

➤ **Module Introduction to E-Government: Summer term 2025**

Legal Aspects in German E-Government Developments: Online Access Act and its Evolution

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29.07.2025, 18:30: Barbecue and
Get-Together Master E-
Government



Legal Aspects in German E-Government Developments: Online Access Act and its Evolution

Agenda

- ❖ Specific E-Government Acts
 - other legal acts see class 7
 - Online Access Act

[Legal foundations in Germany can be found online via „Gesetze im Internet“: <http://www.gesetze-im-internet.de/>

Further information can also be found online under:
<https://www.digitale-verwaltung.de/Web/DV/EN/ozg/ozg-node.html>

<https://www.digitale-verwaltung.de/Web/DV/DE/onlinezugangsgesetz/das-gesetz/ozg-aenderungsgesetz/ozg-aenderungsgesetz-node.html>]

Act on improving the Online Access to public services:

Online access act (Onlinezugangsgesetz - OZG)

- ❖ Online access act of 14.08.2017 (BGBl. I S. 3122, 3138)
 - Entered into force on 18.08.2017
 - First version to be implemented until end of 2022 (five years after publication)
 - online: <https://www.gesetze-im-internet.de/ozg/>
- ❖ 581 public services to be digitalized for online procedures by 2022
 - public services at all levels of the federal system
- ❖ By end of 2022, the implementation target has by far not been reached. Next version of OZG
- ❖ OZG amendment act (OZGÄndG) prepared since 2022
 - approved by the Parliament in March 2024
 - approved by the Council in June 2024



<https://www.digitale-verwaltung.de/Webs/DV/DE/onlinezugangsgesetz/das-gesetz/ozg-aenderungsgesetz/ozg-aenderungsgesetz-node.html>

Instead of deadlines, the amendment prioritizes initiatives:

- ❖ **Federal digital standards:** Within 2 years, nationwide digital standards and interfaces must be set.
- ❖ **"Digital only" for businesses:** Business services must be fully digital within 5 years, with limited exceptions.
- ❖ **BundID transition:** States have 3 years to switch to the national BundID.
- ❖ **ELSTER for ID:** ELSTER or "substantial" ID allowed for 5 years; after that, only "high" security level accepted.

Goal: Modernize administration, remove digital barriers, boost competitiveness.

Effective: Law effective since July 24, 2024.

<https://www.digitale-verwaltung.de/Webs/DV/DE/onlinezugangsgesetz/das-gesetz/ozg-aenderungsgesetz/umsetzungsfristen/umsetzungsfristen-node.html>

What the OZG regulates

§ 1 Objective of the Act

§ 1a Portal compound for digital public services

§ 2 Definition of terms

§ 3 User accounts, identification, and authentication

§ 3a Advice services offered by the portal network

§ 4 Electronic execution of public administration procedures

§ 5 IT Security

§ 6 communication standards

§ 7 User-friendliness and accessibility

§ 8 Legal basis for data processing

§ 8a Legal basis in a cross-regional online-service

§ 9 Publication of administrative record

§ 9a Principles of electronic processing via administrative portals

§ 10 Data protection cockpit

§ 11 Monitoring and evaluation; determination of compliance costs

§ 12 Transitional provisions relating to § 3; regulatory powers

<https://www.gesetze-im-internet.de/ozg/>

OZG § 1a Portal compound for digital public services

- (1) Federal Government and Federal State Governments are obliged to also offer their public services online via online portals – until end of 2022.
- (2) Federal Government and Federal State Governments must interconnect their online portals to a portal compound

https://www.gesetze-im-internet.de/ozg/_1a.html

❖ Federal portal:

<https://verwaltung.bund.de/portal/>



❖ Guideline for designing and implementing the portal compound

https://www.digitale-verwaltung.de/SharedDocs/downloads/Webs/DV/DE/leitfaden_nutzererlebnis_portalverbund.pdf;jsessionid=9047C07D942456D2394C916BB441F52C.live871?__blob=publicationFile&v=1



moving



Welcome

The Federal Portal provides access to online services offered by Germany's federal, state and local governments.

What are you looking for?



For private individuals

[All Personal Matters](#)



For companies

[All Business Matters](#)

<https://verwaltung.bund.de/portal/EN>

OZG § 2 Definition of terms

- (1) Portal compound
- (2) Online Portal of public administrations
- (3) Public Services
- (4) User (natural persons, legal persons, unions with legal rights, public authorities)
- (5) User account
- (6) IT components -> applications, digital tools
- (7) Digital delivery account -> part of user account

https://www.gesetze-im-internet.de/ozg/_2.html

OZG § 3 User accounts, identification, and authentication

https://www.gesetze-im-internet.de/ozg/_3.html

1. **Online Availability:** Public authorities must offer their administrative services electronically via the **federal or state service portals**.
2. **User-Centered Design:** Services must be **easy to use, accessible**, and aligned with the needs of **citizens and businesses**.
3. **Digital Processes:** Services must allow for **end-to-end digital processing**, including submission, processing, and delivery of results.
4. **Interoperability:** Services should use **standardized interfaces and data formats** to ensure **compatibility across government levels**.
5. **BundID & Organizational Accounts:** Services must support identification via **BundID** for individuals and the **Organisationskonto** for businesses.

- [Online-Ausweis >](#)
- [BundID >](#)
- [eIDAS 2.0 >](#)
- [GovLabDE Digitale Identitäten >](#)

<https://www.digitale-verwaltung.de/Webs/DV/DE/digitale-identitaeten/digitale-identitaeten-node.html>



OZG § 3a - Advice services offered by the portal network

- ❖ **General and cross-domain advice:** Both federal and state governments shall provide a unified, barrier-free consultation service to users of the administrative portal network
- ❖ **Public authority assignment:** Specific public authorities are designated to support users in the completion of e-services offered via the portals
- ❖ **Limited data processing:** These authorities may process only user-provided personal data necessary for guidance, including special categories of data but only with the user's request .

https://www.gesetze-im-internet.de/ozg/_3a.html

Example eIDAS conformant eID via personal identity application

- ❖ 281 different applications for eID are certified



English | Behördenportal



Bürgerinnen und Bürger Wirtschaft Verwaltung **Anwendungen** Service

Startseite > Anwendungensuche

Applications

Online-Ausweisen anbieten

Diensteanbieter werden

Identifizierungsdiensteanbieter werden

Zulassungsverfahren für Nutzerkonten

https://www.personalausweisportal.de/SiteGlobals/Forms/Webs/PA/suche/anwendungensuche-formular.html?gts=14626016_list%253DunifiedDate_dt%2Bdesc

Quelle: Adobe Stock; PhotosD

255 Anwendungen

ANWENDUNGEN FILTERN

Suchbegriff



OZG § 4 Electronic execution of public administration procedures

- (1) Federal government mandated to set IT components in coordination with IT Planning Council, without the need to involve the legislative bodies. Federal states can set their own legal regulations as far as the IT components connect over the portal compound
- (2) Federal states are obliged to set the technical and organizational preconditions along the online procedures

https://www.gesetze-im-internet.de/ozg/_4.html

OZG § 5 IT Security

For the portal compount and the interconnection with the IT components, the required IT security standards must be realized. The federal states cannot implement own regulations on IT security

https://www.gesetze-im-internet.de/ozg/_5.html

OZG § 6 communication standards

- 1) Technical standards for the communication among the online portals in the portal compound are set by the Federal Ministry of the Interior and Community (BMI) in cooperation with the IT Planning Council.
- (2) IT technical systems for the relevant public services provided by the Federal Ministries are set in agreement among the relevant Ministry and the BMI
- (3) Technical communication standards for the integration of IT systems for other public services into the portal compound are set by BMI together with IT Planning Council through legal ordinances.
- (4) Compliance to sentences 1 to 3 is obligatory. Federal States cannot put own regulations in place

https://www.gesetze-im-internet.de/ozg/_6.html

OZG § 7 User-friendliness and accessibility

(1) Ensure user-friendliness

Federal and state authorities must ensure that access to electronic administrative services is **simple, intuitive, and easy to navigate**

(2) Barrier-free design

All portal components must be designed with **accessibility in mind**, supporting users with disabilities

(3) User participation

Citizens and businesses should be **actively involved** in the design and development of new digital services to better tailor them to user needs .

https://www.gesetze-im-internet.de/ozg/_7.html

OZG § 8 Legal foundations for data processing

❖ Purpose-bound data use:

Public authorities and service providers may process personal data **only as necessary** to:

- enable access to online administrative services,
- identify and authenticate users,
- route applications to the correct authority,
- provide feedback or responses.

❖ Legal basis:

Data processing is explicitly permitted to fulfill the functions of the Onlinezugangsgesetz and related digital services.

❖ Data minimization:

Only **relevant, purpose-bound data** may be collected and stored.

❖ Transparency and protection:

All processing must comply with the **GDPR**, ensuring data security, user rights, and clear responsibilities.

https://www.gesetze-im-internet.de/ozg/_8.html

OZG §8a Legal basis in a cross-regional online-service

❖ Permitted data processing

Authorities operating cross-regional (länderübergreifend) online services may process personal data **necessary** to:

- assist users in using an electronic administrative service,
- forward form data to the responsible authority,
- send electronic documents related to administration back to the user

❖ Sensitive data Inclusion

This permission also extends to **special categories** of personal data (per GDPR Article 9) if required for the service

❖ Temporary data storage

- Data entered can be **temporarily stored** (e.g. to continue later).
- Typically deleted **30 days** after last user edit.
- Extension allowed only with proper justification and user notification

❖ Data controller responsibility

The authority that **operates the cross-regional service** is the **sole data controller** under GDPR for this processing.

Backend authorities remain responsible for their own data handling

https://www.gesetze-im-internet.de/ozg/_8a.html

OZG § 9 Publication of administrative record

- 1) On consent of the user, administrative records can be published for access by authorised third parties. Authority has to ensure authentication of authorized persons to access the record. The system must store the accesses and details.
- (2) Federal Government reports to the German Parliament and Council at the latest on 10th December 2025 upon the experiences in practice about the publication of the administrative record via delivery function

https://www.gesetze-im-internet.de/ozg/_9.html

OZG §9a Principles of electronic processing via administrative portals

- ❖ § 9a ensures that fully electronic procedures are legally valid substitutes for traditional paper-based submissions — by enforcing completeness checks, preventing haste, and allowing digital declarations to replace written form when properly sealed or authenticated.

https://www.gesetze-im-internet.de/ozg/_9a.html

OZG § 10 Data protection cockpit

1. „Data protection cockpit“ as IT component of the Portal compound for natural persons to access information on data transmission among public authorities (once only principle implementation). The component documents data transmissions along with an ID according to § 5 ID numbers law
2. Scope of Displayed Data displays protocol data (§ 9 Identifikationsnummerngesetz), content transmitted by registers, and register data. These are visible only during the active session and deleted immediately afterward.

...

Further settings on what data to be stored and protocolled

§ 10 OZG creates a centralized, user-friendly dashboard enabling citizens to monitor how their personal data is shared within administrative systems—ensuring transparency, privacy protection, and legal oversight in line with GDPR.

https://www.gesetze-im-internet.de/ozg/_10.html

OZG § 11 Monitoring and evaluation; determination of compliance costs

1. Continuous Monitoring

From **July 24, 2024**, the ministries responsible for digital administration at federal and state levels, together with the IT Planning Council, must maintain **ongoing monitoring** of compliance with OZG provisions.

2. Independent Evaluation

A **scientifically independent organization** must conduct a full evaluation of the law **every three years**, starting three years after July 24, 2024.

❖ Evaluations must assess the **implementations** resulting from:

- OZG itself,
- the related law on the connection of federal and state IT networks (Art. 91c GG execution law),
- the e-Government Act,

Specifically for dates of **January 1, 2026, January 1, 2028, and January 1, 2030.**

❖ **Public Reporting**

https://www.gesetze-im-internet.de/ozg/_11.html


§ 12 Transitional provisions relating to § 3; regulatory powers

- ❖ **3-year transition:** States can keep using existing user accounts and mailboxes during migration to BundID.
- ❖ **Old ELSTER methods valid:** Tax ID methods from before 2020 meet the “substantial” security level.
- ❖ **Exceptions allowed:** Higher security requirements may bypass the standard org account.
- ❖ **EU funds exception:** Services tied to EU funding rules are exempt from BundID use until end of 2031.
- ❖ **eID login allowed:** Follow-up logins can use the German eID card.

https://www.gesetze-im-internet.de/ozg/_12.html

Implementation platform on 575 OZG services (login required)

<https://informationsplattform.ozg-umsetzung.de/iNG/app/>

 OZG-Informationsplattform

Alle relevanten Grundlagen-Informationen zum OZG-Programm finden Sie hier: [OZG-Leitfaden](#)

Standardnutzer:in (Info) Volltextsuche über alle Inhalte

Übersicht

Stand: 15.06.2023

▼ Einstieg über

- Bundesländer
- Themenfelder
- Ressorts (TF-Federführung)
- Ressorts (Gesetz)
- Ergebnisse
- Umsetzungsprojekte

▼ Vorhaben

- OZG-Leistungen
- LeiKa-Leistungen
- Online Services
- Nachweise
- SDG2-Verfahren

OZG-Leistungen

10 1 - 20 von 581 Filter

<input type="checkbox"/>	Bezeichnung	Vorhabenart	Lebens-/Geschäftslage	Initiale Reifeg...	Priorität	LeiKa-Typ	Kennzeichnung	Anz. Verweise
<input type="checkbox"/>	Abbrennen pyrotechnischer Gegenstände	OZG-Leistung	Veranstaltungen	1	3	<ul style="list-style-type: none">• Typ 2/3• Typ 2	<ul style="list-style-type: none">• EfA-fähig• EfA-Umsetzung• Durch BMI finanziert• SDG1-Relevanz	5
<input type="checkbox"/>	Abfallentsorgung	OZG-Leistung	Wohnen & Umzug	2	3	<ul style="list-style-type: none">• Typ 4• Typ 5	<ul style="list-style-type: none">• EfA-fähig• SDG1-Relevanz• 115-Behördenrufnummer	9

OZG reference architecture: A platform ecosystem for digital administration



OZG
reference
architecture



Standardisation



Basic services and
basis components



Parameterizing of
One-for-All online
services

<https://www.digitale-verwaltung.de/Webs/DV/DE/onlinezugangsgesetz/rahmenarchitektur/rahmenarchitektur-node.html>

One-for-all Principle



<https://www.digitale-verwaltung.de/Webs/DV/DE/onlinezugangsgesetz/efa/efa-node.html>

Registermodernisation



Register- modernisierung

Quelle: simona / AdobeStock

<https://www.digitale-verwaltung.de/Webs/DV/DE/registermodernisierung/registermodernisierung-node.html>

OZG amendment act



Focus services



End-to-End
digitalisation



Standards



Implementation
timelines

<https://www.digitale-verwaltung.de/Webs/DV/DE/onlinezugangsgesetz/das-gesetz/ozg-aenderungsgesetz/ozg-aenderungsgesetz-node.html>



**Thank you for your attention and good success
with the module!**

... your questions!