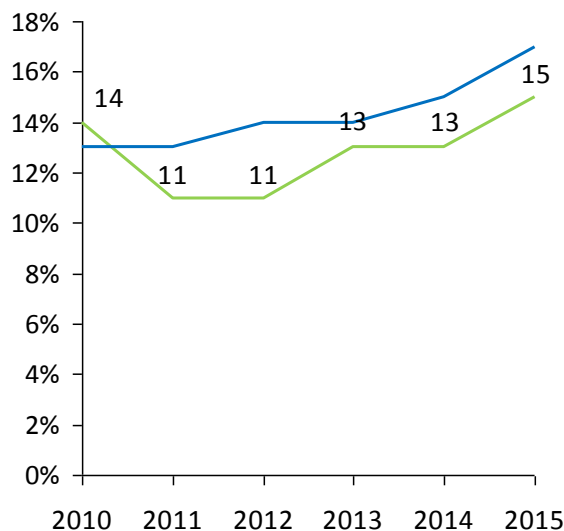
— Austria
— EU

Percentage of individuals having purchased/ordered online in the last three months in Austria



Source: [Eurostat Information Society Indicators](#)

Percentage of enterprises having received orders online within the previous year in Austria

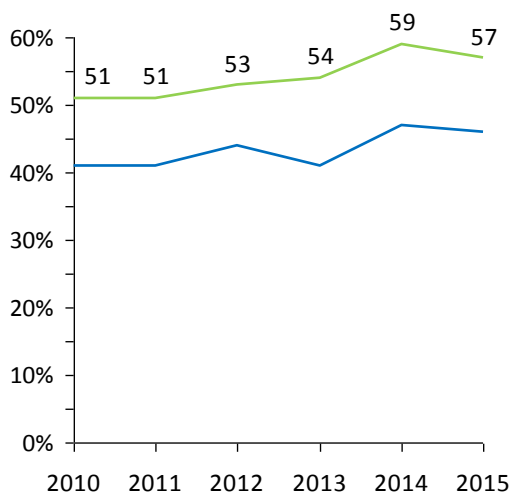


Source: [Eurostat Information Society Indicators](#)

eGovernment Indicators

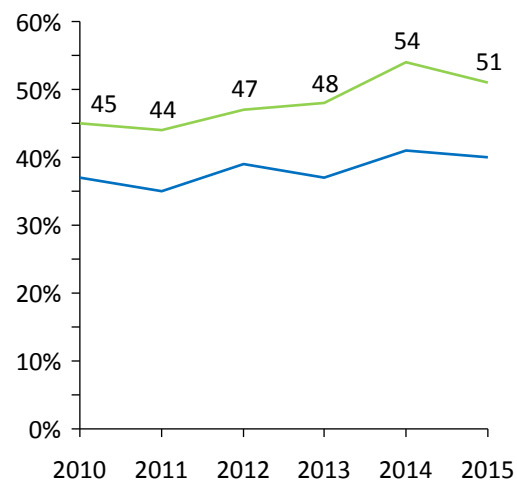
The following graphs present data for the latest eGovernment Indicators for Austria compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

Percentage of individuals using the internet for interacting with public authorities in Austria



Source: [Eurostat Information Society Indicators](#)

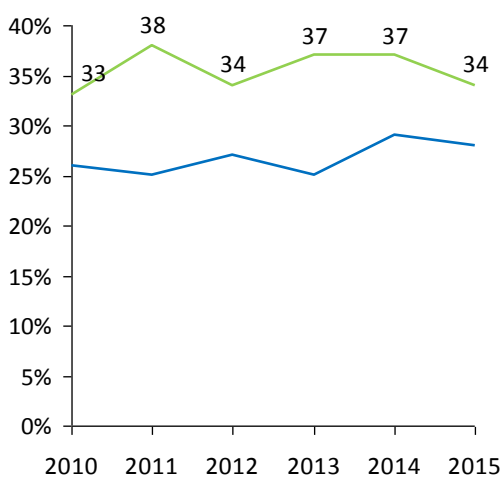
Percentage of individuals using the internet for obtaining information from public authorities in Austria



Source: [Eurostat Information Society Indicators](#)

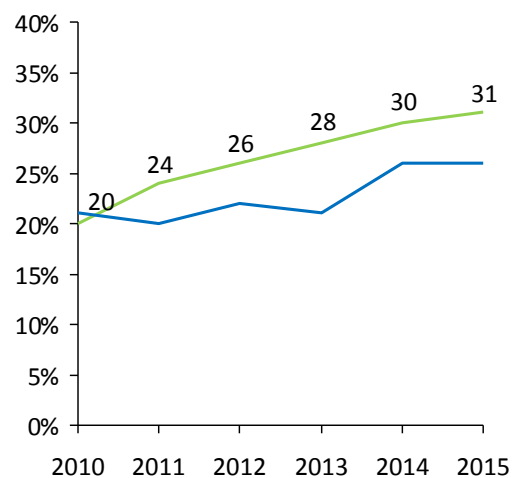
— Austria
— EU

Percentage of individuals using the internet for downloading official forms from public authorities in Austria



Source: [Eurostat Information Society Indicators](#)

Percentage of individuals using the internet for sending filled forms to public authorities in Austria



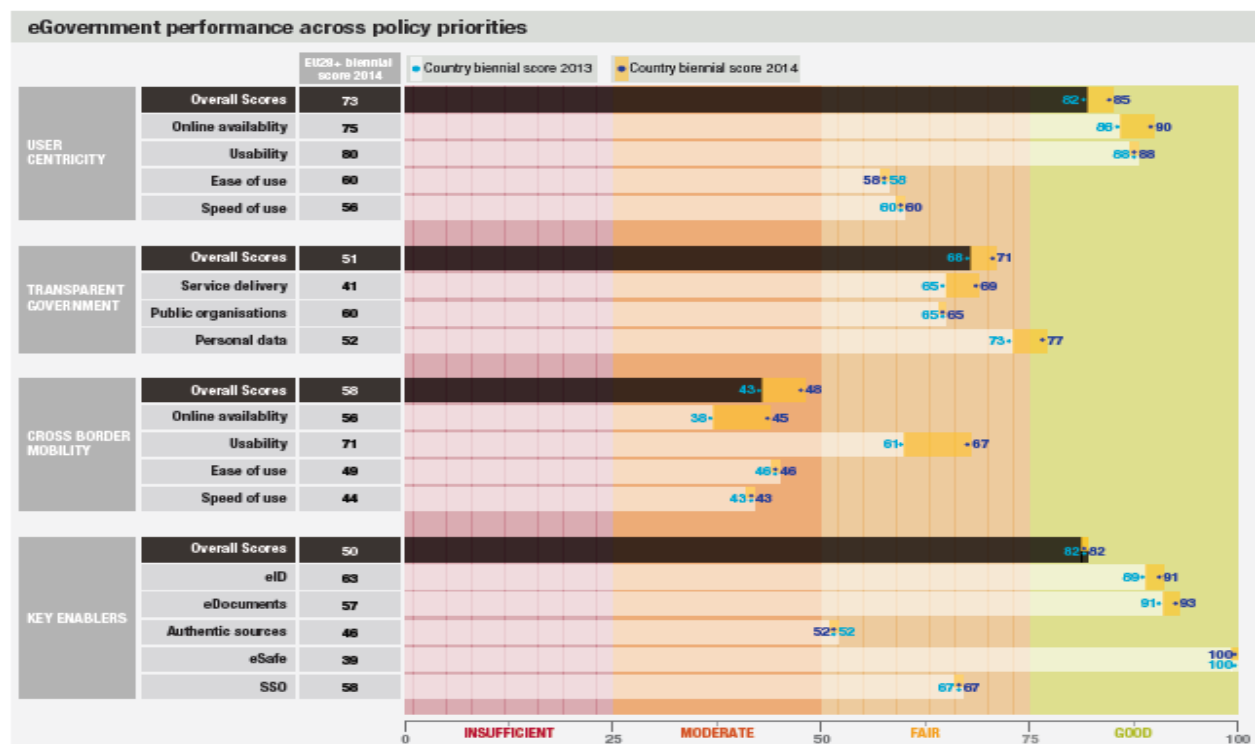
Source: [Eurostat Information Society Indicators](#)

eGovernment State of Play

The graph below is the result of the latest [eGovernment Benchmark](#)¹ study, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments is transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens can use online services in another country.
- **Key Enablers** – indicates the extent to which 5 technical pre-conditions are available online. There are: Electronic Identification (eID), Electronic documents (eDocuments), Authentic Sources, Electronic Safe (eSafe), and Single Sign On (SSO).

These top-level benchmarks are measured using a life-events (e.g. mystery shopping) approach. The following life-events were used for measuring the eGovernment Benchmark top-level indicators: Business start-up and early trading operations, Losing and Finding a Job, Studying, Regular business operations, Moving, Owning and driving a car, and Starting a small claims procedure. The figure below presents the development of eGovernment in Austria compared to the EU average score.



Source: [eGovernment Benchmark Report 2015](#)² Country Factsheet Austria

¹ [eGovernment Benchmark Insight Report](#)

² The latest version of country’s benchmark report was published in June 2015, however it shall be noted that it summarizes the country’s biennial score of the preceding year (2014).

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [Joinup news](#).

Recent news

February 2016

Digital Roadmap of the Austrian Government: Secretaries of State Sonja Steßl and Harald Mahrer are presenting a first draft for a comprehensive digital strategy for Austria including numerous eGovernment activities in seven topic areas (digital infrastructure, security, data protection and trust, digital politics and public administration, digital society, digital economy, digital research and innovation, digital future) and are launching a public online consultation on this draft.

The positive trend regarding the activation of Mobile Phone Signatures, the Austrian mobile eID solution, is continuing and shows the growing acceptance of this technical implementation of the Austrian citizen card concept. Currently there are more than 600 000 active Mobile Phone Signatures in use and every month some 10 000 to 15 000 new Mobile Phone Signatures are activated. Since May 2015 the activation process can be done without any media discontinuity.

January 2016

Since January 2016, Austrian social insurance institutions are using the electronic delivery (www.zustellung.gv.at) via delivery service for sending official notifications. Another important step in the field of e-delivery.

From January 2016 onwards, the fees for various (federal) applications are reduced by 40 percent, if the application is submitted electronically by using the Austrian citizen card. This achievement should contribute to the efficiency of administrative procedures and to the quality of data as well as to the positive trend in the fields of eID and e-delivery.

September 2015

An updated version of the Austrian [eGovernment services catalogue Elkat](#) has been published by the government of Austria. This catalogue serves a purpose of classifying the eGovernment services and interfaces such as standardisation and naming of eServices, and definition of Internet application interfaces. Furthermore, the catalogue improves the interoperability of the country's eGovernment services and belong to the [Austrian eGovernment interoperability architecture](#).

The first version version of Elkat was released in 2009. The update is a reaction to the process of transposition of the [EC directive for the recognition of professional qualifications](#) and updates the catalogue with new data fields (PPQCrossBorder and PPQEstablishment) whilst changing two of the existing ones (PSDCrossBorder and PSDEstablishment).

July 2015

Austrian eGovernment project was awarded a price at this year's [eGovernment-Wettbewerb](#) (an eGovernment competition). The awarded online family allowance application [Antragslose Familienbeihilfe](#) (ALF) portal allows citizens to file requests for family allowance online and was launched on 1st May 2015, and since then until beginning of July 2015 over 9 400 application have been already processed. Citizens do not need to visit tax offices, and some document does not need to be presented. The tax authorities follow now a process that is more automatized, for example in terms of the checking for eligibility. The portal is predicted to save 39 000 hours of time annually to the Austrian citizens, as well as to reduce time and cost to the Austrian public administration.

May 2015

In May 2015, the [Austrian Graph Integration Platform](#) (GIP) has made its national transport graph available to the public for re-use, published in full under the Creative Commons Attribution 3.0 license, allowing for any re-use – even commercial – as long as the source of the information is specified. The network information is being collected from the federal states, cities, the municipalities, the Highway Corporation and the infrastructure department of Austrian Federal Railways by the Agency for Traffic Information.

April 2015

As part of the [Vienna Open Data Government](#) (ODG) initiative has the Vienna Municipal Department of Land Surveying, MA41, made all of its geodata, including multi-purpose (surface) maps, orthophotos, terrain models, structure models, and surface models, all part of the Geodata Infrastructure, available for free. The geodata forms the basis for the analysis and presentation of the city's urban planning. The data can be processed using generic CAD or GIS software and is available as open source. Image data can be process and visualised using standard visualisation software. Geodata remains licensed under the Creative Commons Attributions – ShreAlike 3.0 license.

The [Austrian Interoperability Framework](#) (AIFv1.0) as drafted in 2014 has been adopted replacing the former reference document for the interoperability framework. Austria minds about interoperability. The former framework was aligned with the [European Interoperability Framework](#) (EIF) at the rate of 75%, whilst the AIF reached a rate close to 95%, i.e. signifying a strong level of maturity.

The keys of the framework are following: to promote and support the delivery of European public services by fostering cross-border and cross-sectoral interoperability, to guide public administrations in their work to provide European public services to businesses and citizens, and to complement and tie together the various National Interoperability Frameworks (NIFs) at European level.

March 2015

The new "Commercial Information System Austria" (GISA) was put into operation on March 30. GISA replaced the former existing 14 decentralized commercial registers. A significant ease in the areas of business registrations, relocations and company openings for entrepreneurs who can save a lot of time, effort and cost by using the GISA.

Since March 2015, courts and prosecutors are using the electronic delivery (www.zustellung.gv.at) via delivery service for citizens and businesses. Thus electronic deliveries in nearly all judicial and procuratorial procedures are possible. Electronic delivery

for citizens and business is a significant step forward since the system had already been established for years in between courts and lawyers as well as notary (Electronic Legal Correspondence, ERV). The electronic delivery is an additional important part of a service-oriented public administration. E-delivery gives private individuals and businesses easy, cost-effective access to their electronically delivered documents. Public authorities themselves also profit from more efficient processes and sinking costs within the framework of e-delivery.

The Austrian mobile phone signature is expanding abroad. In future, opportunities provided by the mobile phone signature will enable Austrians living abroad to conduct transactions with Austrian authorities from their home or when travelling. A pilot project involving the registration of foreign mobile phones was launched. The registration process for the mobile phone signature can be already done at embassies or consulate general in Berlin, Bern, Brussels, London, Madrid, Milan, Munich and Stockholm.

November 2014

The central marital status and citizenship register (ZPR) has started in November 2014. The ZPR is operated by the Federal Ministry of the Interior and contains information about marital status and nationality of mainly Austrian citizens. The ZPR is used by the competent authorities to gather information about each birth, every marriage, every divorce and every death in the central register; always assigned to the person affected. Through the centralized data storage and appropriate query mechanisms, citizens often do not longer have to submit certain documents or certificates within an administrative procedure (e.g. birth certificate, proof of citizenship, etc.).

June 2014

Austria receives the United Nations Public Service Award 2014 for the [Open Government Data Portal \(data.gv.at\)](#). In the category "Improving the delivery of Public Services", Austria was awarded 1st place for the nationwide Open Government Data Portal (data.gv.at) by the Federal Chancellery of the Republic of Austria. The portal is a unique platform for providing a comprehensive database of freely accessible national government data. The awarding jury pointed out that Austria was an inspiration and a model for other countries.

May 2014

The newly published ABC guide of eGovernment in Austria - "[Administration on the Net](#)" has now been made available in English. The Austrian "eGovernment ABC" offers a comprehensive overview on the Austrian eGovernment strategy, the tools and components it relies on and the challenges it faces. It takes a look at the legal, organisational and technical framework for eGovernment and examines the success factors for introducing and establishing eGovernment services. The new version of the eGovernment ABC has been expanded by current issues like open government data, social media, eGovernment apps, ICT-security and eGovernment training. A Chapter on international issues gives a brief overview of the most important European and international eGovernment programmes and committees and thus rounds off the picture. The structure of this document lays a strong focus on the target groups for eGovernment and the information it contains is specifically structured for this purpose. The editors placed much emphasis on delivering legal and technical information in order to help people implementing eGovernment and those using it.

The "eGovernment ABC" is available at: www.digital.austria.gv.at/abc (in German at: www.digitales.oesterreich.gv.at/abc)".

January 2014

Since January 2014, the federal authorities [no longer accept paper invoices](#) or invoices that are sent by email or in PDF format. The contractors of the Federal Government have to provide their invoices for goods and services in an electronic format, a service which is expected to bring benefits in efficiency and cost. The only exception here is the cash payment system. The legal basis for this change is provided by the 2012 ICT Consolidation Act (IKTKonG).

Since the beginning of 2014 the [electronic health record](#) ([Elektronische Gesundheitsakte / ELGA](#)) is in operation. During 2014 and the following years its functions will be expanded gradually. The electronic health record ELGA is an information system that allows patients and all health service providers a location and time-independent access to health data. The online access for patients to the system is safely and easily possible with the Mobile Phone Signature and the chip card-based form of the citizen card. Hospitals, doctors in private practice, pharmacies or other health care facilities will be integrated into ELGA step by step in the upcoming two years. With this system in place the patients in Austria will be for the first time really in possession of all their medical records and will have a transparent overview of who is accessing their medical data.

September 2013

The Austrian Legal Information System ([Rechtsinformationssystem des Bundes](#); RIS) wins the IALL 2013 Website Award. The 2013 winner provides comprehensive access not only to national laws, but also to European community law, and the judicature of high courts, commissions and tribunals.

August 2013

A new service called '[Auskunft e-card Daten](#)' (information on e-card data) was introduced in summer 2013. This service provides all owners of an eHealth card the opportunity to control his/her data that are retrievable with the e-card and also date and place of using his/her e-card.

April 2013

In April 2013, the 'ELAK im Bund' (electronic file system) was launched for judicial administration, thanks to the successful cooperation between the Constitutional Court of Austria and the Federal Computing Centre ([Bundesrechenzentrum - BRZ](#)).

The Austrian National Library has put online about 100 000 historic prints which can be accessed via '[Austria Books Online](#)'. It covers the whole period from the 16th century up to the second half of the 19th century. The project is financed by public-private partnership. By 2016 half a million more digitalised books will be online. In addition, through the project to digitalise historic prints, 600 000 copyright-free works have been digitalised and put online.

March 2013

In March 2013 the [Austrian Cyber Security Strategy](#) was officially published. Ensuring cyber security is a paramount common concern of the state, the economy and society in both national and international contexts. The Austrian Cyber Security Strategy / ACSS

(Österreichische Strategie für Cyber Sicherheit / ÖSCS) is a comprehensive and proactive concept for protecting cyber space and the people in virtual space while guaranteeing human rights. It will enhance the security and resilience of Austrian infrastructures and services in cyber space. Most importantly, it will, however, build awareness and confidence in Austrian society.

February 2013

In February 2013 the City of Vienna introduced its [petition platform \(Petitionsplattform\)](#). This service is integrated into the eGovernment platform of the City of Vienna. It gives citizens older than 16 years who are permanent residents in Vienna the possibility to submit and support specific concerns through petitions to the Municipal Council Committee on petitions and citizen initiatives. This is done with the help of the Mobile Phone Signature. Petitions that are supported by more than 500 citizens will be handled by the Municipal Council Committee on petitions.

February 2012

In February 2012, all tax offices in Austria provided the activation of the mobile phone signature, free of charge in order to make the assessment of income tax easier. The mobile phone signature, which is the mobile version of the Citizen Card, was first introduced in Austria in December 2009.

May 2012

In May 2012, the new Business Service Portal ([Unternehmensserviceportal - USP](#)) became fully operational. This portal includes multiple new applications in order to serve as a single entry point for businesses, providing them with online information and a single channel for their transactions with the public authorities.

In May 2012, all content and existing projects of the former Austrian open-source platform [www.egovlabs.gv.at](#), like the MOA-ID/SP/SS (modules for online application (MOA) - identification (ID), signature verification (SP), server signature (SS)) were transferred to the open source platform Joinup (formerly OSOR) of the European Commission (DIGIT department). Joinup was created as part of the ISA program with the same intention like egovlabs as an open source platform to support cross-sector and cross-border collaboration and offers several services that aim to help e-Government professionals share their experience with interoperability solutions.

April 2012

In April 2012, the [Open Government Data Portal](#) was launched. With this step the Austrian public administration agreed to publish non-personal and not infrastructure-critical data resources held by public bodies. At the moment (March 2014) there are nearly 1200 data sets published by 25 institutions. The '[Framework for Open Government Data platforms](#)' and the '[Metadata Structure](#)' have been jointly agreed by all the actors working together in the Open Government Data Cooperation network. In September 2012 the Data Registry went online. All data processing registrations are from now on only accepted in electronic form. It is accessible 24/7 worldwide.

October 2012

In October 2012, the Austrian Federal Computing Centre ([Bundesrechenzentrum - BRZ](#)) won the 'Best Case Study Public Administration' category for their cloud computing services during the EuroCloud Europe Awards ceremony that took place in Luxembourg.

October 2011

The traditional census is replaced by an automated, register-based census. The use of data from existing administrative sources means an end for the traditional paper questionnaires and savings in time and money while simultaneously increasing data quality. The register of residents is the backbone of the register-based census. The use of proven eGovernment tools ([www.buergerkarte.at](#)) ensures a high data protection level and anonymity. The register-based census contains the following topics: demographics, education, households and families, commuting behaviour and employment status, workplaces, buildings and apartments.

In October 2011, the website <http://iktprojekte.at/> is relaunched. The portal provides an overview of Austrian ideas and developments in the sector of information and communication technologies. Merged categories and better assistance are just some of the improvements on the revised web-platform.

September 2011

In September 2011, the new edition of the '[Austrian eGovernment ABC](#)' is published. The document offers an overview on the Austrian eGovernment strategy, the tools it relies on and the challenges it faces. It takes a look at the scope of eGovernment and examines the success factors for introducing and establishing eGovernment services. The structure of this document lays a strong focus on the target groups for eGovernment and the information it contains is specifically organised for this purpose. The editors of this document have placed much importance on delivering comprehensive legal and technical information. The book is serving as an accompaniment to users and developers of eGovernment applications. It equips them with the relevant know-how.

July 2011

In July 2011, the Federal Chancellery of Austria, the cities of Vienna, Linz, Salzburg and Graz jointly found the 'Open Government Data Cooperation Austria', shortly Cooperation OGD Austria, to agree on a common strategy and create the basis for joint Open Government Data activities by all stakeholders.

February 2011

In February 2011, the website [www.handy-signatur.at](#) is launched. The portal offers all the information about the **Mobile Phone Signature**, which is the mobile version of the citizen card and was first introduced in December 2009. At the same time, a report to the Council of Ministers is in agreement with the priorities of the competence centre for the internet society, including activities to drive forward the Mobile Phone Signature. The '[Unternehmensservice-Portal](#)', a portal containing all necessary information for entrepreneurs and the B2G sector, starts a pilot service for a number of enterprises and is proceeding with the project schedule that deals with integration of services for different institutions.

2001 - 2010

Due to extensive length of the document, the eGovernment History has been shortened in the latest version of the eGovernment factsheet. Nevertheless, the information for years 2001 – 2010 can be fully retrieved [here](#).

eGovernment Strategy

Main strategic objectives and principles



A successful eGovernment needs well-informed citizens, businesses and public authorities who work with eGovernment and realise new electronic developments. This is only possible with the right strategy. The Austrian eGovernment strategy outlines basic concepts, base components and new standards which serve as guidelines for the implementation of electronic services and its infrastructure.

Even though eGovernment has been an area of discussion since 2001, there is still much left to be done, as eGovernment is a living system that constantly grows, learns and improves itself. Citizens and businesses breathe new life into it by using it and growing with the system. eGovernment should also be viewed on a European-wide scale. In an increasingly global world, the EU and its institutions have to put eGovernment and its advantages to use for its approximately 500 million citizens and businesses, so that they can communicate and interact electronically with governments across all borders.

eGovernment Vision 2020 (2009 - 2020)

The Platform Digital Austria (PDÖ), being the coordination and strategy committee of the Federal Government for eGovernment in Austria, has formulated the principles for a continued fruitful cooperation in the field of eGovernment, which are included in the short document '[eGovernment Vision 2020](#)'. This document is not a legally binding strategy; it rather sets out the mission statement and the basic strategic principles to be followed in the years to come in relation to eGovernment initiatives. The guidelines of Vision 2020 are relevant to the objectives of the '[eGovernment Action Plan 2011-2015](#)' for electronic public services launched by the European Commission on 15 December 2010. Establishing eID as a key enabler and advancing the inclusion with innovative public services, are among the priorities of the Austrian eGovernment strategy. The Vision 2020 particularly aims at development of the following areas: comfort and simplicity, increase in efficiency, reliability and security, transparency and openness, participation, innovation, businesses, national and international convergence and synergy.

eGovernment Strategy

In the past Austria has taken decisive action to implement the eGovernment project swiftly and efficiently. In May 2003, the Austrian Federal Government launched an eGovernment initiative to coordinate all eGovernment activities, by setting up two cross-departmental coordination bodies (eGovernment Platform and eCooperation Board). At the same time, stock was taken of all on-going activities and a roadmap was agreed.

The [eGovernment Act](#) that entered into force on 1 March 2004 was a milestone achievement. Austria was one of the first EU Member States to adopt comprehensive legislation on eGovernment. As security and trust are critical factors in eGovernment and eCommerce, Austria uses the same standards and tools for both areas (Citizen Card function, electronic signature, electronic payment), which secures its position as a business location.

In September 2005, a new organisational structure was implemented that took into account future challenges like sustainability, international cooperation and ongoing innovation, thus stabilising the federal ICT strategy, the coordination procedures and the formulation process of resulting tasks.

The basic elements of the structure specified in 2001 were retained, but the different committees that pre-existed were brought together more closely. The tasks specified by the ICT board and the eCooperation Board have been consolidated and are carried out in the context of the ICT strategy as before. The obligations of the two boards are coordinated by the ICT strategy platform. The joint presidency of these bodies by the federal Chief Information Officer (CIO) ensures a coordinated approach with no overlapping.

The [Federal eGovernment Strategy](#) provides an efficient implementation of electronic government services, based on the basic premise that all businesses and citizens must be able to perform all the procedures of public administration quickly and easily electronically without having special technical expertise. To achieve this goal, the Austrian eGovernment strategies are based on the involvement and close cooperation between the federal state, cities and municipalities.

The Federal eGovernment Strategy is structured in a modular fashion:

eGovernment Strategy, Part I: online procedures

Part I deals with online procedures from the perspective of the user and provides framework, objectives and implementation directives of online processes. Online processes or online transactions are official channels and contacts with authorities, which can be conducted electronically from citizens. They should be open 7 days a week around the clock.

eGovernment Strategy, Part II: methods and procedures

Part II focuses on methods and procedures within the administration. Well-functioning automation-assisted methods require joint action by the authorities. Thus, standardised processes and systems that communicate with each other are necessary. Technical and **organisational agreements** must be respected and use common standards. For the realisation of electronic methods as such, it is therefore appropriate to analyse current business processes and where necessary, to restructure them.

Development of modules for online applications (MOA)

The modules for online applications are provided by the Federal government to serve as a tool by which eGovernment applications can be created efficiently and safely. The MOA are **components** that will facilitate the use of electronic signatures and other applications such as delivery to the public agency. The modules have been prepared on behalf of the **Federal Chancellery** and the **Federal Ministry of Finance**. By June 2005, they were placed under the open source license for Apache Software Foundation in version 2.0. The distributions of the modules and the associated source code are thus freely available to all users.

Sample Applications

Several sample applications, like testing the Citizen Card, are open to public and private users. Some of these include: testing the citizen card, generate a toolkit for the generation of user certificates, provision of a citizen capsule (an emulation of a citizen card environment for test purposes and for the development of citizen card applications available) and a test mail message application.

The Federal eGovernment Strategy is based on a number of [principles](#), like its proximity to citizens, trust and security, transparency, accessibility, usability, data security, sustainability and interoperability.

Work Programme of the Austrian Federal Government (2013 - 2018)

The Social Democratic Party (SPÖ) and the Austrian People's Party (ÖVP) formed a joint Federal Government with the intention of working together during the 25th legislative period in a constructive, efficient and goal-directed manner on the basis of this Government Programme in the Federal Government, in Parliament, and in the institutions of the European Union, and shall implement this programme.

During the period 2013-2018, the two parties will work again in the knowledge that the coalition parties with different views on social, economic and political issues. Decisions taken in the Federal Government and in Parliament will be collectively represented in public.

The [new work programme of the Austrian Federal Government \(2013-2018\)](#) includes strong ICT driven topics, like the support of economic growth and employment, transport and infrastructure through reinforced use of ICT, reduction of bureaucratic burden for citizens and the economy through better e-government services, improving the access to electronic media at schools, improving security standards for critical infrastructure and 'cyber security' and foster political participation for a better and transparent decision making process of the state.

Previous eGovernment strategies

Programme of the Austrian Federal Government for the 24th Legislative period (2008-2013)

The Federal Government envisaged a modern and efficient administration at all levels in Austria in the interests of its citizens and economy. For this reason, the two coalition parties – the Social Democratic Party (SPÖ) and the Austrian People's Party (ÖVP) – worked together on the jointly drafted [Government Programme \(2008-2013\)](#) in the Federal Government in order for Austria to continue to move forward during the past five-year period.

ICT-Strategy 2005+ (2005)

The platform 'Digital Austria' coordinated a working programme in the new '[ICT-Strategy 2005+](#)', which aimed at promoting the cooperation of all partners - federal, state, cities, municipalities and business - in the field of eGovernment in order to provide an efficient and coordinated approach overall.

eGovernment Initiative (2003)

The Offensive aimed at the swift and sustainable evolution of eGovernment, in order for Austria to reach a leading position in the EU. Within the scope of the Austrian eGovernment Offensive, the main parts of eGovernment have been developed with interoperable communication in mind. The main objective was to avoid incompatible solutions and divergent parallel developments. The implementation of different interfaces in eGovernment applications would result in enormous effort and not so optimal quality, if sub-functions were integrated.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

eGovernment Act (2004)

The eGovernment Act forms the basis of Austrian laws on eGovernment. It was enacted on 1 March 2004 and the first amendment entered into force on 1 January 2008. This law

serves as the legal basis for eGovernment services. It enables closer cooperation between all authorities that provide eGovernment services and gives them the opportunity to networking jointly. Many mechanisms such as the citizen card, sector-specific personal identifiers and electronic delivery of documents are also able to be put to use in the private sector.

The most important principles of eGovernment law are:

- ▶ Freedom of choice for users in selecting the means of communication when contacting public authorities.
- ▶ Security and improved legal protection provided by appropriate technical measures such as the citizen card.
- ▶ Unhindered access for people with special needs to public administration information and services.

The amendment of the eGovernment Act in 2008 was complemented by a number of essential regulations, each of which defines in more detail some provisions of the Act and facilitates its implementation.

Since the last amendment (30 December 2010) there is an obligation for public authorities to query directory services to verify the accuracy of the data used in an official procedure. The pre-condition is either the approval of the applicant or a legal authorisation for the official data inquiry (§ 17 Abs. 2). The implementation of all technical and organisational obligations has to be fulfilled by all official authorities and directory services until 31 December 2012.

SourcePIN Register Regulation

The sourcePIN Register Regulation specifies the responsibilities of the sourcePIN Register Authority which are necessary for the implementation of the citizen card concept and the cooperation with its service providers. The main provisions deal with the following:

- ▶ The process to create identity links, including setting down the duties of citizen card registration agents, the validation of identity and the identity link dataset. The regulation also lays down that a compliant citizen card environment needs to support an interface that can bind the citizen card to the application. This interface is defined and published by the sourcePIN Register Authority.
- ▶ The transformation of sector-specific personal identifiers (ssPIN) into ssPINs of other authorities, the creation of ssPINs for specific authorities and for data applications in the public sector. The ssPIN Register Authority has an interface to create and transform ssPINs which it makes available to public authorities. This interface is also accessible via the portal network of public authorities. Each request to calculate an ssPIN is recorded by the sourcePIN Register Authority.

- ▶ The electronic representation of mandates on citizen card. An achievement of the citizen card concept is the possibility to represent mandates electronically. The sourcePIN Register Authority electronically signs a mandate representation dataset and thus prevents forgery. A service to revoke mandates online over the Internet is provided by the sourcePIN authority.

eGovernment Sectors Delimitation Regulation

For the purpose of generating sector-specific personal identifiers, each public sector data application needs to be assigned to a sector of State activity. The eGovernment Sector Delimitation Regulation defines the designations and the sector-identifiers.

Supplementary Register Regulation

This regulation plays an important role in the implementation of the citizen card concept, enabling natural persons and other affected parties to be registered in the supplementary register, who, due to legal restrictions, are not permitted to be entered into the primary registers.

The supplementary register is comprised of two registers: for natural persons and for other concerned parties. The eGovernment Act allows the sourcePIN Register Authority to take over the duties of service provider for the Ministry of Interior for the supplementary register for natural persons and for the Ministry of Finance for the second supplementary register.

The Electronic Signature Law and Ordinance

The electronic signature law and the accompanying Ordinance lay down the fundamental principles of electronic signatures in accordance with the European signature Directive. The electronic signature law differentiates between three types of signatures: simple, advanced and qualified. The citizen card uses a qualified signature. According to the signature law, a qualified signature is equal to that of a handwritten signature. This means that you can sign electronic contracts with a qualified signature and they will be as legally binding as if the contract was signed by hand. The electronic signature law also specifies requirements for businesses that issue qualified certificates (certificate providers), as well as regulations for the authentication of foreign certificates.

General Administrative Procedures Act

The General Administrative Procedures Act lays down the basic principles of administrative procedures. Article 13 is relevant to eGovernment in that it regulates the ways with which public authorities and citizens can communicate with each other, such as the transmission of applications by email or Web forms. The authority's website lists the addresses that application forms can be sent to, whether an electronic signature is needed and which formats are recommended or required for the application.

Since 1 January 2011, documents issued by public authorities require a handwritten signature, certification or 'official signature'. All electronic documents of written copies from public authorities are required to have an 'official signature' affixed to them. The 'official signature' is an advanced electronic signature including specific elements to certify that the 'official' origin of the document.

Service of Documents Act

The Service of Documents Act governs the delivery of all documents, such as official notices, which government authorities are required by law to send out. In both electronic and paper-based circumstances, a differentiation is made between deliveries that require

proof of delivery, by which the recipient confirms the delivery with a signature, and deliveries where no proof is required.

Proof of delivery is carried out via an electronic delivery service. This service is available from delivery service providers that have been approved by the Federal Chancellor. It allows customers (citizens and businesses) to register with their citizen card to confirm that they want to receive administrative documents electronically. A list of these delivery service providers is published by the Federal Chancellor online. Registering with a delivery service is sufficient notice in order to receive administrative documents. However, the use of an electronic delivery service is not obligatory.

Since 1 January 2009, in accordance with §37 of the Act, before documents can be delivered using an individual 'electronic communication service from the authority', a delivery using an electronic delivery service has to be attempted first. Only afterwards is it allowed for deliveries to be sent out to recipients that are registered on the authority's system. This includes cases in which an electronic delivery service cannot be used because the recipient is not registered with one.

Delivery Service Regulation

The Delivery Service Regulation further defines the admission standards that are given in §30 of the Service of Documents Act. These standards include criteria for assessing the technical and organisational ability of delivery services and the reliability of data protection aspects in particular. The technical requirements that are to be fulfilled by delivery services are contained in an annex to the Delivery Service Regulation, and are to be published online.

Delivery Forms Regulation

The Delivery Forms Regulation defines the forms for the first and second notifications which are sent electronically, as well as for the third and final notification which is sent by postal delivery to the recipient's delivery address, if one has been provided.

Freedom of Information Legislation

Constitutional Law on Access to Information (1987)

The Constitutional Law on Access to Information (*Auskunftspflichtgesetz*) became effective on 1 January 1988. This law contains **provisions on access to public information** in the federal and regional levels. It stipulates a general right of access and obliges federal authorities to answer questions regarding their areas of responsibility, insofar as this does not conflict with a legal obligation to maintain secrecy. However, it does not permit citizens to access documents, only to receive answers from the government on the content of information. The 9 Austrian *Länder* (States) have enacted laws that place similar obligations on their authorities.

Data Protection/Privacy Legislation

Data Protection Act (2000)

The Austrian Data Protection Act (*Datenschutzgesetz 2000*; DSG 2000, Federal Law Gazette I No. 165/1999) came into effect on 1 January 2000. In implementation of the Directive on Data Protection [95/46/EC](#), the act provides for a **fundamental right to privacy** with respect to the processing of personal data which entails the right to information, rectification of incorrect data and removal of unlawfully processed data. It regulates the

pre-conditions for the lawful use and transfer of data, including mandatory notification and registration obligations with the Data Protection Commission. Furthermore, it provides for judicial remedy in case of breach of its provisions.

eSignatures/eIdentity Legislation

Electronic Signature Act (1999)

The Electronic Signature Act (*Signaturgesetz*; SigG) came into force on 1 January 2000, making Austria the first EU Member State to implement Directive [1999/93/EC](#) on electronic signatures. The Act legally recognises electronic signatures satisfying certain security requirements and provides some evidential value to less secure electronic signatures. The act was [amended](#) in 2007. It is complemented by the [Austrian Signature Ordinance](#) of 2008 (Federal Law Gazette part II No. 3/2008). The [eGovernment Act](#) regulates the conditions for the use of electronic signatures in the public sector, as well as for the use of Citizen Cards and sector-specific personal identifiers.

eCommerce Legislation

eCommerce Act (2001)

The eCommerce Act (*eCommerce Gesetz*; ECG) which came into force on 1 January 2002 implements Directive [2000/31/EC](#) on electronic commerce. The Act deals with certain aspects of Information Society services. According to the Act, such Information Society services are – inter alia – online-distribution, online-information, online-advertisement, access services and search engines. The Act is therefore **applicable to virtually all services** provided on the Internet. It sets the principles of freedom of service provision and of country of origin, and provides for certain information obligations of providers of information society services for the benefit of their (potential) customers.

eCommunications Legislation

Telecommunications Act (2003)

The Telecommunications Act became effective on 20 August 2003. Hereby, the EU's regulatory framework on electronic communications was transposed into national law. The Telecommunications Act (*Telekommunikationsgesetz* 2003, TKG 2003) encompasses all five relevant directives and will be amended in the future by implementing the Data Retention Directive.

eProcurement Legislation

Federal Procurement Act (2006)

The Federal Procurement Act 2006 (*Bundesvergabegesetz* 2006; BVergG), which entered into force on 1 February 2006, replaced the Federal Procurement Act 2002 and repeals the eProcurement Regulation 2004. The **new Federal Procurement Act 2006** finally transposed all the **EU public procurement directives**, including their provisions regarding eProcurement, into national law.

Re-use of Public Sector Information (PSI)

Re-use of Information Act (2005)

The Directive [2003/98/EC](#) on reusing public sector information has been transposed into national law at federal level through the Re-use of Information Act (*Informationsweiterverwendungsgesetz; IWG*), in November 2005. To achieve the complete transposition of the PSI Directive, pertinent legislation was passed in all 9 Austrian *Länder* (States). On 7 September 2007, Austria notified the last pending implementation ([State Law of Salzburg](#)), thereby **completing transposition** of the PSI Directive.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

State Secretary within the Federal Chancellery

The responsibility for Austria's eGovernment strategy/policy lies with the State Secretary in the Federal Chancellery. The State Secretary is also responsible for coordinating tasks in the area of administrative management, public service and structural policy as well as affairs of the Ombud for Equal Treatment and is supported by the various bodies of all relevant actors, such as the Platform 'Digital Austria' and by administrative units within the Federal Chancellery, such as the ICT Strategy Unit.

Coordination

Platform 'Digital Austria'

After the successful implementation of the 'eGovernment Offensive' which was launched in 2003 by the Federal Government, the coordination structure for eGovernment was consolidated in autumn 2005 with the establishment of the Platform 'Digital Austria'. The Platform pools together the former eGovernment Platform set up in 2003 as part of the 'eGovernment Offensive' and the ICT Board created in 2001.

'Digital Austria' is a strategic platform that ensures the active participation of all levels of Government. It is composed of representatives of the federal government, regions, cities, municipalities, private and public sector bodies. The main tasks of the Platform are strategic decision-making, priority setting regarding the implementation of common eGovernment projects, their coordination and monitoring and the communication of these activities.

It is headed by the Chief Information Officer (CIO) and supported by the ICT Strategy Unit based in the Federal Chancellery and a public relation officer. 'Digital Austria' provides the operational umbrella for various task forces already active under the former ICT Board and eCooperation Board and specific thematic working groups. Participation in all these groups is open to representatives from all levels of government. The workload is shared amongst its members. It strengthens the generated culture of cooperation and coordination between all stakeholders and guarantees a sustainable development of eGovernment in Austria through large-scale implementation of interoperable and secure solutions.

Federal Chief Information Officer (CIO)

The CIO, appointed by the Federal Government in 2001, advises the Federal Government at strategic and technical levels, supports the formulation of its eGovernment policies, chairs the Platform 'Digital Austria' and promotes Austrian eGovernment solutions in the European and international arena.

The CIO regularly reports to the competent State Secretary for Administration and Public Service in the Federal Chancellery and to the Vice-Chancellor and Federal Minister for Science, Research and Economy on ongoing activities.

ICT Strategy Unit

After the implementation of the main elements of the eGovernment strategy, the Operative Unit that had originally been created to support the Chief Information Officer and the former ICT Board for the development of Austrian eGovernment, was integrated into the

ICT department of the Federal Chancellery in autumn 2005. The Unit is responsible at federal level for legal and organisational issues of eGovernment, coordination of technical infrastructure, programme and project management, budget control and procurement, and international issues in the area of eGovernment and security.

Implementation

Federal Ministries

Even though, overall coordination of ICT and eGovernment policies and activities lies within the competence of the Federal Chancellery, the different ministries and agencies assume responsibility for implementing their own projects. The major ministries involved in large-scale projects are the Federal Ministry of Labour, Social Affairs and Consumer Protection, the Federal Ministry of Education and Women's Affairs, the Federal Ministry of Finance, the Federal Ministry of Justice and the Federal Ministry of Transport, Innovation and Technology.

Support ICT Strategy Unit

The ICT Strategy Unit supports the Platform 'Digital Austria' at legal and organisational level, represents Austrian positions at European and international levels.

E-Government Innovation Centre (EGIZ)

The E-Government Innovation Centre (E-Government Innovations *Zentrum*, EGIZ) was founded in autumn 2005 as part of a consolidation of the bodies in charge of ICT and eGovernment. EGIZ consists of a research group that investigates innovative technologies and solutions for eGovernment. Under this cooperation, both groups (the EGIZ for research, the ICT Strategy Unit for implementation) put core focus on their respective duties. In addition, it allows for a closer collaboration between research and application. The EGIZ represents a platform and network for research activities with respect to eGovernment solutions.

Austrian Federal Computing Centre (BRZ)

A state-owned company, the Austrian Federal Computing Centre (*Bundesrechenzentrum* – BRZ) implements eGovernment solutions applicable to all aspects of public administration, such as the [HELP](#) eGovernment portal.

Furthermore it is one of the main providers of IT services to federal departments and administrations, including technical support and hosting. eGovernment solutions include ELAK, MOA Services, eDemocracy and eDK . It has also developed an Application Service Provider (ASP) service for its government customers.

Audit/Assurance

Court of Audit

The Austrian Court of Audit (*Rechnungshof*) is a state body under the Parliament, which has financial independence. The Court's jurisdiction extends to the Federal Government, regional and local governments, as well as to all bodies controlled or substantially funded by these.

Data Protection

Data Protection Authority

The role of the Data Protection Authority (*Datenschutzbehörde* – DSB) is to safeguard data protection in accordance with the regulations of the Data Protection Act 2000 (*Datenschutzgesetz* 2000). It shares this role with the Data Protection Council. The Date

Protection Authority has the power to make rulings on matters of data protection, and rules on all requests for information. Registration of data processings are done electronically to the Data Processing Registry.

Other actors

Secure Information Technology Centre ([A-SIT](#))

Founded in May 1999 by the Ministry of Finance, the Austrian National Bank and the technical University of Graz, the A-SIT is an independent non-profit association tasked with the development of expertise in the area of technical information security in order to serve authorities, the economy and citizens. Specific issues addressed include the introduction of the Citizen's Card (*Bürgerkarte*), the evaluation of cryptographic methods and eGovernment security aspects.

[Federal Economic Chamber](#)

The Austrian Chambers of Commerce issue their membership signature cards suitable for use as Citizen Cards, implement online services for businesses and maintain the commerce registers.

[Federation of Austrian Social Security Institutions](#)

The Federation of Austrian Social Security Institutions was in charge of the implementation of the electronic health insurance card ([eCard](#)) in 2006. The eCard has replaced an annual volume of more than 40 million paper-based healthcare vouchers. The implemented chip contains administrative data such as the holder's name, title, date of birth social insurance number and sex. The eCard may also be used as a Citizen Card, enabling users to securely access electronic public services and complete administrative procedures electronically. To this end, the eCard contains a qualified certificate since 1 January 2008.

[Austrian Computer Society \(OCG\)](#)

The OCG administers the [Forum eGovernment](#), which brings together representatives of Public Administration, industry and academia, and provides an independent platform for the discussion and exchange of experience in eGovernment and eDemocracy. The forum currently maintains five working groups: Organisation; Legal; Technology; eVoting/eDemocracy; and eGovernment Strategies. The OCG also issues its membership signature cards suitable for use as Citizen Cards.

Regional & Local eGovernment

Policy/Strategy

[Platform 'Digital Austria'](#)

Senior representatives of the regional and local governments participate in the Platform 'Digital Austria', which is responsible for devising integrated eGovernment strategies headed by the Federal Chief Information Officer. The objectives and roadmaps adopted by the Platform are thus also valid for regional and local governments. These orientations are then translated or included into regional and local strategies, for which regional States (*Länder*) and Municipal Governments are responsible.

Coordination

[Platform 'Digital Austria'](#)

The Platform 'Digital Austria' coordinates and monitors the elaboration and implementation of the road map for horizontal eGovernment projects involving all layers of government (federal, regional, local). Its tasks include allocating responsibility for the preparation of

implementation projects, and monitoring current work and implementation projects of participating organisations.

eGovernment Working Group of the Federal, Regional and Local Authorities

To provide a uniform system of eGovernment, intensive cooperation across all levels of administration is required. Such cooperation is guaranteed by the cooperation with the Platform 'Digital Austria' which operates as an umbrella for all working groups open for representatives of the federal, regional and local authorities. The open participation enables Federal administration, regions, the Austrian Association of Cities and Towns and the Austrian Association of Municipalities to develop joint solutions for legal, technical and organisational issues. The required transparency is ensured by a common information and communication platform.

Implementation

Regional and Municipal Governments

Responsibility for implementation lies with individual State (*Länder*) and Municipal Governments.

Support

Austrian Association of Cities and Towns

The Austrian Association of Cities and Towns (*Österreichischer Städtebund*) represents the interests of large municipalities in Austria. It has 246 members among the total of 2 354 local authorities in Austria, which represent approximately 55 % of the total population of the country. It has set up some 40 technical committees to explore innovative measures and programmes adopted by the towns and communities, develop statements regarding new legislation and discuss the implementation of new policies. eGovernment is currently one of its main focuses.

Austrian Association of Municipalities

The Austrian Association of Municipalities (*Österreichischer Gemeindebund*) is the legal representation of the interests of smaller and medium-sized municipalities in Austria. A total of 2 343 municipalities are members of the association.

Audit/Assurance

Court of Audit

The Austrian Court of Audit (*Rechnungshof*) is a state body under the Parliament, which has financial independence. The Court's jurisdiction extends to the Federal Government, regional and local governments, as well as to all bodies controlled or substantially funded by these.

eGovernment Who's Who

Main eGovernment decision-makers and executives

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eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

[HELP.gv.at](#)

'HELP' is an Internet platform linking to a large number of public authorities. It provides information on all interactions with Austrian authorities required in the most frequent life situations such as pregnancy, childbirth, marriage or housing, and permits the electronic processing of some of these procedures. The portal constitutes an interface between authorities and citizens, with special emphasis on transparency, user-friendliness and clarity of information. HELP can be accessed 24/7 in order to obtain useful information on dealings with different authorities in approximately 200 life situations. It makes possible the processing of a large number of administrative procedures electronically via '[Online-Amtswege](#)'. In January 2016, the portal recorded over 1.7 million visits. In addition, HELP offers foreign nationals and orientation guide in English. Structured in accordance with individual life situations (e.g. work, car, retirement pension), it provides information and support to foreigners who come to Austria in order to live and work. HELP aims to guide foreign users step by step through the required administrative procedures.

The portal has received a number of accolades, including the 2007 Austrian Public Service Award, given by the Vienna Chamber of Commerce and Businessworld, and the eEurope eGovernment Award in 2003.

[Business Service Portal \(USP\)](#)

Since 1 January 2010, the Business Service Portal '[USP.gv.at](#)' (*Unternehmensserviceportal*), an initiative of the Federal Government, has been offering useful information on a wide range of topics that are of business interest. The portal aims to serve as a single entry point for businesses to the administration. By offering information (administrative activities, starting a business, tax and legal requirements) and transaction services, it intends to help businesses to fulfil their information obligations and to reduce their administrative burden. Information and advice is provided on administrative activities, including starting a business, tax and legal requirements. The information provided is based on the business content originally offered under 'HELP.gv.at', which has since been absorbed by the USP. In January 2016 the portal recorded 247.472 visits.

[Legal Information System of the Republic of Austria \(RIS\)](#)

The Legal Information System of the Republic of Austria (RIS) is an electronic database operated by the Austrian Federal Chancellery which serves the **publication of authentic legal texts** as an alternative to the paper-based 'BGBl' (Federal Law Gazette), and provides information on current laws in the Republic of Austria (e.g. in the form of a consolidated version of Austrian Federal Law). (Annual query of 1.9 billion documents over [ris.bka.gv.at](#)).

[Portal group](#)

The 'portal group' is a link-up of administrative portals and the basic infrastructure for the authentication and authorisation of public sector employees when accessing restricted online resources. By implementing the Portal Group Protocol, the user management of shared eGovernment applications can be radically simplified, providing single sign for users.

The operators of portals of the federal administration are obliged to implement the [Portal Group Agreement](#), building a web of trust. Participating organisations can use their own local user administrations for managing access to external eGovernment applications.

[Open Government Data Portal \(data.gv.at\)](#)

Through the implementation and the start of the Austrian "One-Stop Open Government Data Metaportal" (data.gv.at) on 18.04.2012, another obstacle on the path to a successful implementation of Open Government Data in Austria was eliminated. With data.gv.at a central catalogue for open government data in Austria was launched that aims to make it possible for users to quickly and simply find the required data via a single electronic point of contact. Open Government Data is seen as holding the potential for promoting social, cultural, scientific and economic progress in many areas in the long term. By making it possible to use non-personal information of the public sector, the development of new products and services is promoted. In addition, Open Government Data is seen as an appropriate tool to increase the transparency of administrative activities, to improve collaboration between politics, administration, business, research and citizens and to strengthen democracy. In 2014, data.gv.at recorded 117.000 visits.

[IKT Projekte portal](#)

The portal has been re-launched in October 2011, providing an overview of Austrian ideas and developments in the sector of information and communication technologies. Merged categories and better assistance are just some of the improvements performed on the revised web-platform.

[FinanzOnline portal](#)

FinanzOnline provides a one-click link to the Austrian tax administration. Using FinanzOnline, Austrian citizens can, for instance, file their tax return electronically from home 24 hours a day. Processing your employment tax return online saves both time and money. Upon request, assessment notices can be delivered electronically in just a few days.

[GESUNDheit.gv.at portal](#)

The guiding principle of the Health Portal is to provide information to people in order to ensure and expand their participation and choices in the health care ('patient empowerment'). Accordingly, as available on the [portal](#), quality-assured information about the healthcare system and other benefits is provided for citizens. Besides medical information, the portal also contains information on the structure and organization of health services.

[ICT security portal](#)

At the address <http://www.onlinesicherheit.gv.at> citizens find an Internet portal with comprehensive information on the topic of "Security of information and communication technologies (ICT)". The ICT security portal pursues the goal of promoting the ICT security culture in Austria through sensitisation and raising awareness among the target groups concerned and through the provision of target-group-specific recommendations for action.

eIdentification/eAuthentication

Citizen Card

To make procedures with public authorities both secure and traceable, public authorities must be able to verify a person's identity. An electronic tool is needed that can uniquely identify citizens and businesses. This electronic identification is the 'citizen card'. The citizen card can also be used to sign documents securely and electronically. Since the implementation of the mobile phone signature (citizen card with mobile phone function) at the end of 2009, it is no longer necessary to have chip cards, card reading devices, or to install software on a local machine in order to use citizen card functionality. In comparison to other systems, the citizen card has many advantages. The normal username/password approach presents a high security risk due to poorly chosen passwords. Research has shown that many computer users select bad, easy to crack passwords (e.g., their own name) or write the passwords down. Passwords can also be intercepted on the Internet. All of these problems lead to unauthorised access. The 'digital signature' is covered by law and protects against unwanted access and changes to content.

The term 'citizen card' is used to describe an identity management concept that makes it possible to provide electronic services for public administration employees and customers in a simple and secure manner. Being the electronic identification in the Internet, the citizen card provides unique identification and authentication of users, which is necessary in order to offer certain electronic procedures. When the citizen card functionality is activated, for example free-of-charge on a citizen's e-card, two certificates and an 'identity link' is saved on the storage medium. The identity link establishes a link between the person and the storage medium. This enables the person to be identified at a later time. The authentication and signature certificates are used to encrypt and sign data and documents.

The requirement in the eGovernment Act (E-Government-Gesetz, or E-GovG) specifying that the citizen card must contain a qualified electronic signature (§ 2 L 10 E-GovG), ensures the citizen card functionality. Together with it the electronic signature as the legal equivalent of a handwritten signature, has unlimited uses in business and international affairs.

Since the end of 2009 citizens are able to choose between two different citizen card options. The first is the well-known card-based option, in which e.g. the eCard is activated as a citizen card. Their other choice is a mobile phone solution called the 'mobile phone signature'. The mobile phone signature (citizen card function on the mobile phone) was developed with support of the EU Commission in the large EU pilot project on interoperability of electronic identities called 'STORK'. It was activated during the last quarter in 2009. This solution makes it possible to use electronic signatures with a mobile phone. In contrast to the card-based citizen card, installing software and additional hardware (card reader) is no longer necessary.

eGovLabs - Joinup

Many eGovernment applications use modules for online applications (MOA), software components that encapsulate all the procedures needed to carry out specific functions, including verifying and affixing electronic signatures, reading identification data from the citizen card and delivering notifications from authorities. For this reason, the software is continually maintained in a collaborative process and upgraded to fulfil new requirements. For this purpose, the eGovLabs platform was created for the developer community so that feature and change requests, error reports and enhancements could be collaborated on in a structured manner. The modules and all their versions, including the source code, are available on this open source repository. In order to underline the European dimension and the cross-border usability, eGovLabs has been shifted to the EU JOINUP open source platform.

eProcurement

PEP online

The public procurement platform (PEP-Online) gives the opportunity to public buyers in Austria and Croatia to electronically provide interested suppliers with **information about tender notices**. Upon registration at www.lieferanzeiger.at, buyers have to enter the required information about a public procurement procedure into the system. A subsequent electronic verification ensures that all data is consistent and valid. Following this, the buyers have to specify the date and the media to be used for the publication, as well as to upload the tender documents. After registration at www.auftrag.at, interested suppliers are able to search the online database, view and download tender documents, visit a buyer's profile or define automatic search profiles.

BBG eShop

The electronic purchasing system, which uses web technology by the [Federal Procurement Agency](#) (FPA), allows FPA customers to call off electronic framework agreements and contracts. The purchasing process (from raising a purchase requisition, approval workflows, completing the purchase order to dispatching the PO to the vendor), is covered within the eShop. It simplifies and speeds up the internal processes by using flexible, customer-orientated electronic workflows. Furthermore, it improves the quality of business process documentation for registered users and their organisations.

Other Infrastructure

Electronic File System (ELAK)

The Electronic File system was introduced in order to **replace paper-based filing and archiving** in all Austrian ministries. An electronic file is created for every written request requiring an answer and every internal work of possible further interest. In this way, every procedure can be easily audited anytime by viewing the file. The electronic file system at federal level means that many procedures can now be conducted more efficiently facilitating inter-administrative transactions, which can now be processed using just one medium. The introduction of ELAK brought about significant savings.

Electronic Delivery Service

In 2008 and 2009, the first two privately run delivery services became operational conforming to the legal regulations and technical specifications for electronic delivery. Between 2004 and 2008, the Austrian Government operated an official electronic delivery service (*Zustelldienst*), designed to enable administrative procedures to be conducted by citizens from the application stage to delivery via the Internet. The service allows public administrations and citizens to exchange messages with the guarantee that messages are effectively sent and received. It provides users with **official acknowledgement of receipt**, and registered mails delivered by the system have legal status. To subscribe to the service, a user needs to have a digital signature. The system is compatible with the Citizen Card. The official electronic delivery service is meant to gradually replace all paper-based notifications from public authorities to citizens and businesses. The specification of the Delivery Service has recently been extended and now includes the option to generate paper-based deliveries (e.g. by automated printing). This provides a single interface for the administration, but also alternative means of delivery for citizens and businesses. Actually there are [four privately run delivery service](#) on the market.

Directory Services

The eGovernment strategy of the Federal Government intends to achieve a comprehensive representation of all Public Administration procedures in electronic form. This includes the transactions between the government and citizens (G2C), as well as internal transactions between public authorities themselves (G2G). Within the framework of these procedures, the responsibilities and the rights of persons, and those of organisational units constitute important parameters. The directory service makes this information available electronically in a standardised manner and enables accessing it through well-defined application interfaces. Directory Services serve as the infrastructure upon which various internal and external information services can be built. A central directory service and data model was developed for the Austrian Government for use on the '[LDAP.gv.at](https://ldap.gv.at)' domain.

In the future, a [directory service \(LDAP\)](#) will deliver an overview of all public authorities and their areas of responsibility. This service will contain all relevant contact information and descriptions which can be queried in a standard search. It is also possible to access this information from the public authority directory on '[HELP.gv.at](https://help.gv.at)'.

Keeping the directory as complete as possible requires the cooperation of all public authorities, which have to deliver up-to-date data on a regular basis. The directory takes on special importance with regard to the service guidelines of the EU by allowing the responsible federal, city or municipal authority to be searched for and found.

Signaturprüfung - Signature Verification (RTR)

The [signature verification service is a web application](#) with which it is also possible to verify electronic signatures without installation of a specialised software. The supported signatures are the internationally standardized formats such as XMLDSIG and CMS as well as formats used in Austrian E-Government Applications (e.g. PDF-AS). The user interface is both in German and English, depending on the browser settings. In order to ensure confidentiality of communication, the service is encrypted.

Electronic Data Processing Register ('DVR-Online')

Since 1st September 2012, the Electronic Data Processing Register is online in Austria that allows for a free and anonymous insight into public registries online. All data processing of every Austrian Data Controller can be requested without any previous registration or login. Furthermore, over time his online data processing register shall evolve to an important public compliance tool as it will allow the population (e.g. customers, employees, works councils, competitors or journalists) to retrieve the current register status concerning a specific Data Controller within seconds. The procedure of electronic filling/submission is furthermore enforced as it is mandatory and submission of conventional paper-based forms is not accepted anymore.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad.

The groups of services for citizens are as follows:

1. **Travel**
2. **Work and retirement**
3. **Vehicles**
4. **Residence formalities**
5. **Education and youth**
6. **Health**
7. **Family**
8. **Consumers**

1. Travel

Passenger rights, documents you need

Passport

Responsibility: Central Government (Federation) / Local Government (Municipalities)

Website: <http://www.help.gv.at/>

Description: Information and forms to download on the federal public services portal Help.gv.at. Applicants are legally required to sign personally the passport, and a visit in person to the competent administration (municipality) is therefore necessary, where delivery is immediate.

Money and charges

VAT refunds and excise duties

Responsibility: Federal Ministry of Finance

Website: <http://www.bmf.gv.at/>

Description: Information on the online submission of VAT return and the registration necessary to do is available on the dedicated webpage of the Federal Ministry of Finance. Registration to pursue these services is also part of the website.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices

Responsibility: Central Government (Federation), Public Employment Service (*Arbeitsmarktservice* - AMS)

Website: <http://www.ams.at/>

Description: AMS provides a set of services for both job-seekers and employers, included an e-Job Room establishing direct contact between candidates and enterprises

Professional qualifications

Legal information system (incl. information on the regulated professions)

Responsibility: The Legal Information System of the Republic of Austria

Website: <http://www.ris.bka.gv.at/UI/Erv/Info.aspx>

Description: The Legal Information System of the Republic of Austria (RIS) is a computer-assisted information system on Austrian law, which is coordinated and operated by the Austrian Federal Chancellery. The RIS starts 1983 when the essential features of the system were designed. After federal legislation had been incorporated, the inclusion of the court decisions was started.

Taxes, unemployment and benefits

Income taxes: declaration, notification of assessment

Responsibility: Central Government (Federation), Federal Ministry of Finance

Website: <https://finanzonline.bmf.gv.at/>

Description: FINANZOnline enables electronic filing of tax returns. Since February 2003, the service has become fully transactional.

Unemployment benefits

Responsibility: Central Government (Federation), Public Employment Service (*Arbeitsmarktservice* - AMS)

Website: <http://www.ams.or.at/>

Description: Information and forms to download.

Unemployment benefits

Responsibility: Austrian Social Security

Website: <http://www.sozialversicherung.at/>

Description: The online service for those who are insured provides the following services: application forms (e.g. retirement, child care allowances, etc.), health insurance data, health services statement (LIVE), standard personal retirement account (ePk), prescription fee account, and social insurance dataset.

Unemployment notice AMS Next Job

Responsibility: Labour Market Service (*Arbeitsmarktservice*, AMS)

Website: <https://www.e-ams.at/eams-sfa-account/p/index.jsf>

Description: This project helps people who have been given notice or have left their job to find a new position as quickly and with as little paper-work as possible. It shall allow citizens to declare their unemployment status in advance and apply for unemployment benefits, as well as cancel them again over the Internet.

3. Vehicles

Driving licence

Driver's licence

Responsibility: This service is not relevant for Austria

Website: N/A

Description: With the new drivers' licence register citizens do not have to apply for a licence themselves anymore. It is now handled by the driving schools. The licence is automatically issued when the driving school confirms in the online register that a customer has successfully passed the driving test.

Insurance

Third-party insurance

Responsibility: Austrian telephone directorate Herold

Website: <http://www.herold.at/>

Description: A third-party car insurance is compulsory in Austria and can be arranged via an insurance broker or an insurance company. All the insurance companies are listed in the aforementioned online telephone directory.

Registration

Car registration (new, used, imported cars)

Responsibility: This service is not relevant for Austria

Website: N/A

Description: Car registration is now handled directly by insurance companies and therefore does not constitute a direct service for citizens. [Information](#) about this process is nevertheless provided on the federal portal [Help.gv.at](http://www.help.gv.at).

4. Residence (and other) formalities

Documents and formalities

Announcement of moving (change of address)

Responsibility: Central Government (Federation) / Local Government (Municipalities)

Website: <https://www.help.gv.at/Portal.Node/hlpd/public/content/18/Seite.180000.html>

Description: The federal portal [HELP.gv.at](http://www.help.gv.at) provides information on moving and change of address notification, and related forms to download.

Certificates (birth, marriage): request and delivery

Responsibility: Local Government (Municipalities)

Website: N/A

Description: When a person registers with the Central Register of Residents (*Zentrales Melderegister*), the competent authority verifies the accuracy of the existing personal and nationality data and informs accordingly the Central Register of Residents.

Criminal Record Certificate

Responsibility: Local Government (Municipalities) – Criminal Records Authority

Website: <https://www.help.gv.at/Portal.Node/hlpd/public/content/30/Seite.300020.html>

Description: The Federal Police Headquarters of Vienna offers an [electronic criminal record certificate](#) with steps similar to those of applying for the proof of residence. It contains information about any convictions that were entered into the register, or states that no entries were found if the person has a clean record.

Declaration to the police (e.g. in case of theft)

Responsibility: Central Government (Federation), Federal Police

Website: <http://www.bmi.gv.at/cms/bk/meldestellen/>

Description: Information and a printable download form are available. Declarations regarding child pornography, environmental crimes and neo-Nazi activities can be transmitted via e-mail to the competent investigation authorities (www.bmi.gv.at).

Housing (building and housing, environment)

Responsibility: Regional Government (States), Local Government (Municipalities)

Website: <https://www.help.gv.at/Portal.Node/hlpd/public/content/k501/Seite.501000.html>

Description: The federal public services portal Help.gv.at provides information about housing in Austria and related formalities such as building permissions, and links to regional processes online or downloadable forms.

Passport

Responsibility: Central Government (Federation) / Local Government (Municipalities)

Website: <http://www.help.gv.at/>

Description: Information and forms to download on the federal public services portal Help.gv.at. Applicants are legally required to sign personally the passport, and a visit in person to the competent administration (municipality) is therefore necessary, where delivery is immediate.

Waste

Responsibility: Regional Government (States), Local Government (Municipalities)

Website: <http://www.help.gv.at/>

Description: The federal public services portal Help.gv.at provides information about eServices such as cleaning and replacement of litter bin, old paper collection subscription/un-subscription, and links to regional processes online or downloadable forms.

Elections abroad

Participation in Austrian elections

Responsibility: The Austrian Foreign Ministry

Website: <http://www.bmeia.gv.at/en/embassy/consulate-general-new-york/practical-advice/consular-information/austrian-elections.html>

Description: Austrian citizens residing abroad have been given the right to cast their votes in national elections, elections to the European Parliament, and national referenda. The Austrian Foreign Ministry's dedicated website provides an overview of this service – in particular in regard to voter registration, absentee ballot, and how to cast the vote.

5. Education and youth

School, university

Enrolment in higher education/university

Responsibility: Universities and Colleges of Higher Education

Website: <https://www.help.gv.at/Portal.Node/hlpd/public/content/16/Seite.160100.html>

Description: The federal eGovernment portal [HELP.gv.at](http://www.help.gv.at) provides up-to-date information on enrolment in Higher Education. This enrolment is managed by individual higher education institutions, as some have developed online enrolment systems (e.g. [University of Vienna](http://www.univie.ac.at)).

Public libraries (availability of catalogues, search tools)

Responsibility: Central/Regional/Local Government, Austrian Association of Libraries

Website: <http://www.bibliotheken.at/>

Description: Online searchable catalogue for all Austrian public libraries. Project supported by the Federal Ministry for Education, Science and Culture.

Student grants

Responsibility: Central Government (Federation), Federal Ministry for Education, Art and Culture

Website: <http://www.stipendium.at/>

Description: Fully functional student grants application system.

Traineeship, volunteering

Summer internships

Responsibility: Central Government (Federation), Federal Ministry of Labour, Social Affairs and Consumer Protection

Website: <http://www.watchlist-praktikum.at/>

Description: Portal with extensive information on internships.

Voluntary social involvement

Responsibility: Federal Ministry of Labour, Social Affairs and Consumer Protection

Website: <https://www.help.gv.at/Portal.Node/hlpd/public/content/298/Seite.2980010.html>

Description: The federal eGovernment portal HELP.gv.at (section only in German) provides general information about volunteering, memorial services, peace or social service abroad, as well as about funds available for volunteers.

Researchers

Information and assistance to researchers

Responsibility: EURAXESS Austria

Website: <http://www.euraxess.at/>

Description: EURAXESS Austria provides information and assistance to mobile researchers – by means of the web portal and with the support of our national EURAXESS Service Centres. The portal contains practical information concerning professional and daily life, as well as information on job and funding opportunities.

Public libraries (availability of catalogues, search tools)

Responsibility: Central/Regional/Local Government, Austrian Association of Libraries

Website: <http://www.bibliotheken.at/>

Description: Online searchable catalogue for all Austrian public libraries. Project supported by the Federal Ministry for Education, Science and Culture.

Research funding support

Responsibility: The Austrian Research Promotion Agency (FFG)

Website: <https://www.ffg.at/en/funding>

Description: Information on available funding opportunities for the researchers.

6. Health

Planned and unplanned healthcare

e-health insurance card Smartcard

Responsibility: Federal Ministry of Health

Website: www.chipkarte.at/english

Description: Chipkarte e-card is a system that connects patients, providers, hospitals, and pharmacies through Europe. The nationwide rollout of the "e-card"- (Health Insurance Card)-System was successfully finalized by the end of 2005. The e-card is used as the key card for health insurance verification

Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: N/A

Website: N/A

Description: This service is not relevant for Austria. Appointments are managed by the different hospitals across the country. Information on health-related services is provided on the websites of the [Ministry of Health](#) and the various State governments (*Länder*). Several health related inquiries be accessed or processed online and their list is published on the [Help.gv.at portal](http://Help.gv.at).

Medical costs (reimbursement or direct settlement)

Responsibility: This service is not relevant for Austria.

Website: N/A

Description: Costs for medical treatment and medicine are covered by obligatory health insurance and there is usually no need for citizens to ask for reimbursement. Pharmacies settle up medicine's costs with the [social security institutions](#) using electronic standard procedures.

When living abroad**Healthcare abroad**

Responsibility: Federal Ministry of Health

Website: https://www.sozialversicherung.at/portal27/sec/portal/esv_enportal/content/contentWindow?contentid=10007.687372&action=2

Description: The European Health Insurance Card (EHIC) is on the reverse of the e-card issued to Austrian residents. This replaces the "Foreign travel health insurance certificate" (form E 111, "Holiday Health Insurance Certificate") and should be used to claim health insurance entitlements while temporarily outside Austria (e.g. while on holiday or on a business trip) in EU states, the countries of the EEA or Switzerland.

7. Family**Children, couples****Child allowances**

Responsibility: Central Government (Federation), Federal Ministry of Finance

Website: <https://www.bmfj.gv.at/ministerin/Aktuelles/Themen/Antragslose-FBH.html>

Description: The Family Allowances Fund (*Familienlastenausgleichsfonds*), financed from employers' contributions and general tax revenues, is responsible for providing family benefits including child benefit (*Familienbeihilfe*). This is mainly paid out by the tax offices. The amount increases with the age of the child and the number of children in the family. Since May 2015, the child benefit is implemented as no-stop eGovernment service. Parents do not have to file an application to get the child benefit anymore.

8. Consumers**Shopping (your rights), unfair treatment****Consumer protection**

Responsibility: Federal Ministry of labour, Social affairs and Consumer protection

Website: <http://www.sozialministerium.at//siteEN/>

Description: The [Consumer Protection Division's dedicated webpage](#) at the Federal Ministry of Labour, Social Affairs and Consumer Protection has collected the most common questions and presents them and the answers to them in a section focused on the Consumer Protection – particularly in areas of cancellation of contracts, general consumer problems, guarantees, internet, telephone, etc. and other general information on consumer policy in Austria is available on this portal.

Financial products and services

Savings and finances

Responsibility: This service is not relevant for Austria.

Website: <https://www.help.gv.at/>

Description: The federal eGovernment portal HELP.gv.at (section only in Germany) provides information on several related topics grouped under three overarching topics: taxes and expenses, finances, and financial assistance. About volunteering, memorial services, peace or social service abroad, as well as about funds available for volunteers.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to doing business abroad.

The groups of services for businesses are as follows:

1. **Start and grow**
2. **VAT and customs**
3. **Selling abroad**
4. **Staff**
5. **Product requirements**
6. **Finance and funding**
7. **Public contracts**
8. **Environment**

1. Start and grow

Start-ups, European Company

Registration of a new company

Responsibility: Regional Government (States)

Website: <https://www.gruenderservice.at/>

Description: The federal portal for Businesses (usp.gv.at) provides general information on business registration procedures and links to related forms. Business registration in Austria is the responsibility of regional governments (and is in some regions handled by Chambers of Commerce). Online registration services are provided in some regions, such as Vienna ([Wiener Gewerberegister](#)).

The Business Service Portal

Responsibility: Unternehmensserviceportal, Federal Ministries (municipalities)

Website: <https://www.usp.gv.at/Portal.Node/usp/public>

Description: The [Business Service Portal](#) is a gateway to eGovernment services for business since 1st January 2010. The Article 3 of the Business Service Portal Act obliges every Federal Minister to provide information and support the procedures that aid the operation of the citizens' service portal. By offering information (administrative activities, starting a business, tax and legal requirements) and transaction services, it intends to help established and continuing businesses to fulfil their information obligations and to reduce their administrative burden. Information and advice is provided on administrative activities, including starting a business, tax and legal requirements. The information provided is based on the business content originally offered under 'HELP.gv.at', which has since been absorbed by the USP.

Intellectual property rights

Patents

Responsibility: Austrian Patent Office (Oesterreichisches Patentamt)

Website: <http://www.patentamt.at/>

Description: Information on the patent processes in Austria are freely available at the web portal of the Austrian Patent Office. Furthermore, it offers the following online services: to search for bibliographic data of industrial property rights of Austria Patent Office, pending and upright patents, utility models, trademarks and designs; information on the online registration of national trademarks; and several other online services or information about them.

Annual accounts

Submission of data to statistical offices

Responsibility: Central Government (Federation), Federal Statistics Institution

Website: http://www.statistik.at/web_en/

Description: Businesses and public authorities are able to transmit statistical data electronically. Registration for data identification is necessary.

The Citizen Card for Businesses

Responsibility: Federal Chancellery of Austria

Website: <http://www.buergerkarte.at/>

Description: It is used for uniquely identifying users and makes communication between public authorities and businesses secure. It makes it possible to file sales tax, income tax and corporate tax returns online. Electronic tenders save businesses money since it is no longer necessary to produce multiple copies of the tender documents. Employees can put their citizen card to use at work, if they have a mandate stored on it (see the Electronic Mandates chapter) and hence it also allows employees to conduct transactions with public authorities on behalf of the business.

2. VAT and customs

VAT – Basic rules, Cross-border VAT, Check a VAT number (VIES), VAT refunds

Electronic Payments

Responsibility: Central Government (Federation), Federal Ministry of Finance

Website: <http://www.digitales.oesterreich.gv.at/site/5227/Default.aspx>

Description: A special interface specifically designed for integrating online payment systems was developed, called [EPS online](#). The service allows the electronic payments for eGovernment services. While the procedure is in progress, the public authority receives an electronically signed message with the confirmation that the payment was received, usually from the bank. Other than payments related to businesses, there are many real-life examples of electronic payments being used in eGovernment, such as for the "criminal record certificate" or the electronic "proof of residency". After applying for proof of residency, the respective fee can be paid easily using an electronic payment system.

VAT: declaration, notification

Responsibility: Central Government (Federation), Federal Ministry of Finance

Website: https://www.usp.gv.at/Portal.Node/usp/public/content/steuern_und_finanzen/umsatzsteuer/abgabepflicht_umsatzsteuererklaerung/40910.html

Description: USP enables electronic filing of VAT (*Umsatzsteuer* - USt).

Excise duties

Corporate tax: declaration, notification

Responsibility: Central Government (Federation), Federal Ministry of Finance

Website: https://www.usp.gv.at/Portal.Node/usp/public/content/steuern_und_finanzen/koerperschaftsteuer/40362.html

Description: USP enables electronic declaration of corporation tax.

Reporting imports/exports

Customs declarations (e-Customs)

Responsibility: Central Government (Federation), Federal Ministry of Finance

Website: <https://www.bmf.gv.at/zoll/zoll.html>

Description: The New Computerised Transit System is part of the e-zoll.at project and allows customs declarations at the premises of the importer/transporter and data transmission via XML-Web Services. No public website is provided since the service uses application-to-application protocols. Only an intranet website is provided for customs officials when declarations are made at the border.

3. Selling abroad

Providing services abroad, distance selling, importing/exporting rules

Electronic delivery (of documents)

Responsibility: Federal Chancellery of Austria

Website: <http://www.zustellung.gv.at>

Description: After successfully registering with one of the officially approved electronic delivery services, business employees or their representatives can retrieve documents online from anywhere, 24 hours a day, 7 days a week. Electronically delivered registered mail is held for at least 14 days in the inbox, but this time period can be extended if desired.

Competition rules, unfair contract terms, consumer guarantees, defective products

Austrian law

Responsibility: Federal Chancellery of Austria

Website: <https://www.ris.bka.gv.at/defaultEn.aspx>

Description: The Legal Information System of the Republic of Austria is a platform and data base providing information on Austrian law. Its main contents are legislation in its current version (federal and state), law gazettes (federal and state) and case law. The Legal Information System also serves as the framework for the authentic electronic publication of the Federal Law Gazette and of the State Law Gazettes.

4. Staff

Terms of employment, social security, equal treatment, redundancies

Social contributions for employees

Responsibility: Social Security Institutions

Website: <http://www.elda.at/>

Description: ELDA (Electronic Data Exchange with the Austrian Social Security Institutions) is a country-wide project of social security institutions to enable businesses to transmit social security-relevant data electronically. The service is fully transactional.

Health and safety

Labour Inspectorate's portal

Responsibility: Federal Ministry of Labour, Social Affairs and Consumer Protection (Labour Inspectorate)

Website: <http://www.arbeitsinspektion.gv.at/inspektorat/>

Description: The website of the Labour Inspectorate contains all necessary information in regards to the legislation related to the safety and health at work.

5. Product requirements

CE marking, mutual recognition, standardisation in Europe, classification, labelling, packaging

Commercial and industrial norms in Austria

Responsibility: Austrian Bureau of Standards

Website: <http://www.on-norm.at/>

Description: Online consultation of standards can be performed via this service provided by the Austrian Bureau of Standards.

Chemicals (REACH)

Austrian REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals, EU Regulation no 1907/2006) Helpdesk

Responsibility: Federal Ministry of Agriculture, Forestry, Environment and Water Management (Bundesministerium für Land- und Forstwirtschaft, Umwelt und Wasserwirtschaft, BMLFUW), Responsible unit: Unit V.2 (chemicals policy)

Website: www.reachhelpdesk.at

Description: The [website](http://www.reachhelpdesk.at) (German only) offers ample information particularly for small and medium-scale enterprises.

6. Finance and funding

Access to funding, EU funding programmes

Austrian Promotional Bank

Responsibility: Austria Wirtschaftsservice Gesellschaft mbH (aws)

Website: <http://awsq.at/Content.Node/en/index.en.php>

Description: Austria Wirtschaftsservice Gesellschaft mbH (aws) is the Austrian federal promotional bank. It assists companies in their implementation of innovative projects by granting loans, awarding subsidies and issuing guarantees at favourable interest rates, particularly in cases in which it is not possible for these companies to obtain the necessary funds in a sufficient amount from other sources of financing. In addition, it provides online support in the form of specific information, advisory and other services to prospective, established and expanding companies. Forms are available for downloading online.

7. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility: Central Government (Federation), Federal Procurement Ltd.

Website: <http://www.bbg.gv.at/>

Description: eShop is a fully functional web-based eProcurement platform developed by state-owned company Federal Procurement Ltd. (*Bundesbeschaffung GmbH - BBG*). It is still in a pilot phase and will be made available to public sector organisations in ASP mode (Application Service Provider). It will enable them to purchase goods and services from a catalogue of pre-selected suppliers. The pilot testing of online tenders started in June 2003, and electronic submission using an official form is now possible. Public tenders are advertised on [Auftrag.at](http://auftrag.at), a private-owned eTendering website.

8. Environment

EMAS certification, energy labels, eco-design, EU eco-label

Environment-related permits (incl. reporting)

Responsibility: Central Government (Federation), Federal Ministry of Agriculture, Forestry, Environment and Water Management

Website: https://secure.umweltbundesamt.at/edm_portal/home.do

Description: This is Austria's IT infrastructure for the EU-ETS for annual reporting of the emissions, including verification by independent (third-party) verifiers. Submission, handling and verification of reports are fully done electronically.

European Commission

The factsheets present an overview of the state and progress of eGovernment in European countries.

Joinup is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT).

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Why ISA?

Administrative procedures have the reputation of being lengthy, time-consuming and costly.

Electronic collaboration between public administrations can make these procedures quicker, simpler and cheaper for all parties concerned, in particular when transactions need to be carried out cross-border and/or cross-sector.

ISA supports this type of electronic collaboration.

With more than 40 actions it provides tools, services and frameworks for the modernisation of public administrations in Europe, across e-borders and sectors.

More on the programme:

<http://ec.europa.eu/isa/>

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