European Union Location Framework

Realising benefits in the context of the EULF

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www.jrc.ec.europa.eu

Observatory Network to Enhance ICT Structural Funds Absorption

Serving society
Stimulating innovation
Supporting legislation

Agenda

- The challenge
- What people are saying
- How this translates into the EULF
- Possible 'benefits' approach
- Conclusions

EULF Challenge

"**Coherent and committed action** is required to exploit the potential of location information and to satisfy the real-world needs and expectations of users".

EULF 'Benefits' Challenge

"**Coherent and committed action** is required to exploit the potential of location information and to satisfy the real-world needs and expectations of users".

"How do you know **what areas to address** and **what actions to take** that will have the most impact and benefit and **how do you measure** what's been achieved?

But I hear you say . . .

"frameworks and infrastructures don't deliver benefits – their users do this"

"the benefits are intangible – they're impossible to measure"

"it will take so long you'll forget what's behind it all"

"what's it matter anyway, its obvious isn't it?"

"we haven't got the money, no matter how good the idea"

"lets leave it to the market, they'll decide what's best"

Don’t forget however . . .

“location underpins a huge amount of public and private activity”

“we’re spending large amounts of money collecting location-related information”

“the costs of getting it wrong are massive”

“we’re a long way from getting it right – so there’s a real problem to solve here

“expectations are growing”

“we’re here today to talk about benefits, so lets get on with it!”

Some definitions

Action *"An activity aimed at delivering benefit"*

e.g. training at altitude

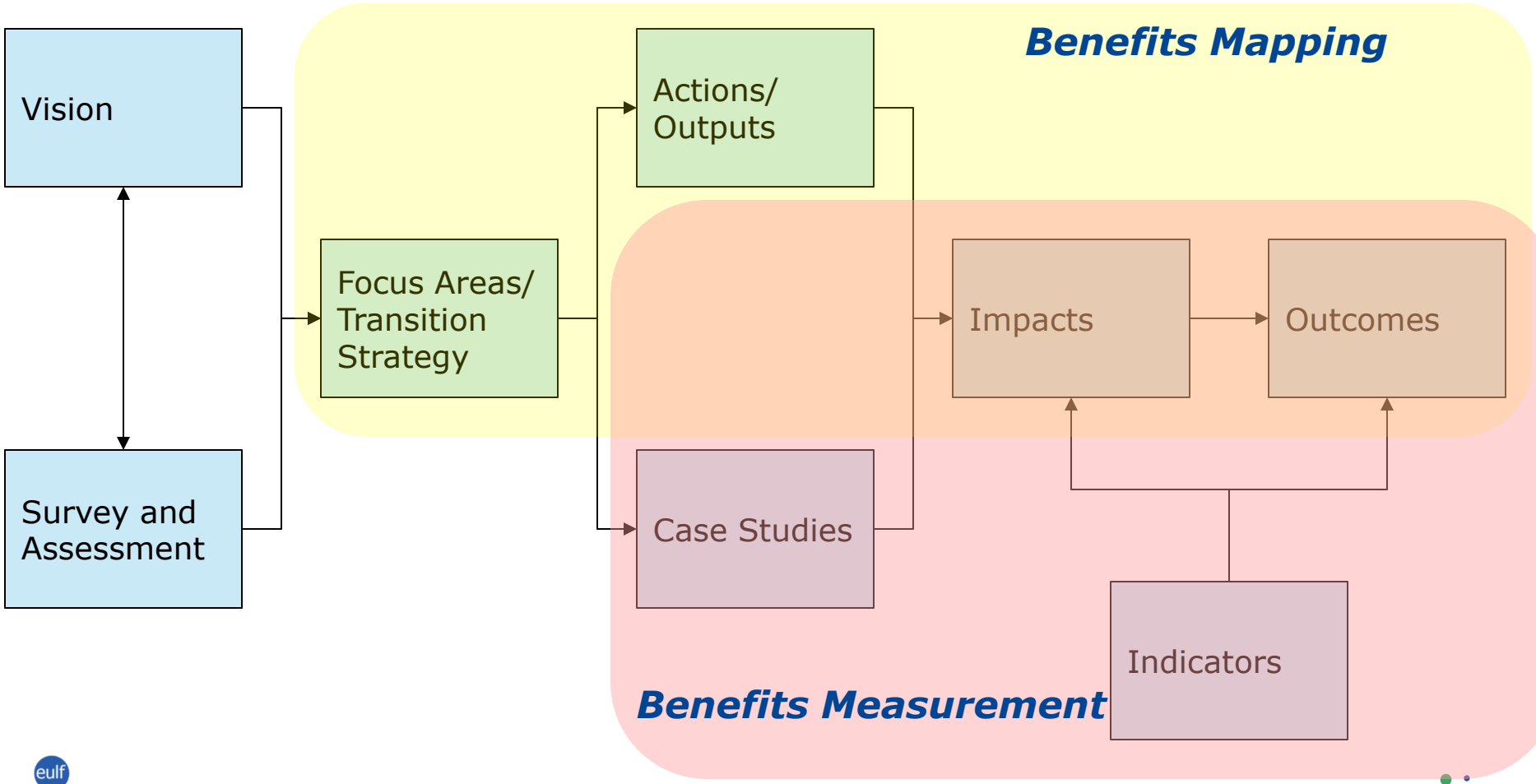
Impact *"The impact of undertaking this activity" or "what this activity enables"*

e.g. ability to run faster

Outcome *"The resulting outcome"*

e.g. winning a gold medal at the national championships compared with 10th place last year

Possible EULF benefits approach



Key barriers from the EULF survey

Key Barriers	Avg Score
Lack of funding	1.85
Lack of skills and knowledge	1.45
Lack of coordination	1.45
Little integration of location in government processes	1.33
Absence of user driven approach	1.33
Difficulties with business case	1.18
Lack of cooperation	1.11
Restrictive or inconsistent data policy	1.10
Lack of common standards	1.00
Non-supportive legal framework	0.95
Absence of tools or guidance	0.89
Lack of good practice examples	0.89

0 = no barrier

1 = minor barrier

2 = major barrier

Key issues from the EULF survey

Key Issues	Avg Score
e-Government process integration	2.52
Leadership and governance	2.52
User driven approach	2.50
Training and awareness raising	2.48
Funding	2.43
Costs and benefits	2.30
Partnerships	2.24
Open and balanced data policy	2.22
Standardisation and interoperability	2.17
Policy alignment	2.09

0 = not important
1 = somewhat important
2 = important
3 = very important

Key benefits from the EULF survey

Public Administrations	Avg Score
Increased collaboration	3.91
Cost and time savings	3.86
Simplified processes	3.73
Better quality processes	3.55
Better policy making	3.41

Broader Benefits	Avg Score
Open government	3.65
Citizen engagement	3.32
New companies	3.09
Job creation	3.00
Improved trust	2.91

Citizens and Businesses	Avg Score
Cost and time savings	3.64
Better services	3.59
New services / products	3.59
Improved transparency	3.32
Greater participation	3.23

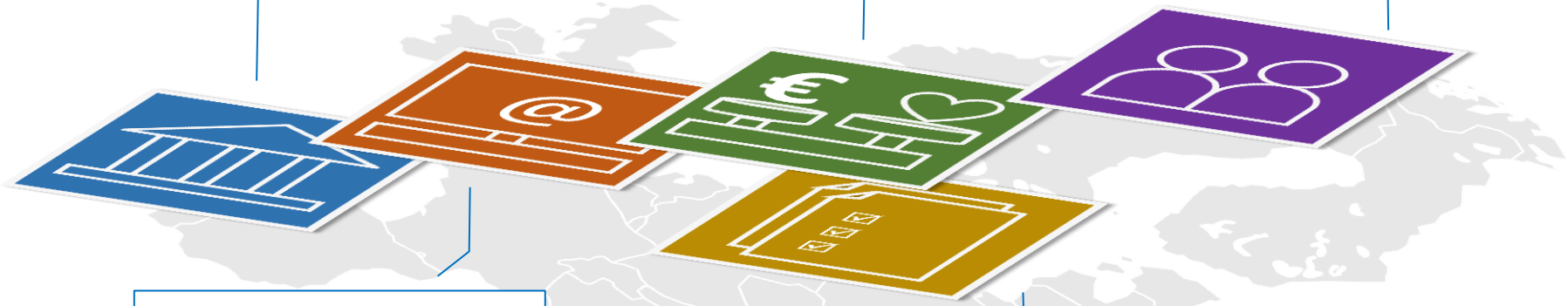
1 = not at all
2 = not yet
3 = low
4 = medium
5 = high

EULF Focus Areas

Policy and Strategy Alignment:
Consistent EU and Member States policy and legislative approach

Return on Investment:
Strategic funding and procurement to minimise costs and realise benefiits

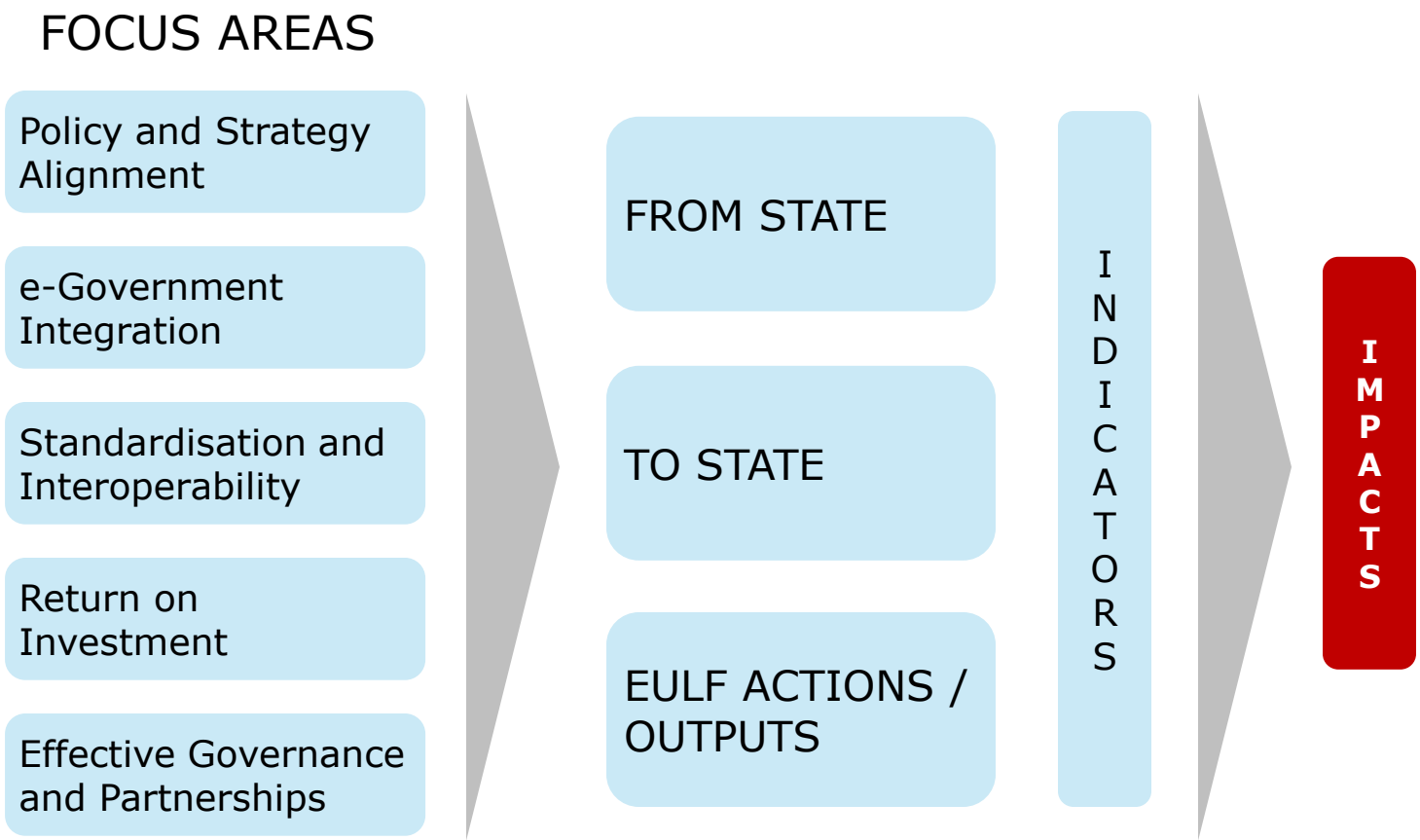
Effective Governance and Partnerships:
Fostering a collaborative, knowledgeable and skilled community to share and adopt best practices



e-Government Integration:
Location is a key enabler in e-Government services, addressing user needs and expectations

Standardisation and Interoperability:
Standards and technologies for interoperability and re-use are consistently applied

EULF transition strategy



e-Government Integration – transition strategy

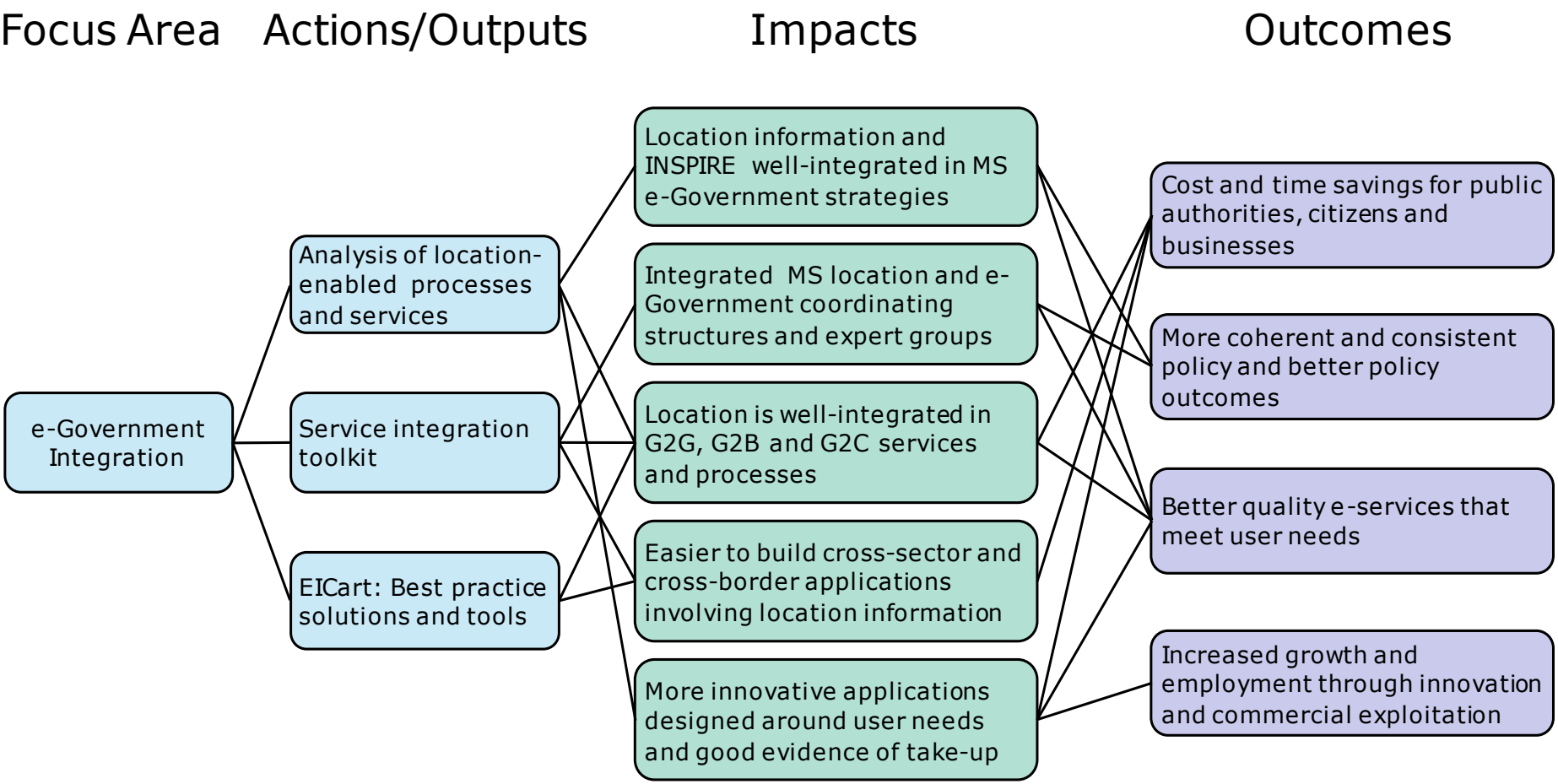
e-Government Integration

From State: Location is key to effective public services but location information is not well integrated in all e-Government applications, resulting in sub-optimal services, incompatible systems and expensive maintenance. Location-related services are often designed and implemented from a provider rather than a user perspective, resulting in services and information that may not be fit for purpose.

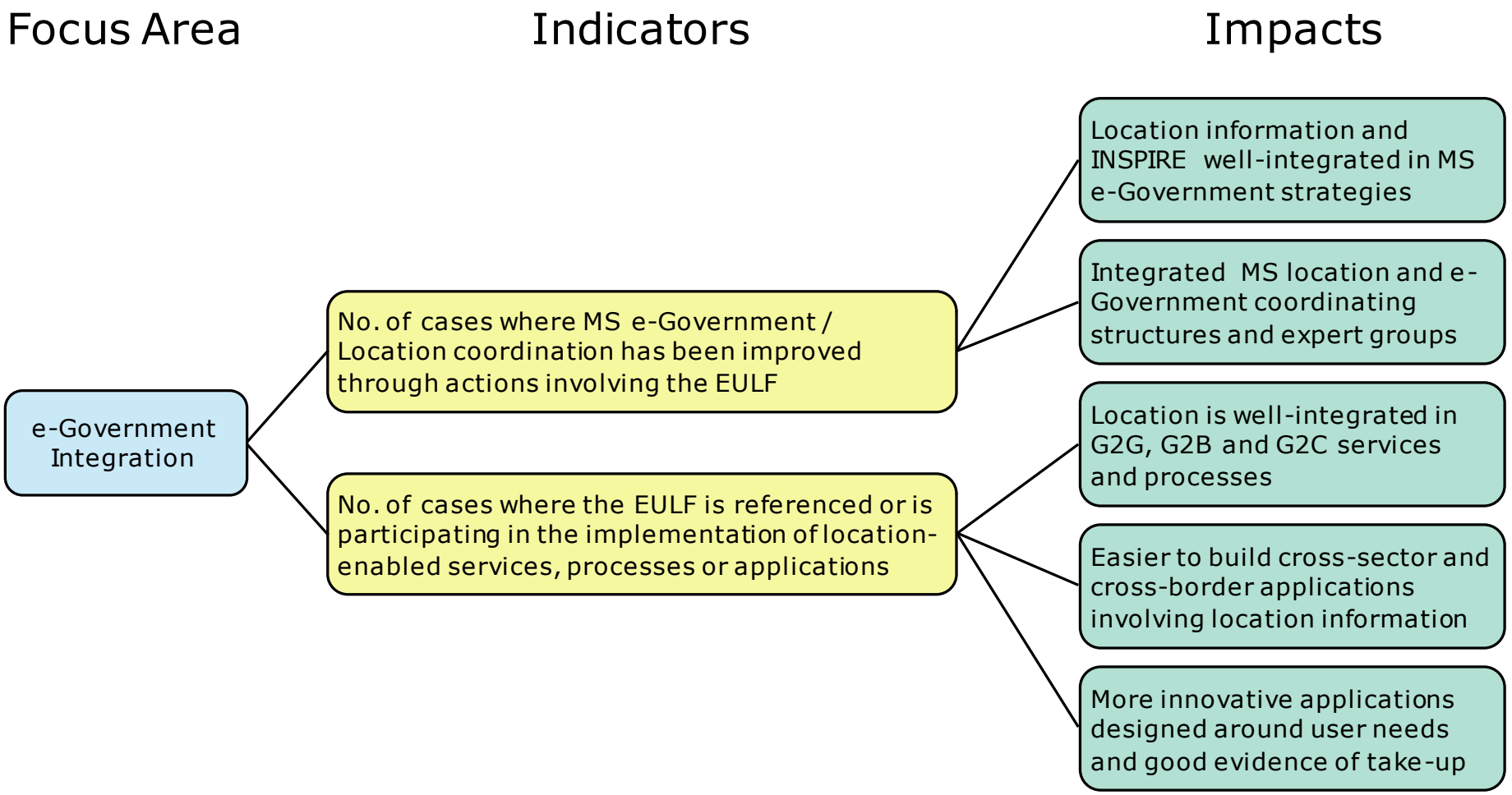
To State: Location is well integrated in G2G, G2B and G2C processes, including related services across government and at different levels of government. Users do not have to supply the same mandatory information multiple times. There is visibility of common coordinating and support structures, expert groups and technologies, a strong user voice in the design, evaluation and improvement of location-based services, and good evidence of take-up of services.

EULF Actions: Ensure that Member States have access to best practices, publish case studies and guidance, and provide support and draw lessons from pilots and the most successful implementations. Focus on improvements in interoperability and integration of INSPIRE-based services to enable more effective and efficient processes at a Member State and European Commission level.

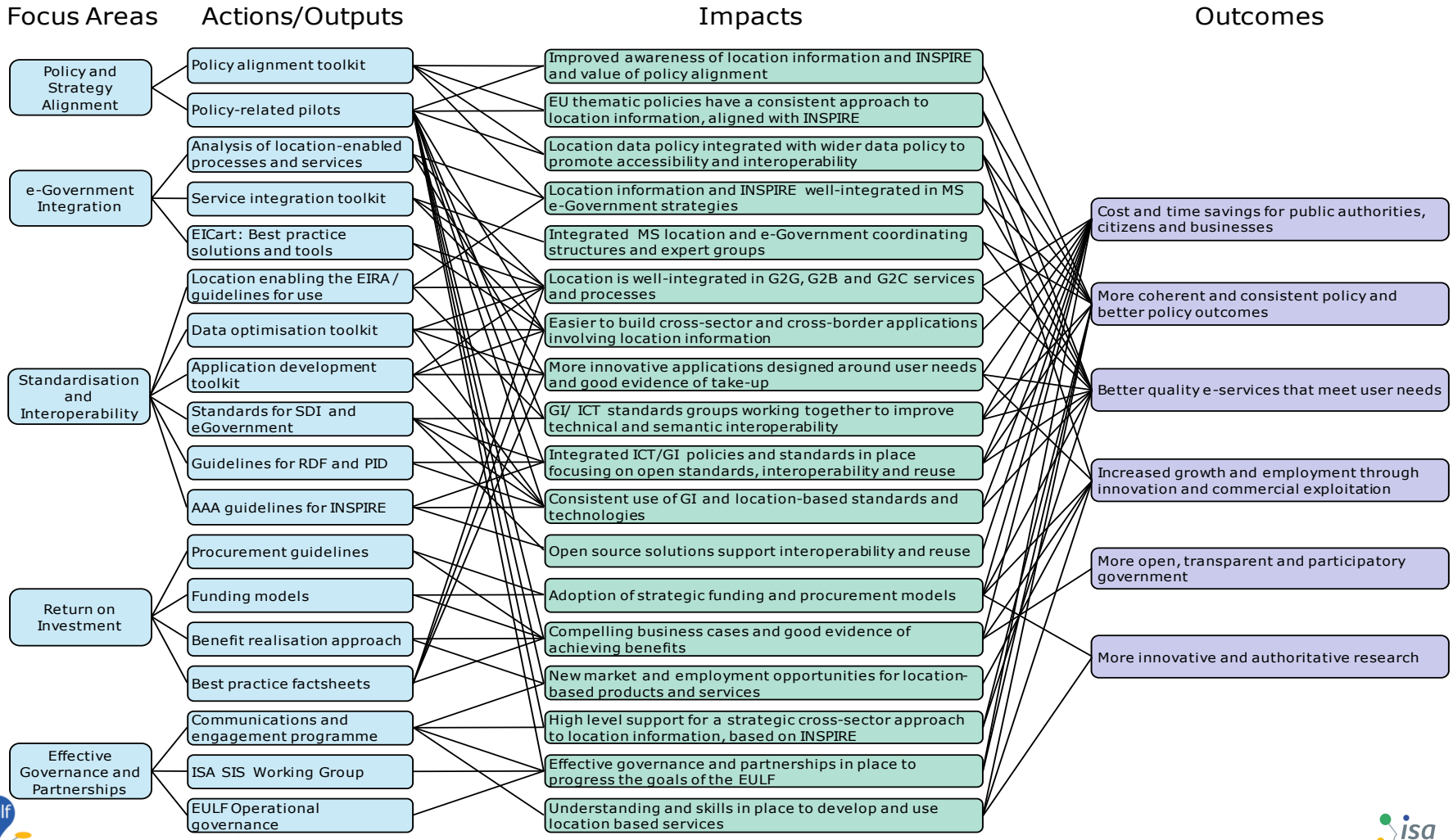
e-Government Integration – Benefits Map



e-Government Integration – Measuring Impacts



Benefits Map – The fuller picture



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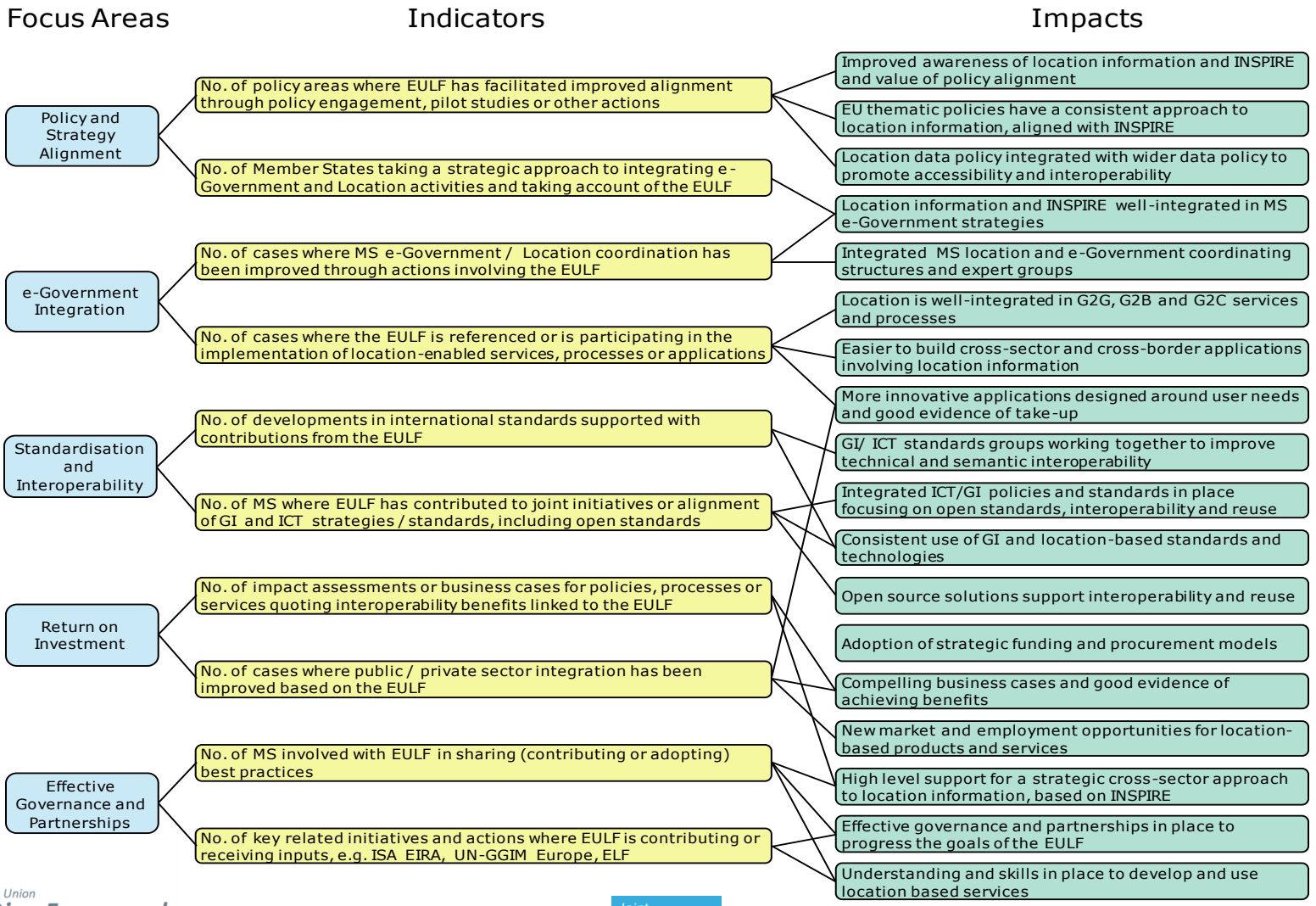
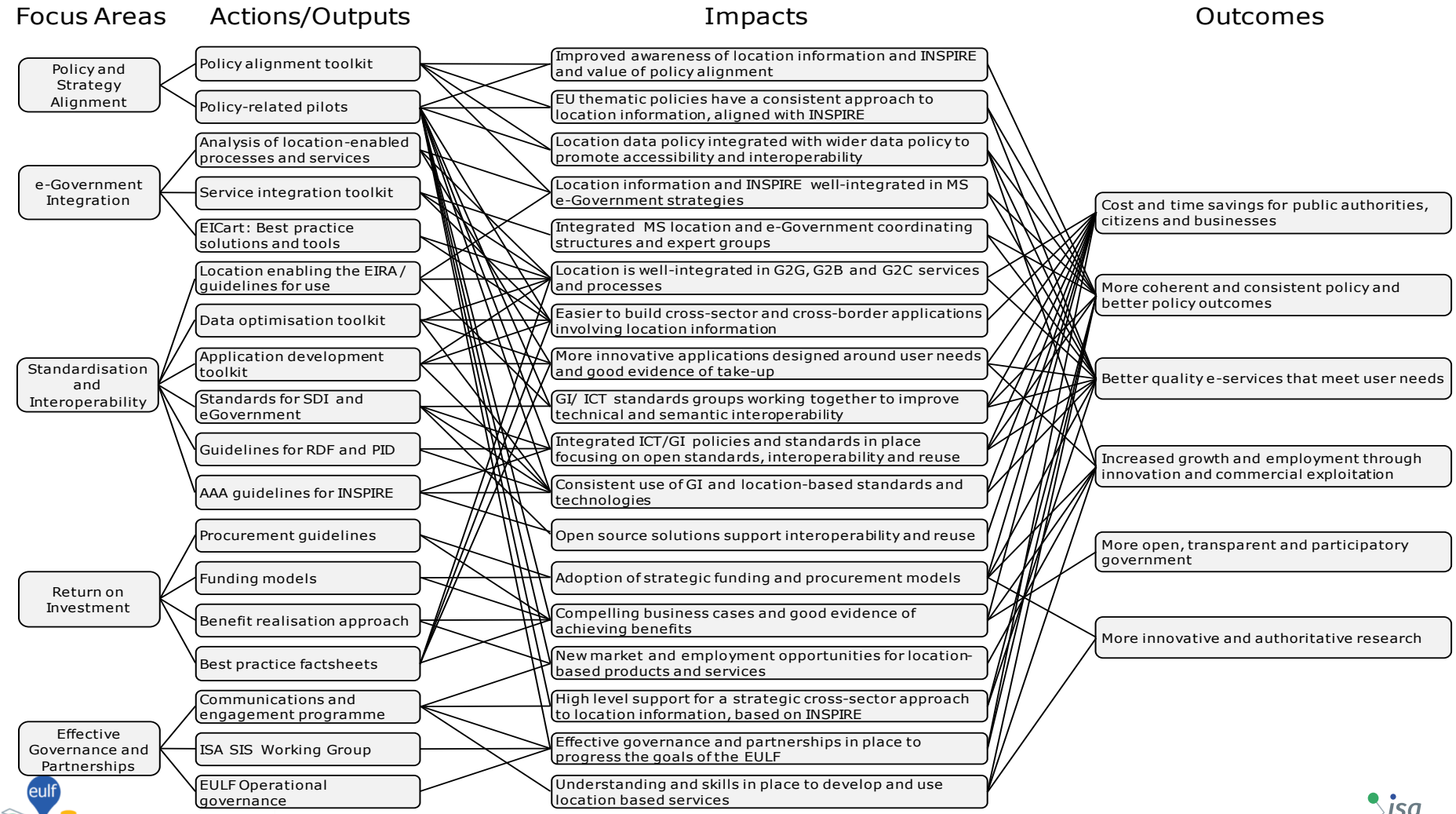
Measuring Impacts – The fuller picture



Measuring Outcomes – Case Studies (Services, Processes, Pilots)



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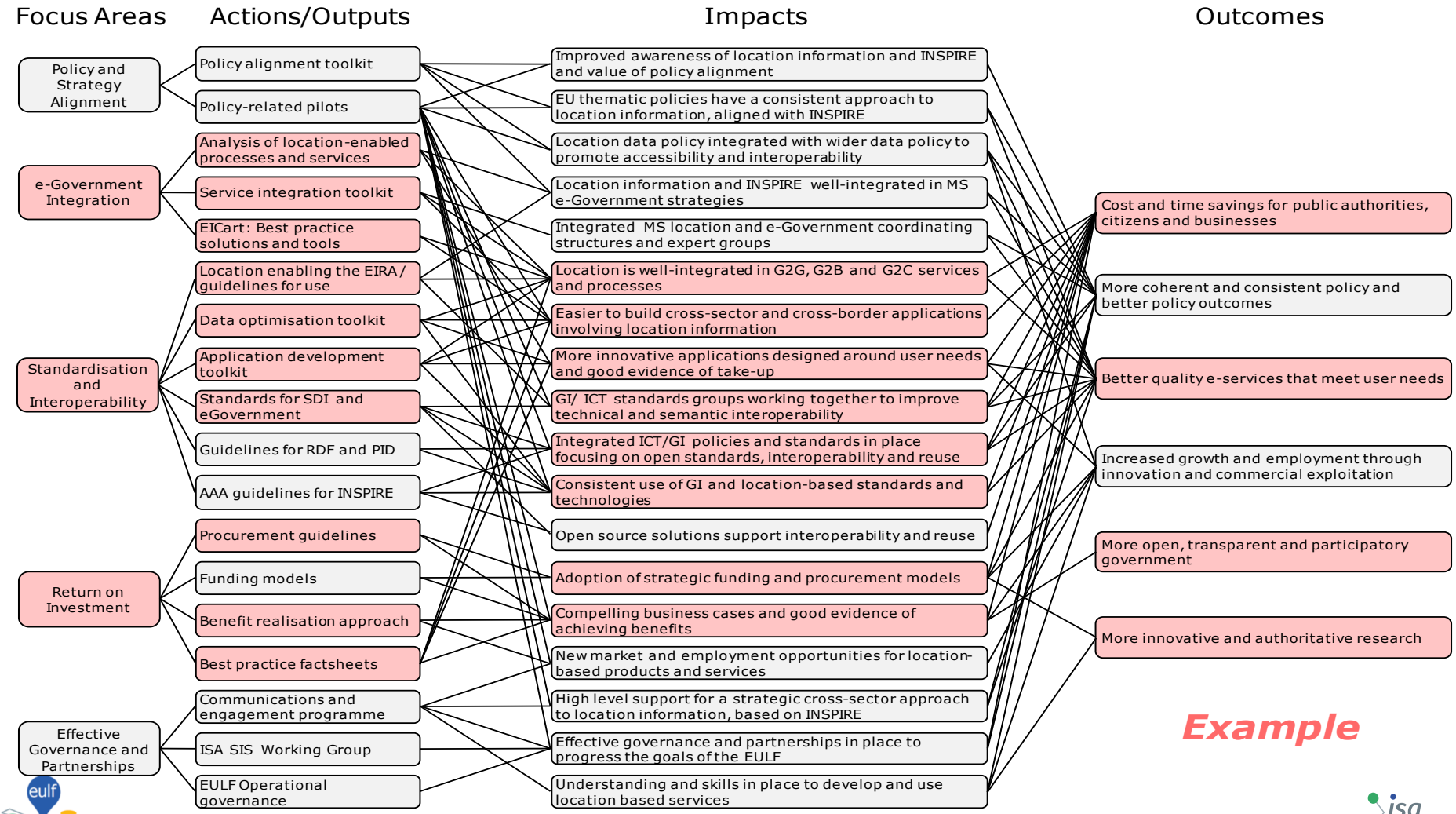
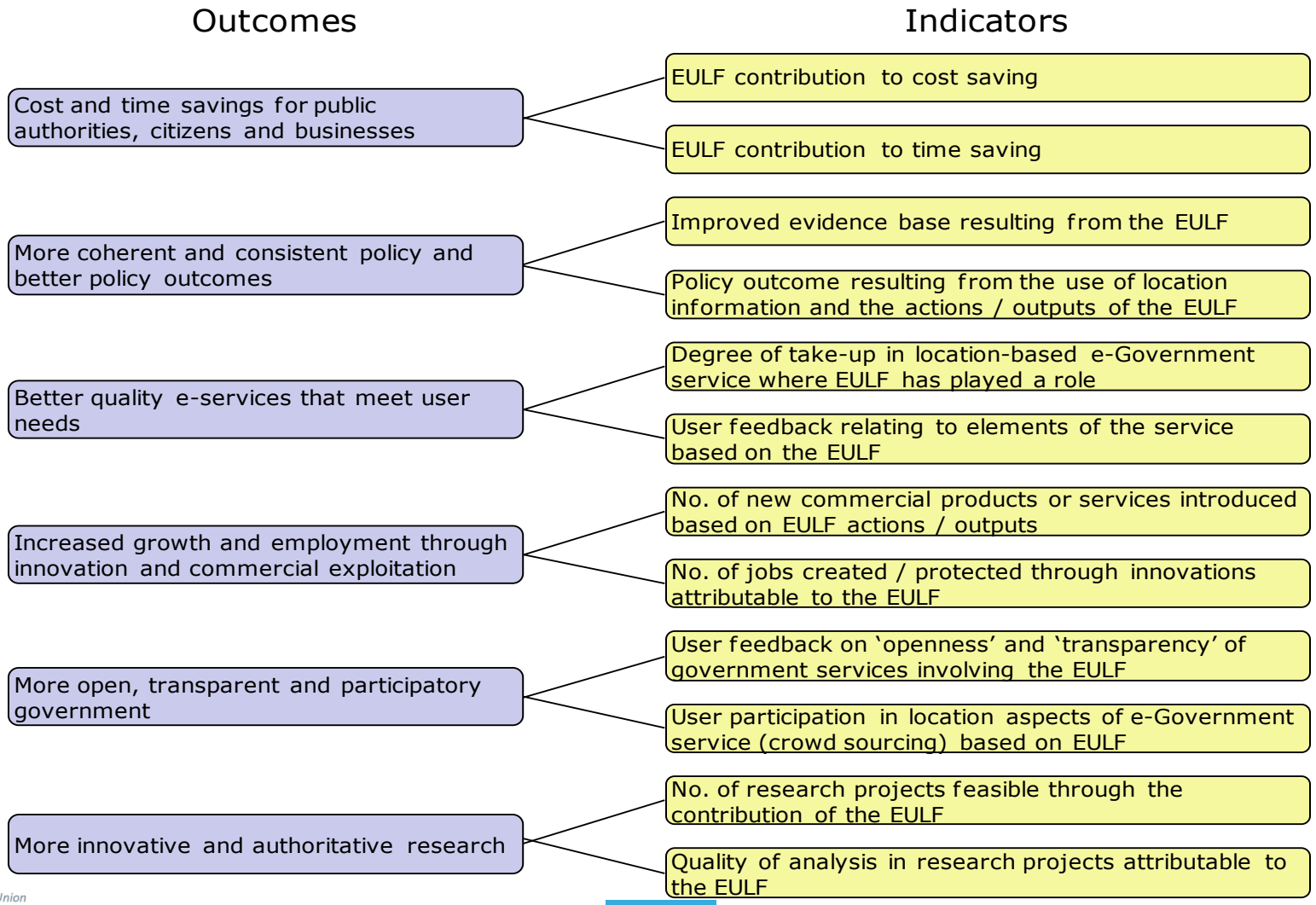
Measuring Outcomes – Case Studies (Services, Processes, Pilots)



Example

Outcome Indicators



Conclusions

- There are benefits in ensuring that location information is used effectively in e-Government
- A framework of actions and outputs to target these benefits can help in achieving them
- The benefits of such a framework are difficult to measure – but not impossible
- Understanding the 'value chain' is important
- A structured approach considering impacts and outcomes has been presented
- It could be refined as individual case studies are assessed
- This may provide the answer?

Contact and join us!

http://ec.europa.eu/isa/actions/02-interoperability-architecture/2-13action_en.htm

https://joinup.ec.europa.eu/community/eulf/description

http://inspire-forum.jrc.ec.europa.eu/pg/groups/228519/european-union-location-framework-the-study/

https://twitter.com/EULocation

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