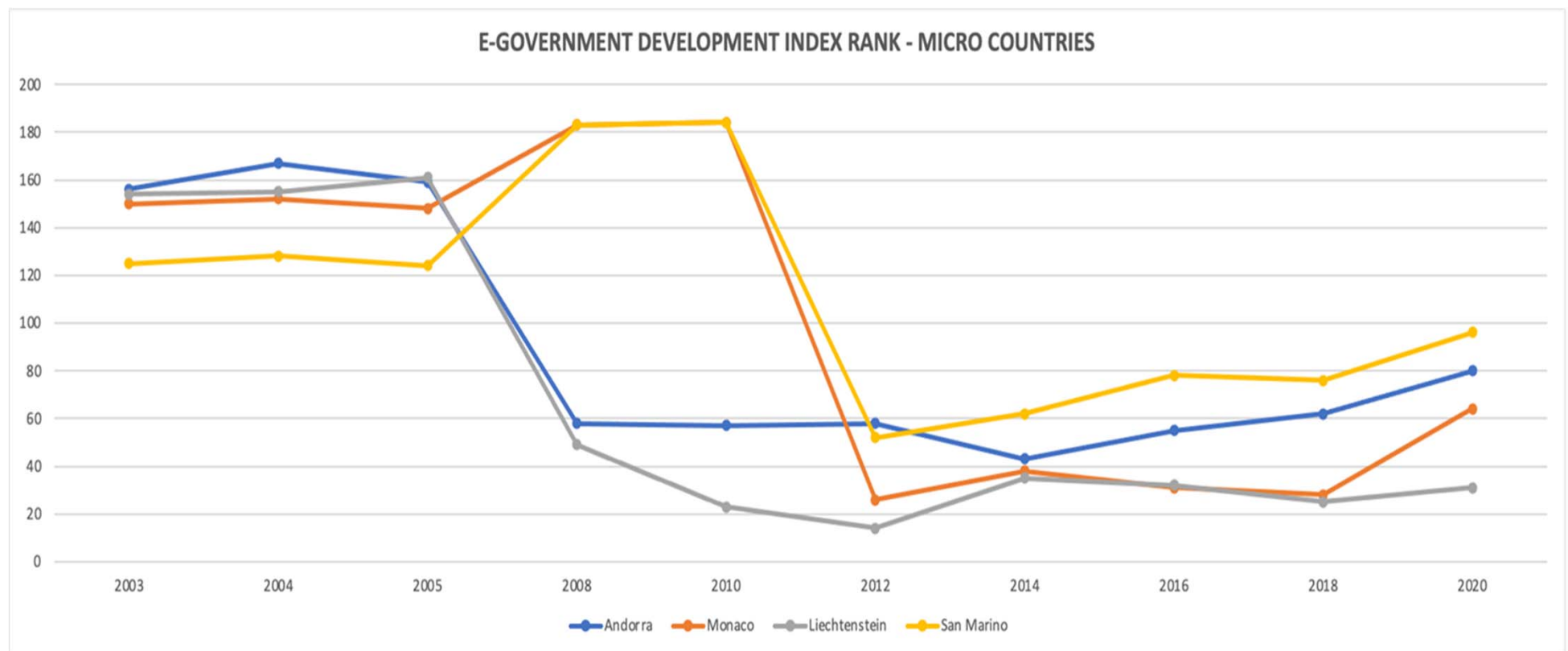# Digitalisation in the public sector

ANDORRA

UNIVERSITAT D'ANDORRA

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Digitalization trends: Comparison with european micro countries

E-GOVERNMENT DEVELOPMENT INDEX RANK - MICRO COUNTRIES

Legend: Andorra, Monaco, Liechtenstein, San Marino

Digitalization trends I

- Andorra is working hardly to become a digital country. The digitalization process has started on May 2018.

- The main tools developed by the Andorran government are:
  - Trust services office
  - Electronic certificate
  - E-tràmits (tramits.ad)
  - Online identification module

Digitalization trends II

THE GOVERNMENT:
- Background: Andorra was a country based on a physical presence to do any procedures with the public administration. Nowadays, the digitalization is changing that situation and many procedures can be done online.
- The goal is to be able to do any procedure online at the end on 2022.
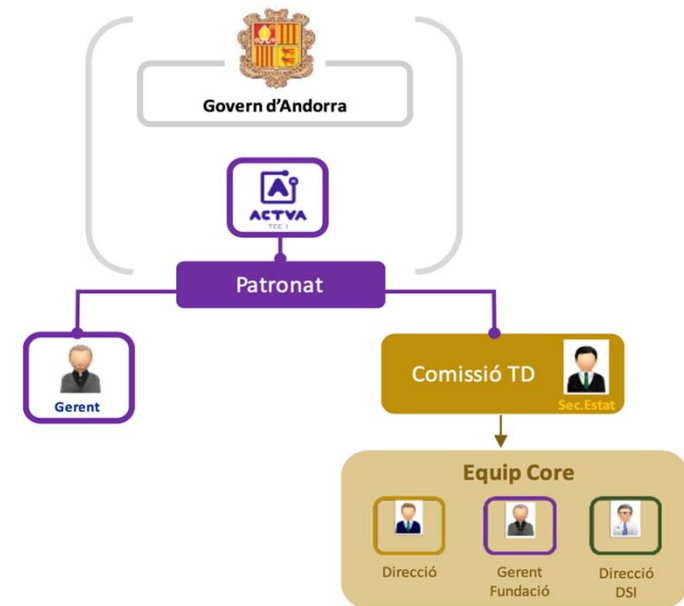
PUBLIC INSTITUTIONS:
- Canillo Hall -
- S.A.A.S. – Shared medical history
- Justice ministry – Avantius

Digitalization trends III

- The digital ecosystem comprising public, private and third sectors are embryonic in our country.

- Andorra has 100% access to fiber optic connection, and most of the households has internet's subscriptions in their homes.

- On 2023, all the procedures related with the electricity, telecommunications and town hall can be done online.

- Due to the pandemic, the banks and the malls had developed online channels to sell their products and services.
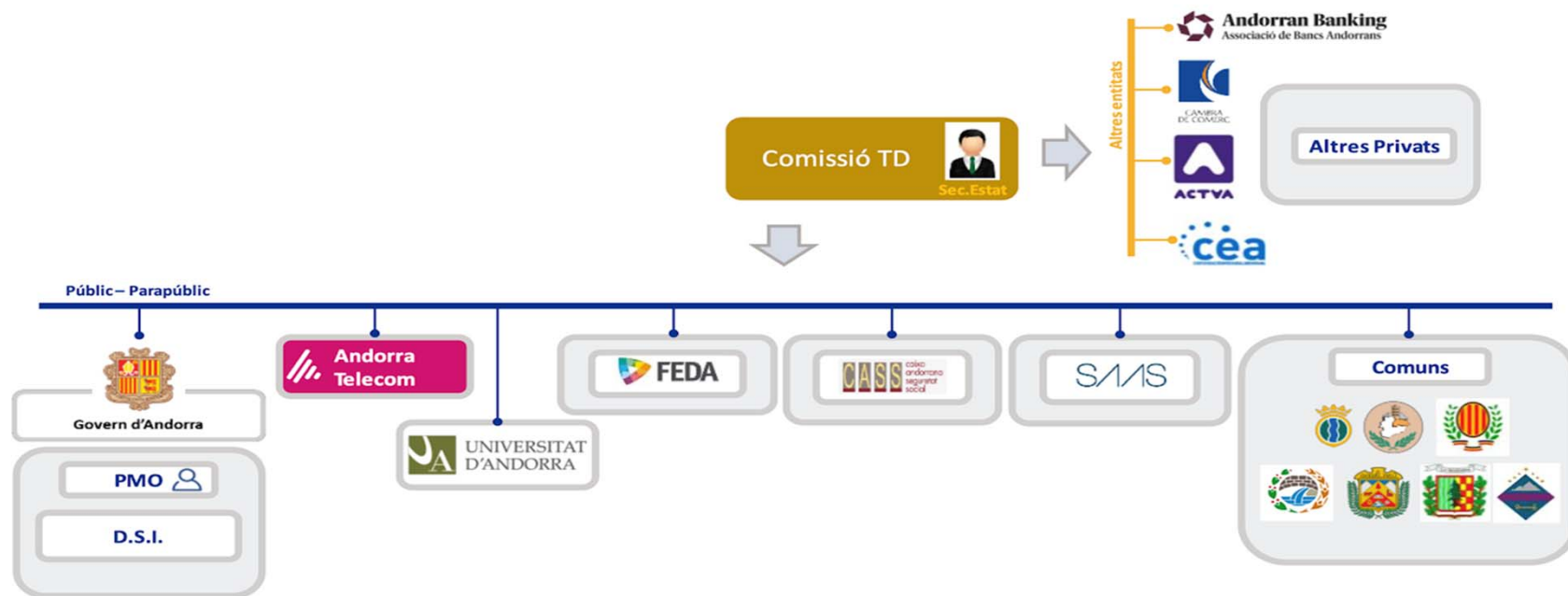
Governance of public sector digitalisation

- Andorra has to define the governance of the public sector. The goal is to include private sector and became a centralize system.

- The Goverment has a powerful institution called ActuaTech to lead and to pool **"The Digital Transformation Program" (PdTDA)**.

Comissió de Transformació Digital

Image retrieved from: Briefing Programa de Transformació Digital d'Andorra (PdTDA). Comissió Digital Fundació ActuaTech. 2021
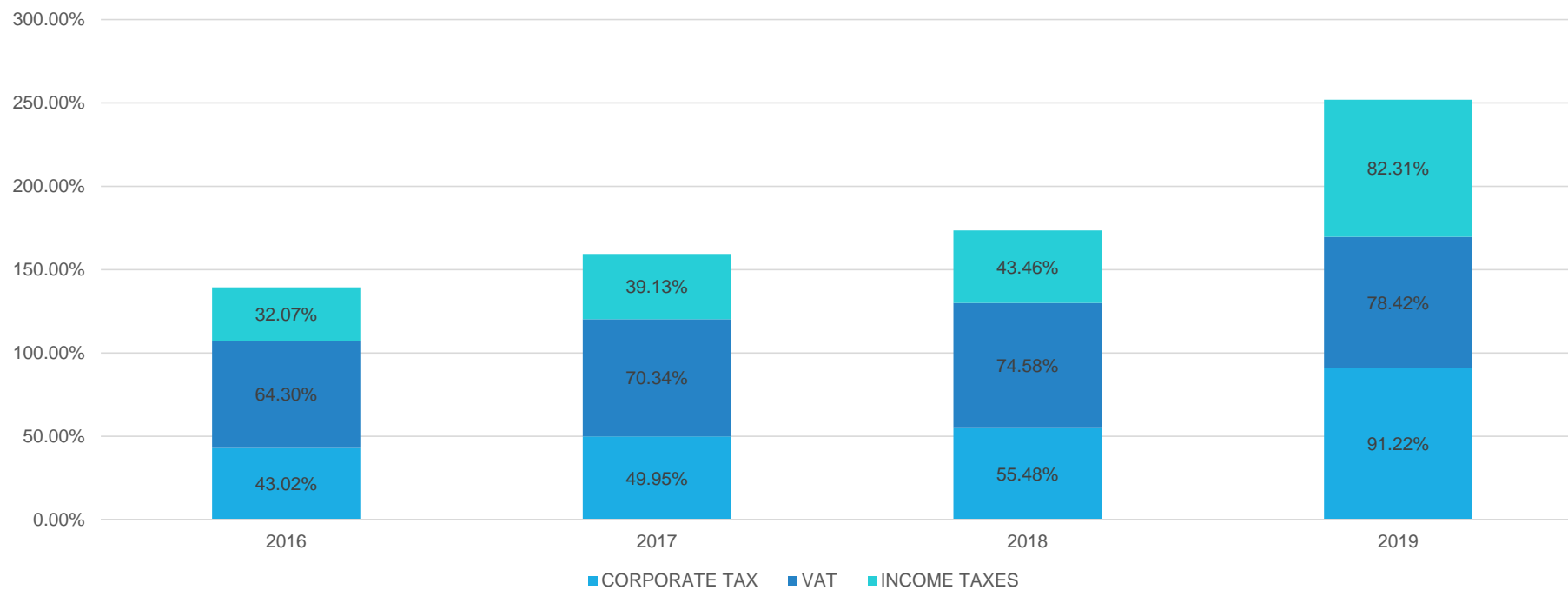
Governance of public sector digitalisation

Mapa d'entitats considerades dins el Pla de Transformació Digital

Image retrieved from: Briefing Programa de Transformació Digital d'Andorra (PdTDA). Comissió Digital Fundació ActuaTech. 2021

Provision of public services

ELECTRONIC TAX FILLING

Legend: CORPORATE TAX, VAT, INCOME TAXES

Year	CORPORATE TAX	VAT	INCOME TAXES
2016	43.02%	64.30%	32.07%
2017	49.95%	70.34%	39.13%
2018	55.48%	74.58%	43.46%
2019	91.22%	78.42%	82.31%

Own source based on data provided by the Department of Taxes and Borders of the Government of Andorra.

E-PARTICIPATION

- Nowadays, it is not posible to participate in public sector decisio-making by digital means.

- It is posible to participate in the legislative process by a **popular legislative initiative.**

- The town halls have created the participated budgets which give the oportunity to voted new projects (new public services, new infrastructures).

Flashpoint: COVID-19

- The Covid-19 has became a boost in the digitalization process in Andorra.

- New digital initiatives have been launched to manage the pandemic: website to inscribe to participate on COVID-19 screening, SMS received to schedule the day and hour to go, and SMS received with the test results.

- On february 2021, a new website gives the opportunity to get registered to be vaccinated against COVID-19.

- The government is working strongly on an **inmunity passport**.

CONCLUSION

- Since 2018, Andorra is determined to digitize the country.

- Andorra has to increase the trust of the society on digital solutions and comunication.

- The public administrations has to work to imply firms on the digitalization process.