Inventory of eEurope 2005 benchmarking indicators

INSTITUTO NACIONAL DE ESTADISTICA

Madrid, November 2004.
General Department of Statistical Products.

Ver. 06.09.2004

INDEX

Commission Communication to the Council and the European Parliament

Internet indicators

Online public services

A dynamic e-business environment

A secure information infrastructure

Broadband

eEurope 2005: benchmarking indicators [1]

1. Introduction

e-Europe is a political initiative in favour of an electronic Europe that emerged to ensure that future EU generations maximise the changes the Information Society will bring about. These changes affect a vast array of factors and agents, and will bring the rural and urban world closer, create prosperity and share knowledge. Therefore, they have an enormous potential for enrichment. The good management of this transformation represents the main economic and social challenge for the EU, since it also involves serious repercussions for employment, growth, European-level productivity and the greater integration of EU Members.

Consequently, the need for statistical information on the Information Society has increased notably over the last few years. The information required is varied and changes over time, since the growth and development of the ICTs and of the infrastructures supporting them has been accompanied by the increase of their application and the dissemination of their usage in developed economies.

In order to develop this initiative, the *European Council of Lisbon* established for the EU the goal of becoming the most competitive and dynamic knowledge-based economy in the world in 2010. The e-Europe Action Plan is an essential element to achieve this transformation of European economy. Therefore, the basic goal of this Plan is to create an environment that favours the growth of private investments, the creation of new jobs, the increase of production, the modernisation of public services and the participation of all sectors in these new emerging technologies.

The methodology that stands as the basis of the eEurope Action Plan comprises the following basic points:

- to accelerate legal measures
- to reorganise existing financial aid programmes
- to develop benchmarking

One of the steps the European Union took was to create the *e-Europe 2002 Plan* , which was passed in the European Council staged in Feira in June 2000. Thanks to the e-Europe 2002 Plan, and to the joint effort carried out by all Member States, the measures set out have resulted in important changes and an increase in the number of citizens and enterprises that are connected to the Internet. e-Europe 2002 also brought about a restructuring of telecommunications systems and services and on-line trade, as well as the possibility of accessing a new generation of mobile telephony and multimedia services. The e-Europe Plan means giving people the chance to participate in the Information Society and helping the active population acquire the skills required by a knowledge-based economy. It also involves the introduction of computers and of the Internet in schools, the modernisation of the Public Administration services facilitating on-line processing and focusing on the need to increase security in on-line relationships.

The *e-Europe 2005 Action Plan* furthers the task developed by its predecessor, and to do so pursues the development of a secure environment of services, applications and contents, that is based on a broadband infrastructure that can be accessed easily by all players. It was presented by the Commission in May 2002, in view of

[1] COMMISSION OF THE EUROPEAN COMMUNITIES. Communication from the Commission to the Council and the European Parliament; eEurope 2005: Benchmarking Indicators [Brussels, 21.11.2002 COM(2002) 655 final]

the European Council of Seville, and established the political actions (both for European Institutions and for Member States) to accelerate the development of the Information Society in Europe. In order to monitor its progress, the Action Plan comprises proposals for benchmarking based on a series of indicators that will be proposed by the Commission and passed by the Council. Consequently, this benchmarking exercise is linked to the specific guidelines for e-Europe.

Furthermore, the national results supplied by this benchmarking are key elements for this approach. Benchmarking works in a political context (in this case, the e-Europe action plan) that is inserted in the greater frame of the Lisbon strategy. Said plan has to be conceived to influence political decisions. Therefore, benchmarking is not an end in itself nor a merely statistical operation.

This Communication presents the proposals for benchmarking indicators for eEurope 2005.

2. Benchmarking: the e-Europe 2002 lesson

The contribution of the e-Europe Plan to the economy and to the Knowledge Society will only be noticeable after a period of time long enough to reveal their consequences. The benchmarking carried out by the e-Europe Plan stands as an instrument to measure the dissemination and consolidation of its impact, but the strategic changes or the modifications that are most important in the economic sphere can only be analysed in the medium term, after the social and economic agents have learnt and assimilated the notions involved. Likewise, the scope of these changes is directly related to the availability of the different agents for assimilation. Thus the e-Europe Plan has encouraged the establishment of an environment that favours development and an adaptation of the latter.

e-Europe 2002 used 23 indicators (see annex), which were justified by the results, i.e. not the policy itself, but the ultimate goal of the policy (for example, the percentage of homes with Internet connections, not the level of breakdown of the local loop). Benchmarking aims to compile policies, therefore it essential that the indicators are backed by a political guarantee.

After the endorsement of the Action Plan by the European Council of Seville, the Commission has worked with experts from the Member States and the Candidate Countries, specifically from national statistics institutes, to analyse the lessons learnt from the e-Europe 2002 benchmarking exercise and to establish the principles on which the benchmarking for e-Europe 2005 should be based. The main conclusions of these discussions are listed hereunder:

(i) e-Europe 2005 should have a *limited number of policy indicators* which are easy to read, understand and linked to the policy actions of eEurope 2005, making it easier to draw attention to results. Main indicators relating to political goals should be accompanied by supplementary statistical indicators providing technical data for analysis, for example: age, sex, size, sector. Third country comparisons are needed to establish benchmarks and compare the EU with the best in the world. Results from benchmarking are disseminated as rapidly as possible using the e-Europe website so that the Member States can carry out their own analysis.

The Commission and the Member States will promote the development of regional benchmarking, especially in the less developed regions and concerning the compilation of national and regional strategies relating to the Information Society.

(ii) The present timetable for *enlargement* foresees the adhesion of 10 new Member States at the beginning of 2004 and benchmarking will need to take into account the needs and specificities of the Candidate Countries, with a view to providing an image as accurate as possible of the progress made in said countries.

(iii) *Timing*: the political impact of benchmarking is maximised if it offers recent data that support the contribution of the Commission to the annual Spring European Council. This meeting assesses the progress made pursuing the goal established by the European Council in Lisbon: to create the most dynamic and competitive knowledge-based economy by the end of the decade. In practice, this means data must be available by November of each year.

(iv) *Checking*: National Statistics Institutes should be given the opportunity to crosscheck the results of surveys undertaken. Data will therefore be circulated to the Council Working Party on "Information Society Services" and the Commission's *Ad hoc* Expert Group on Benchmarking Indicators prior to release to monitor progress on the Action Plan.

(v) Statistics on the Internet become outdated very quickly and, if they are to be of interest for the policies, it is necessary to obtain the measurements of the indicators as soon as possible. It is essential to reach a *balance between speed and quality*.

The Eurobarometer surveys used for several e-Europe 2002 indicators have the advantage of providing rapid results (within six weeks of survey) and of using a single methodology for all Member States.

To improve the quality, the measurements of e-Europe 2005 indicators should make greater use of official statistics compiled by the National Statistics Institutes and Eurostat, and, where considered necessary by the Commission, additional ad hoc surveys.

(vi) In view of the policy needs and structural changes, there will be a need to assess, in the future, the feasibility of including *impact indicators*.

3. e-Europe 2005: Proposed indicators

In the light of these guidelines, the Commission has proposed 14 indicators (policy indicators) and 22 supplementary indicators alongside their sources and collection frequency. Furthermore, there are also 1 indicator and 3 supplementary indicators that will be the basis of pilot studies. Their inclusion in the list of indicators will be considered in the intermediate revision of e-Europe in 2004.

The indicators are grouped according to their corresponding field. Nevertheless, they are also grouped in this document in terms of the goal they focus on. Said classification is explained hereunder.

3.1 *INTERNET INDICATORS*

The main goal of the e-Europe Plan is to achieve an on-line Europe as soon as possible. In order to do so, a series of basic points have been established to facilitate their attainment:

- to achieve a cheap, fast and secure use of the Internet
- to invest in the population and their skills
- to encourage the use of the Internet

The plan pursues a greater generalisation of the use of the Internet among the population, thus it assesses the penetration and access to the Internet in two different spheres: in homes and in enterprises, as well as the economic cost of Internet access, to provide a global vision of the accessibility and preparation of the society to form part of the new technologies.

As regards the citizens, it is necessary to find measures that accelerate their incorporation into the Information Society, reducing the differences existing between countries. In this sense, it is very essential to provide citizens with different alternative locations where they can access the Internet (net cafés, PAPI, etc.) to promote a vaster availability of the access to ICTs.

As regards enterprises, it is necessary to focus all efforts on taking the leap towards making productive profit out of ICTs, which requires the promotion of applications, services and contents, paying attention specifically to the evolution of SMEs and the set up of governmental measures that favour the modernisation and investment of ICTs on behalf of the business fabric (both concerning equipment and knowledge).

In all cases, it is necessary to pay special attention to the usage of ICTs as a vehicle for social integration and cohesion, since new technologies are an excellent opportunity for underprivileged groups, like for example Objective-1 regions, increasing accessibility for disabled persons to websites and bringing new technologies to groups that cannot usually access them in their regular environment (e.g. housewives or older persons who cannot access the Internet at home or in their educational centre).

Furthermore, it is necessary to inform and raise awareness regarding the vast array of possibilities the Internet and new technologies provide. Consequently, both enterprises and persons should obtain maximum profit from their use of the ICTs (without limiting usage to searching for information and using electronic mail), encouraging other available services like purchasing products or services and interacting with the Government.

The deregulation of the telecommunications services and infrastructures market in the EU entered a new stage on January 1st 1998. Given the evident price reductions and the greater number of options for consumers, this policy is obviously having positive results. Nevertheless, there is still a lot of work to be done, since sharing the profit of the competition is still uneven from one Member State to the other. There are still no actual pan-European services (partly due to the existence of very different and sometimes excessive conditions and procedures for the granting of operating licenses), therefore the position of the historical operator still dominates the arena in general, especially in the local sphere.

The traditional telephone network has been used more and more frequently to provide Internet access and new grouped services. Alternative structures, like wireless networks and cable connections, can be decisive to offer cheaper and faster Internet access.

Since the market opened up to accommodate new competitors, the policy has strived to review the existing regulating framework in order to facilitate and guide the entrance of new providers into the market. As the competition enters the markets, these measures should progressively relax the legislation to enable market competition. On the other hand, Member States can also, on the national level, accelerate deregulation and urgently confront the issues that will provide consumers with more selection and will cheapen the prices for high-speed Internet connections, giving way to a society where all citizens can easily access a service that is cheaper, faster and has higher quality.

The fast development of the ICTs entails the growing risk of the disparity that could appear among different regions in terms of their access to the Information and Knowledge Society. At a time when Europe is facing major challenges created by global competition in this field, the public authorities (community, national, regional and local) should be permanently aware of the appearance of this problem. The danger of a division or regional polarisation as regards the development and knowledge of new technologies makes it even more important for the public authorities to monitor the situation, to ensure certain regions are excluded from the Information Society. These new activities tend to focus on a few urban nuclei, giving way to a series of high performance networks that are concentrated in a single point and exclusively connect to the economies of the central European regions. In order to analyse this issue, each regional development plan must include a series of activities focusing on stimulating the access to the Information Society and, consequently, on homogenising the level of participation of the different regions in the new emerging technologies, preventing the development of situations involving technological stagnation.

3.2 ONLINE PUBLIC SERVICES

New digital technologies can facilitate the access to and the maximisation of the information and services the public sector provides. The strategy of being able to develop on-line public services allows the transformation of the traditional organization of this sector and the provision of a series of services that are more accessible, efficient and dynamic, thus allowing more efficiency, cost-cutting, an increase of transparency and an acceleration of the most common administrative procedures both for citizens and for the corporate sector. Electronic access also contributes to speeding up the immersion in the Information Society since it stimulates the most relevant Internet services at a European level. The challenge for the government lies in adapting quickly to new work methods and enabling new lines of work, including association with the private sector.

The growing evolution of the Information Society has led to major changes regarding citizens' expectations and in organisational structures, in the culture of work and its processes. The public sector, when rendering services, must follow the rhythm of this evolution and adapt to it with suitable tools and procedures, if it aims to respond effectively to the citizens' needs.

In the public services sphere, the areas that have been considered essential for the convergence towards an on-line Europe are the Public Administration, Education and Health Care, which will be analysed in detail below.

e-government

All European citizens and enterprises are interested in having better and easier access to the information provided by the public sector. This goal can be achieved by making better use of the Internet. If the availability of public on-line information improves, Internet will be more accepted in everyday life, and this would boost the number of users, which is obviously a beneficial aspect since it increases participation in the Information Society. The possibilities the Internet provides could be maximised to guarantee transparency in the operation and decision-making processes of the European institutions, as well as ensuring these decisions are adopted as openly as possible. Furthermore, and as regards the national government, getting all social agents (specially citizens) to accept new technologies to interact with the administrations would be beneficial for both parties since it would make administrative management easier and faster.

The goal is to make it easier to access the information provided by the public sector and simpler to access the Internet, therefore the resulting advantages would be enormous:

- bringing the government closer to the citizens
- facilitating processes for enterprises when interacting with the government
- reduction of public expenditure cutting back bureaucracy and administrative disturbance.

In order to develop the full potential of the new economy, it is necessary to undertake a structural reform of the Public Administration, since it often seems stuck in archaic work methods. The modernisation of the public sector does not only involve the introduction of new technologies, but must also appear alongside a modification of the work methods and rules that allow the development of the advantages of these new technologies. The Public Administration is modernising itself slowly when offering comprehensive on-line service. Public purchases have still not reached an appropriate level apart from receiving offers by e-mail (without using marketplaces). Furthermore, the information from the public sector that is crucial for added value services cannot be obtained easily in all Member States. Despite all this, certain progress has been made in several areas, specifically the speed with which a new legal framework is being established for the new economy.

Currently, the role the Internet plays does have a bearing on the economy. The public sector has to head the set up and adoption of new technologies; not fall behind. Furthermore, it is necessary to establish a regulating framework for the correct development of the private sector and a correct use of new technologies that enables a more efficient rendering of public services.

The impact of an on-line Public Administration, from a general point of view, would improve the administration by enabling better results for governmental policies, more quality of the services offered, more commitment with the citizens and other key results.

The Public Administration is facing a temporal challenge of the new technologies, since they are ever-changing and innovative, thus making equipment and

knowledge obsolete quite quickly. The decisions taken to counter these issues may have a mainly economic cost, but in the short-term it could also lead to citizens and enterprises losing trust in the Administration. This transformation is an opportunity for the Member States to demonstrate their capacity to adapt and overcome the challenges they face today.

e-health

The effective rendering of quality health services for all citizens is one of the main challenges European governments have to face. Technology and treatment in the field of health care are progressing at full speed, and most of the Member Countries' population is ageing progressively, which places major pressure on future expenditure health in the medium and long term. Therefore the challenge is two-fold: improve the quality and accessibility of health care for all citizens, whilst containing the global cost.

It will be impossible to surmount this double challenge without implementing and spreading updateable, interoperable and fully integrated health systems. Digital technologies can improve the productivity and coverage of health care.

In this context, Europe is interested in cooperating in the protection and improvement of public health, even if this does not require a European-scale harmonisation of health care, but does require cooperation when researching, agreeing on regulations and products specifications and creating pan-European medical libraries.

e-learning

Education is a crucial factor to determine economic and social development, and equal opportunities in society. In the new digital era, it is even more vital to improve access to life-long learning and the appearance of new generations of creators, researchers and entrepreneurs, allowing all citizens to play an active role in the Information Society.

Access to new technologies as an instrument for education and learning is essential for economic, social and cultural development. The use of ICTs in the area of education has major potential, since it offers:
- new and more flexible methods for education and learning
- more effective results which, in some cases, are profitable

Consequently, Member States have developed different initiatives to take the era of information to schools and population sectors that, in principle, had been left out, like disabled persons. As regards the latter, the e-Europe Plan aims to ensure their integration in the Information Society making it easier for them to access new emerging technologies (e-accessibility), thus answering the goal of creating an "Information Society For All."

The goal of achieving basic digital training for all society (focusing on individuals, but with medium and short-term results having an impact on economic agents and knowledge), is based on three main areas:
- good usage of the Internet and multimedia resources
- use of new to learn and acquire new skills

- acquisition of skills and competence that will be decisive for the new Information Society, which is ever-changing.

In higher education, e-learning also stands as a resource to improve the quality and diversity of education, and often no just as simple changes in the organisation of institutions and ways of teaching. The most radical and innovative examples as regards this new use of the ICTs appear in adult education and in the training enterprises give their employees.

Along these lines, the aforementioned indicators gather information on the use of new technologies in the education and training arena, in different areas of society:
- Schools: use of computers with an Internet connection
- Universities and other learning centres: persons who have used the Internet for educational reasons
- Enterprises: uses of e-learning applications for training and preparing the personnel.

3.3 A DYNAMIC e-BUSINESS ENVIRONMENT

Europe has to accelerate the growth of e-commerce, especially so that SMEs can consider the European market as their own. To do so, it is necessary to create a trustworthy legal framework in the domestic market that provides legal safety, eliminates obstacles for services between borders and encourages innovation in the on-line environment and trust among consumers. In general, the regulation of e-commerce has to be limited by the speed at which changes appear and the implications of globalisation. Therefore, it is necessary to stress the role of self-regulation and 'co-regulation,' especially when strengthening consumers' trust, and developing global cooperation.

E-commerce entails a transformation of the way enterprises operate and the way consumers purchase their products. In order to develop a domestic market that is favourable to E-commerce, the e-Europe Plan proposes the adoption of a legal framework that governs electronic transactions and encourages self-regulation on behalf of member countries, the creation of easy-to-access e-commerce markets and the encouragement of small and medium-sized enterprises to take part in new technologies and E-commerce. New services, uses and contents will lead to the emergence of new markets and will provide the measures needed to improve productivity, and therefore economic growth and employment in economies.

If Europe can lead the development of the new emerging technologies, the market possibilities that will open up will be enormous, and there will be infinite possibilities for consumers and enterprises in the future. In order to achieve this goal, the whole of the industrial sector has to cooperate to accelerate the creation of a trustworthy competitive infrastructure for the Internet.

E-commerce is developing dynamically as regards trade between enterprises (B2B, *business to business*). Consequently, many enterprises are restructuring their business structures in many different sectors (financial services, insurance, automobile manufacturing, etc). This is causing a fundamental change in how enterprises operate, both in the newest sectors of economy and in the most traditional. Trade with the end consumer (B2C- *business to consumer*) has developed a lot slower than B2B trade.

Currently, a good part of the workers in enterprises use computers to perform their work and this trend is increasing gradually in the business fabric. Consequently, digital knowledge and skill become ever more useful to ensure hiring and performance of workers in all sectors of the economy. Conversely, employees are not receiving the appropriate training to develop these qualities and knowledge. Therefore, digital training is necessary for all levels, although specifically important in the managerial level, since it supposes a barrier for dissemination and settlement of e-business in the different economic sectors. Training and an inclination towards e-commerce is essential, since this digital knowledge is fundamental to understand and use new emerging industries and services, which will probably lead the recovery of the economic growth.

Larger enterprises with an advantageous market position and stability usually purchase and sell more on-line than SMEs, whilst the services sector clearly leads the use of the Internet for purchases/sales of goods and services. As a rule, SMEs are usually more wary of developing the potential of e-commerce, especially given the lack of communication of the existing regulation and their fear of new technologies. Therefore, e-commerce is currently at a delicate moment, since it is currently experiencing a period of growth, albeit lower than expected, and is also being developed mainly by enterprises that have a good market position, which may suppose a disadvantageous situation or backward state for SMEs.

3.4 A SECURE INFORMATION INFRASTRUCTURE

The use of information systems and computer networks, alongside the ICT sector, has evolved spectacularly over the last few years. These constant changes offer significant advantages, but also require great emphasis on security on behalf of governments, the business fabric and private users. Ever-more changing and powerful, computers, interconnected technologies and the general use of the Internet, have replaced more individual and autonomous systems in an environment of networks that are predominantly self-sufficient. At present, those taking part in these technologies are ever more inter-related and establish connections that do not know limits between countries. Moreover, the Internet supports vital services infrastructures for example transports and finance, and plays an essential role in the way enterprises focus their business, how Public Administrations offer their services to enterprises and citizens, and how private persons communicate and exchange information. As a result of this fabric that is evermore interconnected, the systems for information and communication are more and more exposed to a growing number and variety of threats, and consequently become more vulnerable. Consequently, the question of security takes the first place in the order of priorities, and leads to a greater need for awareness and comprehension of the essential role security plays in the Information Society, as well as of the need to promote the “culture” of a secure environment.

The spreading of innovative technologies like of broadband and third generation mobiles (3G), alongside the development of new contents, uses and services, involves new challenges for security. Facing the problems is crucial to stimulate the demand of new electronic communication services.

On-line security and safe communications cause great concern when developing a digital economy. The web and information systems are currently using services and data transmissions of major importance that can be vital for other infrastructures. Consequently, it is necessary to increase the existing security for these systems to provide protection against different attacks as well as to ensure authenticity, integrity and confidentiality. It will be necessary to develop an environment where private persons, enterprises and public authorities could make use of communication technologies securely so as to obtain a comprehensive use of the potential of these technologies in the Information Society.

Likewise, the spectacular increase of attacks and frauds aimed at electronic communications over the last few years threatens to weaken the trust consumers place in on-line services and the correct functioning of electronic markets. Thus, even though initiatives are being carried out nationally and given the global nature of these services, governments obviously have to intensify and link their efforts to protect users across borders.

3.5 BROADBAND

Fast Internet connection is one of the bases for the creation of a global Information Society infrastructure. Over the last years there has been a spectacular increase in the level of penetration of the Internet in Europe. Since Internet has become the main vehicle for the transmission of information and communication in Europe, it is essential and imperative that Europe advances towards a more efficient use of the Internet.

Most Internet users still connect to their providers by dial-up connections, that transmit data very slowly. This type of connection is suitable for operations like sending emails or downloading small documents, but it is not useful for large audio or video files. High-speed transference and permanent connection (broadband) make it possible to transmit a large amount of data, making the use of the Internet more attractive.

Broadband service supplies a vast range of options regarding the quality of the services for sending documents. Distance learning (via e-learning), access to the Public Administration services (e-government), health care (e-health), leisure, video-conference, on-line commerce.... take on greater importance and viability thanks to an improved transmission speed that is only available using broadband connections. Therefore, in order to be able to make the most of the benefits users can get from broadband connections, administrative and business processes have to be reorganised and the skills and knowledge of the users have to be updated.

The acceptance and implementation of the broadband in the Information Society depends on the availability of attractive contents, uses and services. The demand of broadband services will increase with the emergence of new applications that require a high-speed Internet connection. Yet reciprocally, the development of new contents, uses and services will be stimulated by the greater availability of broadband connections.

Currently, broadband services are available in nearly all Member States (except Greece), since it is based on the use of an existing infrastructure, mainly cable telephone lines (using DSL technology), although some also use cable television

via modem cables. Moreover, broadband access can be performed using more innovative infrastructures like optic fibre, 3G mobile phones, satellite communications, etc.

At present, awareness is being raised regarding the importance of the possibilities of the broadband, and there is, therefore, a growing interest regarding this service, which generates the possibility of a new market. Although large enterprises have completed their transition to broadband access, attention should focus on the "less specialised" market to ensure SMEs and households can access this service.

List of eEurope 2005 Benchmarking Indicators

Spher	Tota	Type of			
		Policy		Supplementa	
		Definitive	Pilot	Definitive	Pilot
TOTA	**41**	**15**	**1**	**22**	**3**
A. Citizens' access to and use of the	6	2	-	4	-
B. Enterprises' access to and use of	5	1	-	4	-
C. Internet access costs	2	1	-	1	-
D. egovern	6	1	-	2	3
E. elearning	3	1	-	2	-
F. ehealt	2	2	-	-	-
G. Buying and selling	5	1	-	4	-
H. e -Busines	1	-	1	-	-
I. Internet users' experience and Usage regarding ICT security	5	2	-	3	-
J. Broad band penetration	6	4	-	2	-

INTERNET INDICATORS

A. Citizen's access to and use of the Internet

The percentage of households with Internet access is one of the structural indicators selected by the Commission and the Council to measure the progress registered in the set up of the Lisbon strategy.
Population: 16-74 years of age.
Breakdown of the table according to the following variables: age, sex, employment situation, level of education and location (objective 1 and non-objective 1)

Frequency: annual, first deliverables in October 2003, second in October 2004, third in October 2005, considering the first quarter of each year as the reference period.

A.1 Percentage of households or individuals having access to the Internet at home

Definition: including all locations and access methods.
Source: Eurostat ICT Households Survey 2003, question A2.
Current availability: currently available for EU Member States and OECD countries.
Spanish source: INE - Survey on Equipment and Use of Information and Communication Technologies in Households.
Frequency: annual. INE will have the data in October each year. Data for 2004 consider the 2nd quarter of 2004 as the reference period.
Type: policy-related.
Datum Spain (2003): 25.23% (INE)
Datum EU (2002) 40.4% (Eurobarometer) *(update)*
Datum USA (2001): 50.5% (OECD) (update)
Datum Japan (2002): 48.8% (OECD, 2003)

LAG: in October of year t data is for the second quarter of year t

A.2 Percentage of individuals who use the Internet regularly

Definition: *usage*, includes all situations and access methods. *Regularly*, defined as at least once a week.
Source: Eurostat ICT Households Survey 2003, question C2.
Current availability: currently available for EU Member States and OECD countries.
Spanish source: INE - Survey on Equipment and Use of Communication and Information Technologies in Households.
Frequency: annual. INE will have the data in October each year. Data for 2004 consider the 2nd quarter of 2004 as the reference period.
Type: policy-related.
Datum Spain (2003): 34.18% (INE)
Datum EU: 83% (Eurobarometer June 2002)

LAG: in October of year t data is for the second quarter of year t

A.3 Percentage of households with access to the Internet broken down by device for accessing via telephone line, ISDN, DSL, digital TV, mobile device (includes all

forms of mobile access; handheld computers, mobile phone (identifying 3G phones (UMTS) when possible)

Source: Eurostat ICT Households Survey 2003, question A3.
Current availability: currently available for EU Member States and OECD countries.
Spanish source: INE - Survey on Equipment and Use of Communication and Information Technologies in Households.
Frequency: annual. INE will have the data in October each year. Data for 2004 consider the 2nd quarter of 2004 as the reference period.
Type: supplementary.
Relevant data:

(percentages regarding the total number of households with Internet access)

	Spain		EU	US
Type of connection:	Eurobarometer (June-02)	INE-CMT 2003	Eurobarometer (June-02)	ICT database (August-02)
standard dial up connection	72%	74,55%	72%	80,9%
ISDN connection	3%	2,44%	16%	19,1%
DSL connection	14%	24,19%	10%	6,2%
digital television	4%	10,05%	7%	12,1%
mobile device	1%	-	4%	0,9%

LAG: in January t + 1 data is available for the second quarter of year t

A.4 Percentage of individuals with access to the Internet broken down by place of access (home, workplace, place of educational, net café, PAPI, etc.)

Source: Eurostat ICT Households Survey 2003, question C2.
Current availability: currently available for EU Member States and OECD countries.
Spanish source: INE - Survey on Equipment and Use of Communication and Information Technologies in Households.
Frequency: annual. INE will have the data in October each year. Data for 2004 consider the 2nd quarter of 2004 as the reference period.
Type: supplementary.
Datum Spain (2003): INE
(percentages regarding total number of persons who have the Internet in the last 3 months)

From home	59.66%
From the workplace	41.33%
From educational centre	20.38%
From other places	29.26%

LAG: in October of year t data is for the second quarter of year t

A.5 Percentage of individuals using the Internet for specific purposes (broken down by purposes: sending/receiving emails, finding information about goods and services, reading/downloading on-line press, playing/downloading games and music, Internet banking)

Source: Eurostat ICT Households Survey 2003, part of question C6

Current availability: currently available for EU Member States and OECD countries.
Spanish source: INE - Survey on Equipment and Use of Communication and Information Technologies in Households.
Frequency: annual. INE will have the data in October each year. Data for 2004 consider the 2nd quarter of 2004 as the reference period.
Type: supplementary.
Datum Spain (2003)-INE:

(percentages regarding total number of persons who have the Internet in the last 3 months)

Communications: Email	78.76
Communications: Chats, conversations or forum	34.73
Communications: Telephone using the Internet	8.02
Communications: Text messages (SMS)	18.67
Sales and Investments: Electronic banking and financial activities	26.36
Sales and Investments: Sales of products and services	5.82
Sales and Investments: Purchase of products and services	17.46
Searching for information and services on the web: Searching for information on goods and services	81.54
Searching for information and services on the web: Tourist services	25.59
Searching for information and services on the web: Mass media (TV, radio, newspapers, magazines)	49.91
Searching for information and services on the web: Leisure services (games, music)	48.63
Health services: Carry out operations or search for information on health	19.57
Relationship with Administration institutions: Obtain information from Administration websites	52.01
Relationship with Administration institutions: Downloading official forms	27.18
Relationship with Administration institutions: Sending completed forms	15.2
Education and training: Official education courses	20.51
Education and training: Courses for finding job opportunities	13.4
Education and training: Other courses	9.2
Other services: Other services or queries	5.49

LAG: in October of year t data is for the second quarter of year t

A.6 Percentage of households connected in Objective 1 regions[2]

Source: Eurostat ICT Households Survey 2003, question A2.
Current availability: Currently available for EU Member States.
Spanish source: INE - Survey on Equipment and Use of Communication and Information Technologies in Households.
Frequency: annual. INE will have the data in October each year. Data for 2004 consider the 2nd quarter of 2004 as the reference period.
Type: supplementary
Datum Spain (2003)-INE

Objective 1 regions:

Andalucía	20.8%
Asturias (Principado de)	21.4%
Canarias	29.0%
Cantabria	22.7%

[2] Objective 1 regions in Spain: Galicia, Principado de Asturias, Castilla y León, Castilla - La Mancha, Extremadura, Valencia, Andalucía, Murcia, Ceuta y Melilla, Islas Canarias and Cantabria.

Castilla y León	21.0%
Castilla-La Mancha	14.7%
Comunidad Valenciana	22.9%
Extremadura	14.3%
Galicia	16.9%
Murcia (Región de)	21.8%
Ceuta	26.7%
Melilla	31.7%

LAG: in October of year t data is for the second quarter of year t

B. Enterprises' access to and use of ICTs

Broken down by size of the enterprise (10-49;50-249;250+) and activity (D,F,G,H,I,K;92.1,92.2 NACE Sections as of 2004).

Frequency: annual, first deliverables in October 2003, second in October 2004, third in October 2005, considering the first quarter of each year as the reference period.

LAG: t+10

B.1 Percentage of employees using a PC connected to the Internet, in their normal work routine

Source: Eurostat ICT Enterprise Survey 2003, question A2b.
Current availability: currently available for EU Member States and OECD countries.
Spanish source: INE- Survey on the use of Information and Communication Technologies and e-commerce in enterprises Results available in October 2004. Data available for 2002 and 2003. (2001: Percentage of employees with Internet access)
Frequency: annual. The INE will have data for each year in October of the following year.
Type: policy-related
Datum Spain (2002): 29.11%

LAG: t+10

B.2 Percentage of enterprises having access to the Internet

This is one of the structural indicators selected by the Commission and the Council to measure the progress registered regarding all goals established by the Lisbon strategy.

Source: Eurostat ICT Enterprise Survey 2003, question A1b.
Current availability: currently available for EU Member States and OECD countries.
Spanish source: INE- Survey on the use of Information and Communication Technologies and e-commerce in enterprises Results available in October 2004. Data available for 2001, 2002 and 2003.
Frequency: annual. The INE will have data for each year in October of the following year.
Type: supplementary
Datum Spain (2002): 81.73%

LAG: t+10

B.3 Percentage of enterprises having a website/homepage

Source: Eurostat ICT Enterprise Survey 2003, question B5.
Current availability: currently available for EU Member States and OECD countries.
Spanish source: INE- Survey on the use of Information and Communication Technologies and e-commerce in enterprises Results available in October 2004. Data available for 2001, 2002 and 2003.
Frequency: annual. The INE will have data for each year in October of the following year.
Type: supplementary
Datum Spain (2002): 40.94% (percentage regarding the total number of enterprises with Internet connection)
Datum EU:

LAG: t+10

B.4 Percentage of enterprises using Intranet/Extranet

Source: Eurostat ICT Enterprise Survey 2003, question A5a/d.
Current availability: currently available for EU Member States and OECD countries.
Spanish source: INE- Survey on the use of Information and Communication Technologies and e-commerce in enterprises Results available in October 2004. Data available for 2001, 2002 and 2003.
Frequency: annual. The INE will have data for each year in October of the following year.
Type: supplementary
Datum Spain (2002): Intranet: 29.47%; Extranet: 12.23%)

LAG: t+10

B.5 Percentage of enterprises with employees working part of their time (at least half of the hours they work a week, on average) away from the enterprise premises and accessing the enterprise's IT systems from there.

Source: Eurostat ICT Enterprise Survey 2003, question A3.
Current availability: Currently available for EU Member States. Not available for other OECD countries.
Spanish source: INE- Survey on the use of Information and Communication Technologies and e-commerce in enterprises Results available in October 2004. Data available for 2002 and 2003
Frequency: annual. The INE will have data for each year in October of the following year.
Type: supplementary
Datum Spain (2002): 6.97%

LAG: t+10

C. Internet access costs

Prices are indicated separately for DSL, modem connection and dial-up access at peak and off peak times; prices should include VAT.
Frequency: annual, first deliverables in October 2003, second in October 2004, third in October 2005, considering the first quarter of each year as the reference period.

C.1 Cost of Internet access broken down by different frequency of use: 20, 30, 40 hours/week, unmetered rate.

Source: OECD/Commission Study (OECD for non-EU comparison). "DG Information Society, Internet Access Report 2002-11".
Current availability: currently available for EU Member States and OECD countries.
Spanish source: The Telecommunications Market Commission (CMT) website (www.cmt.es) shows the rates of telephone operators that provide land line telephony and hiring of circuits in Spain, but does not compile indicators.
Type: policy-related.

Datum Spain:

Internet access cost broken down by frequency of use
(monthly cost in euros)

· Dial-up access:

- 20 hours/month:	-off-peak	25.42	
	-peak	25.42	
- 40 hours/month:	-off-peak	31.53	
	-peak	33.44	
- 150 hours/month:	-off-peak	102.64	
	-peak	102.64	

· DSL:

- minimum monthly cost after 3 years of service considering 1 Mbit/s	79.6

· Modem:

- minimum monthly cost after 3 years of service considering 1 Mbit/s	127.27

Data November/2002

C.2 Identification of cheapest broadband access in each Member State, broken down by type of access

Source: OECD/Commission Study. "DG Information Society, Internet Access Report 2002-11".
Current availability: currently available for EU Member States and OECD countries.
Spanish source: The Telecommunications Market Commission (CMT) website (www.cmt.es) shows the rates of telephone operators that provide land line telephony and hiring of circuits in Spain, but does not compile indicators.
Type: supplementary.
Datum Spain:

Identification of cheapest broad band access by type of access (monthly cost in euros):

· Dial-up:

- 40 hrs/weak:	- peak	19,9
	- off peak	17,99
- 150 hrs/week:	- peak	19,9
	- off peak	17,99

· ADSL: 45,18

· Modem cable: 38,28

Note: Does not include basic line rent

ONLINE PUBLIC SERVICES

D. e-government

D.1 Number of basic public services that are fully available on-line

Definition: 20 basic services, as defined by the Working Group on e-government, regarding the adoption of indicators for the first eEurope benchmarking exercise, as approved by the Domestic Market, Consumers and Tourism Council of March 12th 2001.

Public services for citizens

1. Payment of taxes
2. Job hunting via Job Centres
3. Social Security aids (3 of the following 4)
    Unemployment benefit
    Family assistance
    Medical expenditure (refund or direct payment)
    Study grant
4. Personal documents (passport, driving licence)
5. Car registrations (new, used and imported)
6. Planning permission
7. Reports filed with the Police
8. Public Libraries (availability of catalogues, browser tools)
9. Certificates (birth, marriage): request and provision
10. Registrations in University
11. Notification of change of address
12. Health-related Services (e.g. interactive announcement of services available in different hospitals; appointments)

Public Services For Enterprises

13. Social Security Contributions for employees
14. Corporate tax: notification, presentation
15. VAT: notification, presentation

16. *Registration of new corporations*
17. *Dispatch of data for official statistics*
18. *Customs declarations*
19. *Environment-related permits (including reports)*
20. *Public purchases*

Corresponding basic public services can be present according to four levels of availability:

1) Information on services.
2) Download of forms.
3) On-line forms.
4) Comprehensive electronic management (payment).

Source: Web-based Survey on Electronic Public services http://europa.eu.int/information_society/eeurope/2005/doc/all_about/cgey4_measurement_final.pdf (Cap Gemini Ernst & Young). Survey performed every six months - Publication of results in April and October of each year - Assigned by the G.D. of the Information Society of the EU Commission.
IDA Programme (Interchange of Data between Administrations) e-Government Observatory http://europa.eu.int/ida/, that gathers information on the situation and evolution of electronic Administration in different countries.
Current availability: available.
Spanish source: MPA follows up data published for Spain.
Type: policy-related.
Datum Spain:

Public services available for citizens and level of availability:

- *Payment of taxes: 4/4.* AEAT https://aeat.es/
- *Job hunting via Job Centres: 1/3.* INEM http://www.inem.es/
- *Social Security aids (3 of the following 4) :*
  - *Unemployment benefit: 1/4 .* INEM http://www.inem.es/
  - *Family aid: 2/4 . Social Security* http://www.seg-social.es/
  - *Medical expenditure (refund or direct payment*): Health benefits are transferred to each Autonomous Community. Information on the health system submitted by the Social Security. http://www.seg-social.es/
  - *Study grants: 2/4* Ministry of Education and Science.. http://wwwn.mec.es/mecd/becas/index.html
- *Personal documents:*
  - *Passport: 1/3 .* Home Office http://www.mir.es/pasaport/
  - *Driving licence: 1/3 .* Home Office http://www.mir.es/trafico/traftramconduct.htm
- *Car registrations (new, used and imported):1/4* General Traffic Department. http://www.dgt.es/indices/dgtHtm_Vehiculos_es.html
- *Planning permission:* Managed by the Local Administration.
- *Reports filed with the Police:3/3 National Police Force.* https://www.policia.es/
- *Public Libraries (availability of catalogues, browser tools): 1/3* http://www.mec.es/mec/bibliotecas/p_bibliot.html
- *Certificates (birth, marriage): request and provision:3/3* Ministry of Justice. http://www.justicia.es/
- *Registrations in University:1/4.* Managed by each University individually.
- *Notification of change of address.* Managed by the Local Administration.

- *Health-related Services (e.g. interactive announcement of services available in different hospitals; appointments):1/4* Ministry of Health and Consumption. http://www.msc.es/home.jsp

Public services available for enterprises and level of availability:

- *Social Security Contributions for employees:* 3/4 Social Security (RED system) http://www.seg-social.es/
- *Corporate tax: notification, presentation* 4/4 AEAT https://aeat.es/
- *VAT: notification, presentation* 4/4 AEAT https://aeat.es/
- *Registration of new corporations* 3/4 Managed by the corresponding Administration.
- *Dispatch of data for official statistics 3/3* INE (http://www.ine.es/
- *Customs declarations 4/4 AEAT* https://aeat.es/aduanet/aduanaie.html
- *Environment-related permits (including reports) 2/4* http://www.mma.es/proce/index.htm
- *Public purchases:* data not available

D.2 Percentage of individuals using the Internet for interacting with public authorities, broken down by purpose

Definition: *Purposes*: obtaining information, obtaining forms, returning filled in forms.
Source: Eurostat ICT Households Survey 2003, part of question C6.
Current availability: currently available for EU Member States and OECD countries.
Spanish source: INE - Survey on Equipment and Use of Communication and Information Technologies in Households.
Frequency: annual. INE will have the data in October each year. Data for 2004 consider the 2nd quarter of 2004 as the reference period.
Type: supplementary.

Datum Spain (2003)-INE:

(percentages regarding total number of persons who have the Internet in the last 3 months)

Relationship with Administration institutions: Obtaining information from Administration websites	52.01%
Relationship with Administration institutions: Downloading official forms	27.18%
Relationship with Administration institutions: Returning completed forms	15.2%

LAG: in October of year t data is for the second quarter of year t

D.3 Percentage of enterprises using the Internet for interacting with public authorities, broken down by purpose

Definition: *Purposes*: obtaining information, obtaining forms, returning filled in forms, full electronic case handling.
Source: Eurostat ICT Enterprise Survey 2003, question B4.
Current availability: currently available for EU Member States and OECD countries.

Spanish source: INE- Survey on the use of Information and Communication Technologies and e-commerce in enterprises Results available in October 2004. Data available for 2002 and 2003.
Frequency: annual. The INE will have data for each year in October of the following year.
Type: supplementary.
Datum Spain (2002):
Total: 53.73% (percentage regarding total no. enterprises with Internet connection)
According to purpose:
Obtaining information: 49.48%
Obtaining forms: 45.71%
Returning completed forms: 31.49%
Full electronic case handling: 22.56%

LAG: t+10

Since 1988 the High Council for Information Technology and its specialised commissions, the Interministerial Commission for the Acquisition of Goods and Services (CIABSI) and the National Commission for Cooperation between Public Administrations in the Field of Systems and Information technologies (COAXI) have updated the Information Systems on the Public Administrations' Information Technologies Resources, REINA (State Administration, annual) and IRIA (Autonomic and Local Administrations, biannual), providing basic information to quantify and analyse the process of computerisation carried out in the administrative sphere and make it available for different social agents.
Sixth edition of the IRIA[3] (2002) (Report on ICT Resources in Public Administrations) presents the situation of the ICT resources available on January 1st 2002 in the Public Administration.
For the sphere of Autonomous and Local Administrations, the 2002 IRIA report updates information from the 2000 edition, whilst for the State Administration, this report is identified with the 2002 edition of the REINA report, published annual. Along the lines of previous editions, the 2002 IRIA report presents the main aggregates and indicators for the ICT sector for the Administration as a whole, as well as the most representative characteristics of the ICT resources on completing the report.
http://www.csi.map.es/csi/pg5i30.htm#1 (information IRIA)
http://www.csi.map.es/csi/reina2003/ (REINA information)

This information is used to obtain data for the following indicators:

D.4 Number of on-line public services with integrated digital back office processes

Based on a pilot study with a view to examination of their feasibility at the mid-term review or earlier if possible.
Definition: *integrated digital back office processes*:
1) Collection and management of data;
2) Exchange of electronic information (if applicable), including formats and security functions;
3) Coordination between Administrations (if applicable), including common architecture.

[3] Public Administrations' ICT Resources - General Management for Information Communications Technologies (MPA). Name and contact telephone: Blanca Rodriguez-Antigüedad Zarranz 91.273.24.89

D.5 Public procurement purchases that are fully carried out on-line (electronically integrated) as a percentage (by value) of overall public procurement

Based on a pilot study with a view to examination of their feasibility at the mid-term review or earlier if possible.
Definition: procurement processes must be defined and selected.
a) Public procurement must be defined, since it comprises several processes that individually or combined, can be supported electronically: searching for goods, placing orders, registering incoming orders, receiving invoices, entering prices, certificates, giros, payment, registration.
b) The level of integration of the processes has to be defined.
c) each individual process is usually decentralised in each individual organisation. This type of data, such as the current volume of operations, can be difficult to collect, even when an accurate definition is available.

D.6 Percentage of public authorities using open source software

Based on a pilot study with a view to examination of their feasibility at the mid-term review or earlier if possible.
Definition: Open-source does not only mean access to the source code. The terms for the distribution of this type of software have to fulfil other added criteria such as the free distribution (free of charge).

E. e-Learning

As of 2004, the report will include the supplementary indicator "Percentage of persons who have received ICT training, broken down by employment situation, sex and education" (related to E2).
Frequency: annual, the first quarter of each year is taken as the reference period.

E.1 Number of pupils per computer with an Internet connection (broadband/non broadband)

Definition: only including computers used for educational purposes.
Source: Commission study *(Flash EB 118 Responsables d'école »06/01/02 et 28/02/02 – Rapport p.37)*.
Current availability: available.
Spanish source: Pilot Survey on the Information and Communication Society in educational centres Academic year 2000-2001[4] (Ministry of Education, Culture and Sport). This survey has been performed in the cooperation framework established with the Autonomous Communities through the Statistics Commission of the Sector Conference on Education. In this framework, and considering the results obtained in the *Pilot Survey* and the existing demands, it has been agreed to include this request for information in regular state statistics on education as of academic year 2002-03.
Type: policy-related.
Datum Spain:

[4] http://www.mecd.es/estadistica/SInfo.html

E.2 Percentage of individuals having used the Internet for educational and training reasons

Definition: broken down by official educational activities (school, university, etc.); postgraduate courses; vocational training courses.
Source: Eurostat ICT Households Survey 2003, part of question C8p-r.
Current availability: currently available for EU Member States and OECD countries.
Spanish source: INE - Survey on Equipment and Use of Communication and Information Technologies in Households.
Frequency: annual. INE will have the data in October each year. Data for 2004 consider the 2nd quarter of 2004 as the reference period.
Type: supplementary.
Datum Spain (2003)-INE
(percentages regarding total number of persons who have the Internet in the last 3 months)

Education and training: Official education courses	20.51%
Education and training: Courses for finding job opportunities	13.4%
Education and training: Other courses	9.2%

LAG: in October of year t data is for the second quarter of year t

E.3 Percentage of enterprises using e-learning applications for training and education of employees

Spanish source: INE- Survey on the use of Information and Communication Technologies and e-commerce in enterprises Results available in October 2004. Data available for 2002 and 2003
Frequency: annual. The INE will have data for each year in October of the following year.
Type: supplementary.
Datum Spain (2002): 27.25% (Percentage of total enterprises with Internet connection)

LAG: t+10

F. e-health

Medical information covers injuries, diseases and nutrition.
Frequency: daily, weekly, monthly, rarely, never.
Demographic data: age, sex. Broken down by general searches and those for named practitioner online. If *named practitioner*, searches are broken down by the purpose of communication: make appointments, request prescriptions or seek medical advice.
Frequency: annual, first deliverables in October 2003, second in October 2004, third in October 2005, considering the first quarter of each year as the reference period.

F.1 Percentage of the population (aged sixteen and over) using the Internet to seek health information whether for themselves or others.

Definition: *Health information to be included:* injuries, diseases and nutrition.
Source: Eurostat ICT Households Survey 2003, part of question C9a.
Availability: currently available.
Spanish source: INE - Survey on Equipment and Use of Communication and Information Technologies in Households.

Frequency: annual. INE will have the data in October each year. Data for 2004 consider the 2nd quarter of 2004 as the reference period.
Type: policy-related.
Datum Spain (2003)-INE:
percentages regarding total number of persons who have the Internet in the last 3 months

Health services: Carry out operations or search for information on health	19.57%

F.2 Percentage of GPs (family medicine) using electronic patient records

Source: Commission survey. Easily included in the existing survey aimed at GPs [*FLASH EB N°126 «MIS Médecins généralistes» (27 /05/2002 – 19/06/2002)].*
Current availability: currently not available.
Spanish source: statistical information on Health, and specifically on Health personnel, compiled by MHC and INE. Currently this type of added information is not collected since their are flaw regarding the quality of the databases that have the be solved first (problems regarding the completeness of the frame).
Type: policy-related.
Datum Spain:

A DYNAMIC e-BUSINESS ENVIRONMENT

G. Buying and selling on-line

In 2004, when the "electronic invoicing" directive comes into force, the supplementary indicator "percentage of enterprises issuing invoices on-line" (related to G3) will also be included in the analysis.
Frequency: annual, first deliverables in October 2003, second in October 2004, third in October 2005, considering the first quarter of each year as the reference period.

G.1 Percentage of enterprises' total turnover from e-commerce

Definition: *e-commerce* as defined by OECD including both broad and narrow definition. Sales should include those to business partners (B2B) and private customers (B2C).
Tables should be broken down by enterprise size (10-49; 50-249; 250+ employees) and activity (NACE sections D,F,G,H,I,K,92.1,92.2).
Source: Eurostat ICT Enterprise Survey/NSI 2003, question C6 and D4.
Current availability: currently available for EU Member States and OECD countries.
Spanish source INE- Survey on the use of Information and Communication Technologies and e-commerce in enterprises. Results available in October 2004. Data available for 2001, 2002 and 2003
Frequency: annual. The INE will have data for each year in October of the following year.
Type: policy-related.

LAG: t+10

Datum Spain (2002): E-commerce: 2.05%; Internet : 0.31%. Does not include the financial sector.

Total Industries[1]	**From 10 to 249 employees**	**250 or more employees**	**Total**
Internet Sales compared to sales by enterprises that sell using the Internet (%)	4.48	1.91	2.18
Sales by Internet compared to total sales (%)	0.12	0.55	0.31
E-commerce sales compared to total sales (%)	1.19	3.18	2.05

Internet Sales compared to sales by enterprises that sell using the Internet (%)		From 10 to 249 employees	250 or more employees	TOTAL
Industries	NACE Codes			
D	NACE 15-41	1.95	2.36	2.33
F	NACE 45	4.51	-	4.51
G	NACE 50	9.29	5.64	7.83
	NACE 51	6.34	1.86	2.77
	NACE 52	1.20	0.30	0.35
H	NACE 551.552	3.62	4.87	4.22
I	NACE 60-63	2.94	1.33	1.62
	NACE 64	20.09	1.95	2.11
K	NACE 70, 71, 73, 74	3.10	5.16	4.74
	NACE 72	18.70	4.85	15.61
O	NACE 921.922	1.27	1.70	1.57
Internet sales compared to total sales (%)				
D	NACE 15-41	0.04	0.58	0.35
F	NACE 45	0.01	-	0.01
G	NACE 50	0.19	0.16	0.18
	NACE 51	0.17	0.75	0.29
	NACE 52	0.05	0.12	0.09
H	NACE 551.552	0.69	1.99	1.08
I	NACE 60-63	0.25	0.68	0.43
	NACE 64	2.00	1.64	1.67
K	NACE 70, 71, 73, 74	0.03	0.27	0.14
	NACE 72	0.48	0.03	0.23
O	NACE 921.922	0.06	0.15	0.11
E-commerce sales compared to total sales				
D	NACE 15-41	1.71	5.21	3.69
F	NACE 45	0.05	-	0.04
G	NACE 50	1.64	0.16	1.17
	NACE 51	1.59	3.02	1.88
	NACE 52	0.05	0.12	0.09
H	NACE 551.552	0.77	2.05	1.15
I	NACE 60-63	0.61	3.31	1.75
	NACE 64	2.00	1.78	1.79
K	NACE 70, 71, 73, 74	0.03	0.27	0.14
	NACE 72	0.78	0.93	0.86
O	NACE 921.922	0.33	0.15	0.23

1. D: NACE 15-41- Manufacturing and Production and distribution of electricity, gas and water
   F: NACE 45-Construction
   G: NACE 50: Sale and repair of motor vehicles; NACE 51: Wholesale trade; NACE 52: Retail trade
   H: NACE 551,552-Accommodation
   I: NACE 60-63-Transport;; Activities incidental to transport, travel agencies; NACE 64: Post and communications
   K: NACE 70, 71, 73, 74-Real estate activities; renting of machinery and equipment; R&D; other business activities; NACE 72: IT activities
   O: NACE 921,922-Audiovisual services

G.2 Number of individuals having ordered/bought goods or services for private use over the Internet in three months

Definition: excluding orders received by email that have been typed manually.
Source: Eurostat ICT Households Survey 2003, question D1.
Current availability: currently available for EU Member States and OECD countries.
Spanish source: INE - Survey on Equipment and Use of Communication and Information Technologies in Households.
Frequency: annual. INE will have the data in October each year. Data for 2004 consider the 2nd quarter of 2004 as the reference period.
Type: supplementary
Datum Spain (2003)-INE: 13.29% percentage regarding total number of persons who have the Internet in the last 3 months

LAG: in October of year t data is for the second quarter of year t

G.3 Number of enterprises having received orders on-line

Source: Eurostat ICT Enterprise Survey 2003, question C5.
Current availability: currently available for EU Member States and OECD countries.
Spanish source: INE- Survey on the use of Information and Communication Technologies and e-commerce in enterprises Results available in October 2004. Data available for 2001, 2002 and 2003
Frequency: annual. The INE will have data for each year in October of the following year.
Type: supplementary.
Datum Spain (2002): 1.64% (not including the financial sector)

LAG: t+10

G.4 Number of enterprises having received on-line payments for Internet sales

Source: Eurostat ICT Enterprise Survey 2003, question C9.
Current availability: currently available for EU Member States and OECD countries.
Spanish source: INE- Survey on the use of Information and Communication Technologies and e-commerce in enterprises Results available in October 2004. Data available for 2001, 2002 and 2003.
Frequency: annual. The INE will have data for each year in October of the following year.
Type: supplementary.
Datum Spain (2002): 29.16% (percentage total number of enterprises that have sold over the Internet)

LAG: t+10

G.5 Percentage of enterprises having purchased on-line

Source: Eurostat ICT Enterprise Survey 2003, question C3.
Current availability: available.
Spanish source: INE- Survey on the use of Information and Communication Technologies and e-commerce in enterprises Results available in October 2004. Data available for 2001, 2002 and 2003
Frequency: annual. The INE will have data for each year in October of the following year.
Type: supplementary.
Datum Spain (2002): 6.83%

H. e-business readiness

Frequency: in compliance with the results of the pilot study, which will be carried out in 2003. Subsequently, if said results are satisfactory, frequency will be annual, taking the first quarter of each year as the reference period.

H.1 e-business index (composite indicator, average e-business readiness)

Definition: mathematical function[5] applied to the number of business processes, both internal and external, which enterprises in Member Countries conduct using integrated digital means. Components of the index:
Source: Eurostat ICT Enterprise Survey 2003.
Current availability: pending definition.
Spanish source INE- Survey on the use of Information and Communication Technologies and e-commerce in enterprises. Results available in October 2004.
Frequency: annual. The INE will have data for each year in October of the following year.
Type: policy-related – pilot.

LAG: t+10

Datum Spain:

a. Infrastructure/Technology

a1. Percentage of enterprises that use the Internet
Source: Eurostat ICT Enterprise Survey 2003, question B1.
Current availability: available in October 2004. Data available for 2001, 2002 and 2003
Frequency: annual. The INE will have data for each year in October of the following year.
Datum ICT Enterprise Survey 2002: 81.73%

a2. Percentage of enterprises that have a website/home page
Source: Eurostat ICT Enterprise Survey 2003, question B5.
Current availability: available in October 2004. Data available for 2001, 2002 and 2003
Frequency: annual. The INE will have data for each year in October of the following year.
Datum ICT Enterprise Survey 2002: 40.94% (percentage of total enterprises with Internet connection)

a3. Percentage of enterprises that use at least two security facilities at the time of the survey
Source: Eurostat ICT Enterprise Survey 2003, question B7.
Current availability: available in October 2004. Data available for 2002 and 2003
Frequency: annual. The INE will have data for each year in October of the following year.

a4. Percentage of total number of persons employed using computers in their normal work routine (at least once a week)
Source: Eurostat ICT Enterprise Survey 2003, question A2.
Current availability: available in October 2004. Data available for 2002 and 2003. (2001: Percentage of employees with Internet access)

[5] To be defined in 2003 although it will probably be a simple average.

Frequency: annual. The INE will have data for each year in October of the following year.
Datum ICT Enterprise Survey 2002: 47.82%

a5. Percentage of enterprises having a broadband connection to the Internet
Source: Eurostat ICT Enterprise Survey 2003, question B2 d-e.
Current availability: available in October 2004. Data available for 2001, 2002 and 2003.
Frequency: annual. The INE will have data for each year in October of the following year.
Datum ICT Enterprise Survey 2002: 62.41% (Percentage of total enterprises with Internet connection)

a6. Percentage of enterprises with a LAN and using an Intranet or Extranet
Source: Eurostat ICT Enterprise Survey 2003, question A4 b-d
Current availability: available in October 2004. Data available for 2001, 2002 and 2003.
Frequency: annual. The INE will have data for each year in October of the following year.
Datum ICT Enterprise Survey 2002:
percentage of enterprises with LAN: 55.26%
Percentage of enterprises using Internet:: 81.73%
Percentage of enterprises with Extranet: 12.23%

b. Organisational/Business

b1. Percentage of enterprises that have purchased products/services via the Internet, EDI or any other computer mediated network where these are > 1% of total purchases

Source: Eurostat ICT Enterprise Survey 2003, question C1/D1a
Current availability: available in October 2004. Data available for 2001, 2002 and 2003.
Frequency: annual. The INE will have data for each year in October of the following year.
Datum ICT Enterprise Survey 2002: Percentage of enterprises that have purchased products/services via the Internet, where these are > 1% of total purchases: 2.15%

b2. Percentage of enterprises that have received orders via the Internet, EDI or any other any other computer mediated network where these are > 1% of total turnover
Source: Eurostat ICT Enterprise Survey 2003, question C5/D1b
Current availability: available in October 2004. Data available for 2001, 2002 and 2003.
Frequency: annual. The INE will have data for each year in October of the following year.
Datum ICT Enterprise Survey 2002: Percentage of enterprises that have received orders via the Internet, where these are > 1% of total turnover 0.76%
b3. Percentage of enterprises whose IT for managing orders and purchases are linked automatically with other internal IT systems
Source: Eurostat ICT Enterprise Survey 2003, question A6 a-e

Current availability: available in October 2004.

b4. Percentage of enterprises whose IT systems are linked automatically to IT systems of suppliers or customers outside their enterprise group
Source: Eurostat ICT Enterprise Survey 2003, question A6 f-g.
Current availability: available in October 2004. Data available for 2002 and 2003.
Frequency: annual. The INE will have data for each year in October of the following year.

b5. Percentage of enterprises with Internet access using the Internet for banking and financial services
Source: Eurostat ICT Enterprise Survey 2003, question B3d.
Current availability: available in October 2004. Data available for 2001, 2002 and 2003.
Frequency: annual. The INE will have data for each year in October of the following year.
Datum ICT Enterprise Survey 2002: 81.70% (Percentage of total enterprises with Internet connection)

b6. Percentage of enterprises that have sold products to other enterprises via a presence on specialised Internet market places
Source: Eurostat ICT Enterprise Survey 2003, question C10.
Current availability: available in October 2004. Data available for 2001, 2002 and 2003.
Frequency: annual. The INE will have data for each year in October of the following year.
Datum ICT Enterprise Survey 2002: 9.94% (Percentage of total enterprises that have sold on Internet)

A SECURE INFORMATION INFRASTRUCTURE

I. Internet users' experience and usage regarding ICT-security

ICT security measures are defined differently depending on whether they refer to enterprises or individuals.
Frequency: annual, first deliverables in October 2003, second in October 2004, third in October 2005, considering the first quarter of each year as the reference period.

I.1 Percentage of individuals with Internet access having encountered security problems (on the Internet)

Definition: *security problems (individuals) like*:
fraudulent credit card use, computer viruses and abuse of personal information.
Source: Eurostat ICT Households Survey 2003, question C2a-c.
Current availability: currently available for EU Member States and OECD countries.
Spanish source: INE -Survey on Equipment and Use of Communication and Information Technologies in Households.
Frequency: annual. INE will have the data in October each year. Data for 2004 consider the 2nd quarter of 2004 as the reference period.
Type: policy-related.
Datum Spain (2003)-INE:
percentages regarding total number of persons who have the Internet in the last 3 months

Non requested or unwanted emails	54.5%
Computer viruses	32.4%
Fraudulent credit card use	1.1%
Exposure to illegal or offensive contents	18.3%
Other security problems	2.0%

LAG: in October of year t data is for the second quarter of year t

I.2 Percentage of enterprises with Internet access having encountered security problems

Definition: *security problems (enterprises)* like: computer viruses, unauthorised access to systems or data, and *blackmail/threats* against the enterprise data or software that have occurred in the last 12 months.
Broken down by size of the company (10-49;50-249;250+).
Source: Eurostat ICT Enterprise Survey 2003, question B9a-c.
Current availability: available in October 2004.
Spanish source: INE- Survey on the use of Information and Communication Technologies and e-commerce in enterprises Data available for 2003.
Frequency: annual. The INE will have data for each year in October of the following year.
Type: policy-related.
Datum Spain:

LAG: t+10

I.3 Percentage of individuals having taken ICT security precautions within the last three months

Source: Eurostat ICT Households Survey 2003, question C7c.
Current availability: currently not available.
Spanish source: INE - Survey on Equipment and Use of Communication and Information Technologies in Households.
Type: supplementary
Datum Spain

LAG: in October of year t data is for the second quarter of year t

I.4 Percentage of enterprises having taken ICT security precautions within the last three months

Definition: in particular enterprises that have used mechanisms for authentication, for example, digital signatures, when working with their clients.
Source: Eurostat ICT Enterprise Survey 2003, question B7 (C7.5ETICCE).
Current availability: currently available for EU Member States and OECD countries.
Spanish source: INE- Survey on the use of Information and Communication Technologies and e-commerce in enterprises Results available in October 2004. Data available for 2002 and 2003.
Frequency: annual. The INE will have data for each year in October of the following year.
Type: supplementary

Datum Spain (2002): *Enterprises with web page security* (percentages regarding total enterprises with an Internet connection and web page):

Electronic digital signature 23.64 %
Password/Login 60.97 %
Other authentication mechanisms 11.77 %

LAG: t+10
I.5 Percentage of individuals and enterprises that have installed security devices on their PCs and updated them within the last three months

Source: Eurostat ICT Enterprise Survey 2003, questions C7a and b/B8
Current availability: available.
Spanish source: INE

Households: Survey on Equipment and Use of Communication and Information Technologies in Households.
Enterprises: Survey on the use of Information and Communication Technologies and e-commerce in enterprises. Results available in October 2004. Data available for 2002 and 2003.
Frequency: annual. INE will have the data in October each year. Data for 2004 consider the 2nd quarter of 2004 as the reference period.
Type: supplementary.
Datum Spain: Enterprises with web page that use security and updated it in the past 3 months: 80.76% (Percentage of total enterprises with Internet connection and web page)

LAG for enterprises: t+10
LAG for households: in October of year t data is for the second quarter of year t

BROADBAND

J. Broadband penetration

J.1 Availability of broadband access measured by the percentage of total households or individuals by access platform

J.2 Percentage of enterprises with broadband access

Source: Eurostat ICT Enterprises Survey 2003, question B2d,e
Current availability: available.
Spanish source: INE- Survey on the use of Information and Communication Technologies and e-commerce in enterprises Results available in October 2004. Data available for 2001, 2002 and 2003.

Frequency: annual. The INE will have data for each year in October of the following year.
Type: policy-related.
Datum Spain (2002): 62.41% (Percentage of total enterprises with Internet connection)

LAG: t+10

J.3 Percentage of households or individuals with broadband access

Source: Eurostat ICT Households Survey 2003, question A4c(1-4)
Current availability: available.
Spanish source: INE - Survey on Equipment and Use of Communication and Information Technologies in Households.
Frequency: annual. INE will have the data in October each year. Data for 2004 consider the 2nd quarter of 2004 as the reference period.
Type: policy-related.
Datum Spain (2003)-INE: 35.45% Percentage of total households with Internet connection)

LAG: in October of year t data is for the second quarter of year t

J.4. Percentage of public administrations with broadband access (definition pending)

Source: probably a Commission study.
Current availability: not available.

Spanish source: information systems IRIA and REINA (MPA[6]).Further information at http://www.map.es/csi/pg4101.htm.
Type: policy-related.
Datum Spain:

J.5 Difference between availability and 'penetration' of broadband access broken down by type of access

Source: National Information Technologies Authorities.
Current availability: not available.
Spanish source: TMC
Type: supplementary.
Datum Spain:

J.6 Percentage of households or individuals equipped with home networking connections

Source: Eurostat ICT Households Survey 2003, part of question A4.d.
Current availability: available.
Spanish source: INE - Survey on Equipment and Use of Communication and Information Technologies in Households.
Frequency: annual. INE will have the data in October each year. Data for 2004 consider the 2nd quarter of 2004 as the reference period.
Type: supplementary.
Datum Spain:

LAG: in October of year t data is for the second quarter of year t

[6]Grl. Department for Information Communications Technologies (MPA). Name and contact telephone: Blanca Rodriguez-Antigüedad Zarranz 91.273.24.89

Annex: Summary chart. Available sources of information.

INTERNET INDICATORS

	INDICATO	Frequenc	Referenc	Sourc	Lag
A. Citizens' access to and use of the					
	A.1 Percentage of households o**having access to** at home	Annu	2º Trimestre	INE: TIC-	October
	A.2 Percentage of individuals **regularly using the**	Annu	2º Trimestre	INE: TIC-	October
	A.3 Percentage of households with access to the **by device** : ISDN, DSL, digital TV,	Annu	2º Trimestre	INE: TIC-	October
	A.4. Percentage of individuals with access to **by place of** (home, work, 'place' of education, net café,	Annu	2º Trimestre	INE: TIC-	October
	A.5 Percentage of individuals using Internet fo**purposes** (broken down by purposes: sending/receiving e-mails, Information on goods and services, reading/downloading on-playing/downloading games and music, Internet	Annu	2nd quarter year	INE: TIC-	October
	A.6 Percentage of households **Objetive 1 regions**	Annu	2nd quarter year	INE: TIC-	October
B. ENTERPRISES' ACCESS TO AND					
	B.1 Percentage **employees using PCs** the Internet, in normal work	Annu	Annu	INE: TIC-	October year
	B.2. Percentage **enterprises having access to the**	Annu	Annu	INE: TIC-	October year
	B.3. Percentage **enterprises having a**	Annu	Annu	INE: TIC-	October year
	B.4. Percentage **enterprises using**	Annu	Annu	INE: TIC-	October year
	B.5. Percentage of **with** working part of de **their time away from the enterprise** (at least half a week on average) and access the enterprise's IT systems from there los sistemas TIC de la	Annu	Annu	INE: TIC-	October year
C. INTERNET ACCESS COSTS					
	C.1 Costs of Internet access **broken down by different Frequen** 20, 30, 40 horas/week.	Annu		CMT: Allows viewing rates Charged by operators	
	C.2 Identification o**cheapest broadband access** in each State by type of access	Annu		CMT: Allows viewing rates Charged by operators	

ON LINE PUBLIC SERVICES

	INDICATOR	Frequency	Reference	Source	Lag
D. e- GOVERNMENT					
	D.1 No. basic public services fully available on line	Semestral	Semester	Cap Gemini Ernt&Young Survey	April and
	Public service	**Level of availability**	**Organism**	**WEB site**	
	For citizens				
	Payment of taxes	"4/4	AEAT	https://aeat.es/	
	Job hunting via Job Centres	"1/3	INEM	http://www.inem.es/	
	Social Security Aids				
	? Unemployment benefit	"1/4	INEM	http://www.inem.es/	
	? Family	"2/4	Social Security	http://www.seg-social.es/	
	? Medical expenditure (refund or direct payment		Social Security	http://www.seg-social.es/	
	? Study grants	"2/4	M. Ed. And Science.	http://wwwn.mec.es/mecd/becas/index.html	
	Personal documents				
	? Passport:	"1/3	Home Office	http://www.mir.es/pasaport/	
	? Driving licence	"1/3	Home Office	http://www.mir.es/trafico/traftramconduct.htm	
	Car registration	"1/4	General Traffic Department.	http://www.dgt.es/indices/dgtHtm_Vehiculos_es.html	
	Planning permission		Local Administration		
	Reports filed with the Police	"3/3	National Police Force	https://www.policia.es/	
	Public Libraries	"1/3		3 http://www.mec.es/mec/bibliotecas/p_bibliot.html	
	Certificates (birth, marriage	"3/3	M. of Justice	http://www.justicia.es/	
	Registrations in University	"1/4	Managed individually by each University		
	Notification of change of address		Managed by the Local Administration		
	Health-related services	"1/4	M. Health and	http://www.msc.es/home.jsp	
	For enterprises				
	Social Security Contributions for employees	"3/4	Social Security	http://www.seg-social.es/	
	Corporate Tax	"4/4	AEAT	https://aeat.es/	
	VAT: notification,	"4/4	AEAT	https://aeat.es/	
	Registration of new corporations	"3/4	Managed by the corresponding Administration		
	Dispatch of data for official statistics	"3/3	INE	http://www.ine.es/	
	Customs declarations	"4/4		https://aeat.es/aduanet/aduanaie.html	
	Environment-related permits	"2/4		http://www.mma.es/proce/index.htm	
	Public purchases: data not available		Not available		

Level of availability:
1) Information on services
2) Download of forms
3) On-line forms
4) Full electronic case handling

ON LINE PUBLIC SERVICES

	INDICATOR	Frequency	Reference	Organism	Fuente	Desfase
D. e- GOVERNMENT						
	D.2 Percentage of individual using the Internet for interacting with the public authorities, broken down by purpose	Annual	2nd quarter year t	INE	TIC-Hogares	Octubre año t
	D.3 Percentage of enterprises using the Internet for interacting with public authorities broken down by purpose	Annual	Annual	INE	TIC-Empresas	Octubre año t+1
	D.4 No. of available basic public on-line services with integrated Digital back office processes	Annual	Annual	CIS / CABSI / COAXI	REINA / IRIA	
	D.5. Public procurement processes that are fully carried out on-line (electronically integrated) as a percentage (by value) of overall public aprovisionamientos públicos	Annual	Annual	CIS / CABSI / COAXI	REINA / IRIA	
	D.6 Percentage of public authorities using open-source software					

CIS: High Council for Information
CIABSI: Interministerial Commission for the Acquisition of Goods and Services
COAXI: Field of Systems and Information technologies

ON LINE PUBLIC SERVICES

	INDICATOR		Frequency	Reference	Source	Lag
E. e- LEARNING						
	e.1	No. of pupils per computer with Internet connection	Annua	2nd quarter year t	INE: ICT-	October year t
	e.2	Percentage of pupils having used the Internet in relation to training and purposes	Annua	2nd quarter year t	M. Education and Science	October year t
	e.3	Percentage of enterprises using e-learning applications for training and education of their employees	Annua	Annua	INE: ICT-	October year t+1
F. e- SALUD						
	f.1	Percentage of the population using Internet to seek health information for themselves or others o	Annua	2nd quarter year t	INE: ICT-	October year t
	f.2	Percentage of general practitioners using electronic Patient records	Annua		Ministry for Health & Consumpt.[1]	

[1] There are differences regarding the quality of the data, therefore this information is currently not available

DYNAMIC e-BUSINESS

	INDICATOR	Frequency	Reference	Source	Lag
G. BUYING AND SELLING ON-LINE					
g.1	Percentage of enterprises' total turnover from e-commerce	Annual	Annual	INE: ICT-Enterprises	October year t+1
g.2	No. individuals having ordered/bought goods or services for private use over the Internet in the last three months	Annual	2nd quarter year t	INE: ICT-Households	October year t
g.3	No. of enterprises having received orders on-line	Annual	Annual	INE: ICT-Enterprises	October year t+1
g.4	No. of enterprises having received on-line payments for Internet sales	Annual	Annual	INE: ICT-Enterprises	October year t+1
g.5	Percentage of enterprises having purchased on-line	Annual	Annual	INE: ICT-Enterprises	October year t+1
H. e-BUSINESS READINESS					
h.1	e-business index (composite indicator e-business readiness average) – pilot indicator-	Annual	Annual	INE: ICT-Enterprises	October year t+1
	a. Infrastructure/Technology				
	a1. Percentage of enterprises that use Internet	Annual	Annual	INE: ICT-Enterprises	October year t+1
	a2. Percentage of companies that have a web site/home page	Annual	Annual	INE: ICT-Enterprises	October year t+1
	a3. Percentage of enterprises that use at least two security facilities At the time of the survey	Annual	Annual	INE: ICT-Enterprises	October year t+1
	a4. Percentage of total number of persons employed using Computers in their normal work routine (at least once A week)	Annual	Annual	INE ICT-Enterprises	October year t+1
	a5. Percentage of enterprises having a broadband connection to the Internet	Annual	Annual	INE: ICT-Enterprises	October year t+1
	a6. Percentage of enterprises with LAN and using an Internet or Extranet	Annual	Annual	INE: ICT-Enterprises	October year t+1
	b. Organisation/Business				
	b1. Percentage of enterprises that have purchased products/services via the Internet, EDI or any other computer-mediated network, where these are >1% of total purchases	Annual	Annual	INE: ICT-Enterprises	October year t+1
	b2. Percentage of enterprises that have received orders via the Internet, EDI or any other computer mediated network where these are >1% of the total turnover	Annual	Annual	INE: ICT-Enterprises	October year t+1
	b3. Percentage of enterprises whose IT systems for managing orders or purchases are linked automatically With other internal IT systems	Annual	Annual	INE: ICT-Enterprises	October year t+1
	b4. Percentage of enterprises whose IT systems are linked Automatically to IT systems of suppliers Or customers outside their enterprise groups	Annual	Annual	INE: ICT-Enterprises	October year t+1
	b5. Percentage of enterprising with Internet access using the Internet for banking and financial services	Annual	Annual	INE: ICT-Enterprises	October year t+1
	b6. Percentage of enterprises that have sold products to other Enterprises via a presence on specialized Internet market places	Annual	Annual	INE: ICT-Enterprises	October year t+1

BROAD BAND

	INDICATO		Frequenc	Referenc	Sourc	Lag
J. BROAD BAND PENETRATION						
	j.1	Availability of broad band access, measured by the percentage of total households or individuals by access platform				
	j.2	Percentage of enterprises with broad band	Annu	Annu	INE: ICT-	October year
	j.3	Percentage of households or individuals with broad	Annu	2nd quarter	INE: ICT-	October
	j.4	Percentage of public administrations with broad access (pending	Annu	CIS / CABSI /	REINA /	
	j.5	Difference between availability and penetration of Band access broken down by type of			CM	
	j.6	Percentage of households or individuals equipped home	Annu	2nd quarter	INE: ICT-	October

CIS: Higher Council for
CIABSI: Interministerial Commission for the Acquisition of Goods and
COAXI: Field of Systems and Information