

[eGovernment in]

France



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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to provide an overview of the general eGovernment status in France. Even though every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be assumed. Neither the European Commission, nor any person acting on its behalf can be held responsible for the use that could be made of the information provided.

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 65 633.194 inhabitants (2013)

GDP at market prices: 2 059 272 million Euros (2013)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-27 = 100): 109.0 (2012)

GDP growth rate: 0.2 % (2013)

Inflation rate: 1.0 % (2013)

Unemployment rate: 10.9 % (2014)

Government debt/GDP: 90.2 % (2012)

Public balance (government deficit or surplus/GDP): -4.8 % (2012)

Source: [Eurostat](#)

Area: 550 000 km²

Capital city: Paris

Official EU language: French

Currency: Euro

Source: [Europa website](#)

Political Structure

The political system of the Fifth French Republic combines the characteristics of a **parliamentary democracy** with a strong executive power and is often defined as a **semi-presidential system**.

Legislative power lies with a [bicameral parliament](#) comprising a Lower House ([National Assembly](#)) and an Upper House ([Senate](#)). The National Assembly consists of 577 members, elected for five years by direct universal suffrage, with a two-round majority voting system. The 348 members of the Senate are elected by indirect universal suffrage (i.e. by local councillors) for a period of nine years, one-third of which is renewed every three years.

The Head of State is the [President of the Republic](#), elected for five years by direct universal suffrage. According to the terms of the Constitution, the President undertakes important duties and responsibilities in the fields of foreign and defence policies, as well as in domestic policy. Constitutionally, the locus of the executive power is the Council of Ministers, which is chaired by the President. The Government is headed by the [Prime Minister](#) who is appointed and can be dismissed by the President of the Republic. Ministers are similarly appointed and dismissed by the President on the Prime Minister's proposal. The Government has to obtain the majority in Parliament. The Government also answers to the President, except in case of temporary non-coincidence of the presidential and parliamentary majorities ('cohabitation'), where the balance of executive power in domestic policy shifts to the Prime Minister.

France is considered a centralised State, even though some powers have been devolved in recent years to the country's 22 regions, 96 counties (*départements*) and more than 36 500 municipalities.

The [Constitution](#) of the Fifth French Republic was adopted by referendum on 28 September 1958 and amended several times since then. The most significant amendments were adopted in 1962 (election of the President of the Republic by direct universal suffrage), in 2000 (reduction of the presidential

mandate from seven to five years), in 2005 (including modifications of title XV dedicated to the European Union) and in 2008 (modernisation of the Institutions of the 5th Republic).

France was one of the founding members of the European Economic Community in 1957.

Head of State: President [François Hollande](#) (since May 2012).

Head of Government: Prime Minister [Manuel Valls](#) (since March 2014).

Information Society Indicators

Generic Indicators

Percentage of households with Internet access: 82 % (2013)

Percentage of enterprises with Internet access: 99 % (2010)

Percentage of individuals using the Internet at least once a week: 78 % (2013)

Percentage of households with a broadband connection: 78 % (2013)

Percentage of enterprises with a broadband connection: 98 % (2013)

Percentage of individuals having purchased/ordered online in the last three months: 44 % (2013)

Percentage of enterprises having received orders online within the previous year: 11 % (2013)

eGovernment Indicators

Percentage of individuals using the Internet for interaction with public authorities: obtaining information 47 %, downloading forms 31 %, returning filled forms 32 % (2013)

Percentage of enterprises using the Internet for interaction with public authorities: obtaining information 89 %, downloading forms 91 %, returning filled forms 87 % (2013)

Source: [Eurostat](#)

Editorial notice: Statistical indicators referenced in this section reflect those of Eurostat at the time the Edition is being prepared.

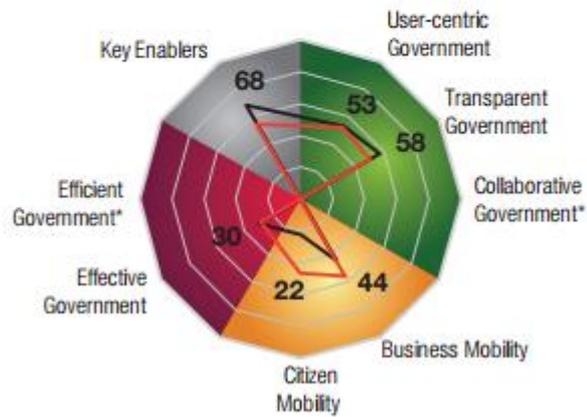
eGovernment State of Play

The spider graph below is the result of the latest [eGovernment Benchmark study](#), which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within the four main priorities (User-empowerment, Single Market, Efficiency & Effectiveness, Pre-conditions) of the eGovernment Action Plan, and are measured using a life-events (mystery shopping) approach. 'Collaborative Government' and 'Efficient Government' were however not part of the 2012 measurement. The spider graph thus compares the development of eGovernment in a specific country compared to the EU27 average.

eGOVERNMENT MATURITY PER TOP LEVEL BENCHMARK

Synthesis of 4 priorities for eGovernment for EU27+

■ User Empowerment ■ Single Market ■ Efficiency & Effectiveness
■ Pre-conditions FR EU27+



* not part of 2012 measurement

Source: [eGovernment Benchmark 2013](#)

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [ePractice news for eGovernment](#)

Recent News

February 2014

Information systems are at the heart of relations between government and users. To develop innovation in public services, the Prime Minister has [entrusted](#) the identification of levers that can transform the state information system to DISIC. A major project, which is expected to last three months and include nearly 150 experts in information systems and digital matters.

News 2012-2001

2012

- ▶ The French government [established](#) the Secretariat General for the Modernisation of Public Administration (Secrétariat général pour la modernisation de l'action publique - SGMAP, in French) on *30 October 2012*, which confirmed the government's intention to continue its open data strategy in order to facilitate the broader reuse of public information produced by the public administration.
- ▶ On *23 May 2012*, the city of La Rochelle [started 'La Rochelle Open Data'](#), a portal aimed at opening up local government data for public for re-use.
- ▶ As of *1 January 2012*, according to a new [law](#), French contracting authorities will be obliged to accept applications and bids transmitted by electronic means for all purchases worth at least €90 000 excl. VAT, regardless of the subject matter of the public procurement contract (supplies, works, provision of services).

2011

- ▶ As announced in the LibreOffice Conference held in Paris on *12-15 October 2011*, the Government of the Ile-de-France region [teams up](#) with The Document Foundation to provide a 'Software as a service' (SaaS) version of LibreOffice - the Foundation's free office suite - to a wide range of upper secondary education actors. According to the regional government, it is foreseen that from the beginning of school year 2012 approximately 1 million users (school pupils, their parents, teachers and administrative staff) will have the opportunity to use this SaaS version named 'LooL' (Libre Office On Line). This derived version of OpenOffice combines all the functions of the free software suite with an HTML 5 interface that is compatible with almost all modern terminals.
- ▶ The region will host LooL within its dedicated cloud environment (named Marguerite) with a specific plug-in developed by a free software provider, and users will be able to store their documents in their own spaces within this cloud. Access to LooL will be through '[Lilie](#)', the open source Digital Work Environment ([Environnement Numérique de Travail](#) - ENT) of the region's secondary schools.
- ▶ In a ruling of *30 September 2011*, the Council of State, France's highest administrative court, [clarifies](#) the right of contracting authorities to require suppliers to use specific open source software in the context of public procurement.

In the case in point, a regional authority had launched a call for tenders for the "awarding of a service provision contract for the implementation, exploitation, maintenance and hosting of a service platform for an open source digital working environment - named [Lilie](#) - aimed at secondary

schools". Two companies referred the case to the urgent applications judge (*Juge des référés*), who quashed the procedure on the basis that there was a breach of both the obligations of publicity and competitive tendering (Article 6 of the Public Procurement Codes prohibits referring to brands in the technical specifications of contracting authorities). The judges of the Council of State do not share this opinion, saying that the contract in question did not consist of providing software but of providing adaptation, installation and maintenance services for the Lillie software. In other words, the judges decided that it was permissible for the technical specifications to mention the Lillie software in this specific case.

- ▶ On 14 September 2011, Valérie Pécresse, French Minister for the Budget, Public Accounts and Administrative Reform and government spokesperson, [launches Adm'innov](#), an online extranet repository for collecting the proposals of civil servants and hosting staff discussions on ways to improve the provision of government services. The portal launch marked the closing of the one-day 'Carrefour Adm'innov' forum on innovative administration which was organised by the Directorate-General for State Modernisation (*Direction Générale de la Modernisation de l'Etat* - [DGME](#)).

Adm'innov enables State civil servants to contribute directly to service improvement by sharing their ideas for simplifying and enhancing service provision with citizens, businesses, local authorities and associations. The first call to collect civil servant contributions runs until 30 November 2011. The best proposals will be further developed and incorporated into the '100 simplifications' programme, with a view to its implementation at national level.

- ▶ The country-wide deployment of the electronic notice of infraction service provided for French civilian and military police forces as well as electronic ticketing for local authorities will [continue](#) until June 2012. The National Agency for Automatic Processing of Infractions (*Agence Nationale de Traitement Automatisé des Infractions* - [ANTAI](#)) is at the origin of this project involving the complete dematerialisation of the petty offence system. An electronic notice of infraction is set to gradually replace the fine payment stamp for road safety offences, including ticket notices, registration and collection of fines.

This new system offers a number of advantages for citizens and services: electronic data recording prevents transcription errors and the information notice reduces the risk of loss or theft of the fine payment stamp and any possible surcharges. New payment methods are currently also available, especially via the Internet, by phone or online at tobacconists.

- ▶ On 31 May 2011, the Minister responsible for Digital Economy, Eric Besson, [announces](#) that the establishment of the [IDéNum](#) consortium and the submission of the first proposals for the single multi-service digital identity certificate would occur by the end of 2011. In February 2010, the government launched IDéNum, a programme for the creation of highly secure single electronic identity that would replace the numerous online identification means required for using web services.

Minister Besson pointed out that the establishment of IDéNum could promote broader access to a wide range of eGovernment services, and thus further simplify administrative procedures for citizens. The process of setting up IDéNum is the result of broad consultation with all the actors that provide online services. Minister Besson further informed that four major private companies expressed their readiness to make, with the assistance of the government, the first proposals for IDéNum within the next months. Therefore, a preparatory study intended to define the modalities for the constitution of the consortium and to determine the business model launched with these four companies.

- ▶ On 21 February 2011, a decree [creates](#) the Interdepartmental Directorate for State ICT Systems (*Direction Interministérielle des Systèmes d'Information et de Communication de l'Etat* - [DISIC](#)) tasked with improving the quality, effectiveness, efficiency and reliability of government ICT services.

DISIC, placed under the authority of the Prime Minister and connected to the Secretary General for the Government, is established by [Decree No 2011-193](#), thus replacing the National Steering Committee for Information Systems (CPNSI). The DISIC project, which was led for over eighteen months by the Directorate-General for State Modernisation (*Direction Générale de la Modernisation de l'Etat* - [DGME](#)), allowed the government to deploy an enhanced IT governance, but also a greater consistency in IT choices for the administration, and a larger representation of its technological positions internationally.

- ▶ At the end of *January 2011*, the City of Paris [launches](#) a portal, opendata.paris.fr, to provide citizens with access to local government data. The data is available under an adapted version of the [ODbl license](#), which foresees that commercial re-users can either share their resulting work under the same conditions, or buy a non-exclusive license.

The launch of the 'opendata.paris.fr' site marks the end of a first step in the release of the City's data, but it is also the start of an initiative: many datasets will be added to the catalogue over the coming months, when the contributions of the various municipal services are made. This release of public data fits into an overall policy of openness followed by the City of Paris since 2008, by which the whole city becomes a testing ground; where people become 'co-designers' in the developments of their city.

2010

- ▶ On *24 November 2010*, the French Minister for the Budget, Public Services, Public Accounts and State Reform, François Baroin [presents](#) a communication on eGovernment. According to the communication, by the beginning of 2012 **user accounts** on the portal 'Mon.service-public.fr' will be expanded to **taxation accounts** and the **Employment Agency**, so as to enable users to connect with the same login to all the main eGovernment services. Moreover, a single portal of public sector information named '**Etalab**' will be created at the end of 2011 with the purpose of **promoting the re-use** of public sector data by private sector parties.

On *8 November 2010*, the French data protection authority (*Commission Nationale de l'Informatique et des Libertés* - CNIL) [launches](#) a new complaint service on its website cnil.fr. Through the new CNIL complaint service, users can lodge a complaint to the CNIL in case they cannot delete their personal data (name, surname, pictures, videos, comments, Court judgments) posted on the Internet.

On *3 November 2010*, the French National Agency of the Civil Service for Local Governments (*Centre National de la Fonction Publique Territoriale* - CNFPT) [presents](#) a new version of www.emploi-territorial.fr. Developed by the CNFPT and 34 local governments, www.emploi-territorial.fr is an online interactive job board connecting **local governments, civil servants** willing to be transferred and **job seekers**.

- ▶ Since the launch, in February 2010, of the French portal [Proxima Mobile](#) - the first web portal in Europe dedicated to services of general interest made accessible for free via mobile phones - its applications catalogue [has been](#) under constant growth. On *24 September 2010*, a varied set of fifteen new services was presented together with **the European version** of Proxima Mobile: www.proximamobile.eu which will make it possible for French businesses to cooperate closely with companies of other Member States of the European Union in order to achieve pan European services in sectors like tourism, transportation, health alerts or sustainable development.
- ▶ On *5 July 2010*, François Baroin, the French Minister for the Budget, Public Accounts and State Reform [presents](#) the new main lines of action for the improvement of the delivery of public services. More specifically, a barometer measuring the satisfaction of the public services users was to be published, so as to enhance transparency and the quality of the services provided to citizens.

Moreover, the management of user complaints will rely on a new system targeted at public entities. In this light, the launch of an **eComplaint service** accessible via the personalised eGovernment portal 'Mon.Service-Public.fr' would ease the lodging of complaints.

- ▶ Since *April 2010*, the personalised eGovernment portal 'Mon.service-public.fr' is [enhanced](#) with a service enabling its users to notify their change of contact details to twelve bodies and 3 public utility companies at once. Thus, the already existing online service '**I am changing places of residence**' became in *June 2010* the '**I am changing contact details**' service and all users' details can be communicated to several bodies (public, semi-public and private sectors) in a single click.

As of *April 2010*, students in France [can submit](#) a single online application for a student grant **and/or for housing**. The online filling out of the '[student social file](#)' is a procedure allowing

students to apply at the same time for a student grant based on social criteria and for an accommodation in a university residence with the competent Regional Centre for University and School Achievements (CROUS). The online application is based on the student's family income tax notification and the confirmation of registration to the Secondary school-leaving exam (*baccalauréat*). With those two documents at their disposal, the students can connect on www.cnous.fr where they must follow the relevant on-screen instructions.

- ▶ French Ombudsman (*'Médiateur de la République'*) Jean-Paul Delevoye [launches](#) the **platform 'Le Médiateur et vous'** ('the Ombudsman and you') on *10 February 2010*. The online platform firstly aims to create a discussion network on the rights of citizens and to offer a unique forum for debating the improvement of laws, as well as the matters and proposals that the Ombudsman deals with in his daily activities.

On *1 February 2010*, French State Secretary for the development of the Digital Economy, Nathalie Kosciusko-Morizet, officially [presents](#) 'IDéNum', a single electronic identity certificate which would enable web surfers to access various online services. The aim is to promote the development over the Internet of services requiring a high degree of security.

The [French National Agency for Water and Aquatic Environments](#) (*Office National de l'Eau et des Milieux Aquatiques - ONEMA*) [launches](#) a new portal providing information on wetlands. The site, www.zones-humides.eaufrance.fr, launched on the occasion of the [International Day of Wetlands \(Journée Mondiale des Zones Humides\)](#), a celebration taking place every year on the *2 of February*, gives information on the wetlands in France and access for the citizens to data previously available only to the authorities in charge of monitoring those areas.

- ▶ The [French Nuclear Safety Authority \(Autorité de Sûreté Nucléaire - ASN\)](#) [launches](#) in the beginning of *2010* a portal to measure the radioactivity level in the environment. The new portal, www.mesure-radioactivite.fr. The site allows citizens to consult data provided by 7 centres regularly monitoring the level of radioactivity in the environment, and it presents the most significant initiatives and measures taken by the concerned authorities.
- ▶ [ADEME](#), the French Agency for Environment and Energy Management launches in *January 2010* a new web site on territorial climate and energy information. The new website, www.pcet-ademe.fr, has been launched in the frame of '[The Environment Round Table \(La Grenelle Environnement\)](#)', which invites all communities with more than 50 000 inhabitants to establish a Territorial Climate-Energy Plan (PCET). This site aims at facilitating the implementation of the Territorial Climate Energy Plan and acts as a unique database identifying information and useful tools for the concerned communities.

2009

- ▶ A new certificate called '[Broadband for all](#)' (*'Haut débit pour tous'*) is [launched](#) on *3 December 2009*, aiming to **encourage** the **development** of economically and technically satisfactory offers for **broadband Internet access**, and enable users to easily identify various offers for broadband access around France.

The French State Secretary for Housing and Town Planning [presents](#) in *December 2009* the '[prevention-incendie.gouv.fr](#)' **portal** whose purpose is to help citizens anticipate domestic fire risks. A prevention guide along with two sections entitled 'measuring risks' and 'anticipate fires' lists all the decisive actions that can save lives.

- ▶ A few days after the approval of the [Administrations' General Accessibility Framework, Version 1.0 of the General Interoperability Framework](#) is [made](#) official by an order of the Prime Minister dated *9 November 2009*. The Administration's General Accessibility Framework (*Référentiel Général d'Accessibilité pour les Administrations* - RGAA) aims to allow any person to access the online services and contents provided by national and local government, regardless of possible disabilities.

The [National Energy Ombudsman](#) and the [French Energy Regulatory Commission](#) (*Commission de régulation de l'énergie - CRE*) jointly [create](#), in *November 2009*, a [website](#), whose objective is to

provide consumers with the prices offered by the main suppliers of electricity and gas in metropolitan France, except Corsica.

- ▶ In *October 2009*, the **Online Academia website**, a new service proposed by the National Centre for Distance Learning (*Centre national d'enseignement à distance - Cned*), **provides free online access** to all the contents of the French primary school courses. The aim is to help the pupils to become familiar with the notions of the course's programme and to **train** in order to implement them while parents will likewise have an opportunity to better follow progress made by their children.
- ▶ In *September 2009*, the **Directorate General for State Modernisation (DGME)** of the Ministry of Finance along with the Ministry of the Interior, Overseas France and Local Authorities **choose** Issy-les-Moulineaux to test an innovative **eService application** for online voter registration. The citizens of Issy-les-Moulineaux register online in the electoral lists of their communities by simply filling in a form and by attaching scanned copies of a list of documents. This initiative aimed to **simplify the registration process** for voters and is intended for implementation in all French departments.

The Directorate-General for the State Modernisation **launches** by the end of *September 2009* a nation-wide promotion campaign of the new **'Ensemble Simplifions' website**, a web 2.0 site allowing all those interested to voice their opinion and make suggestions on how to **simplify the administrative procedures** in France. *'Ensemble Simplifions'* aims to give top priority to the users' experience in order to better identify room for improvement, thus allowing the Government to engage in simplification projects genuinely based on the users' needs.

- ▶ The National Commission for Informatics and Liberty (CNIL) **authorises** in *August 2009* the **use of biometrics** in the fight against **identity and examination fraud**, mainly through the use of a biometric device based on the recognition of the human venous system. This decision has been made thanks to the nature of the selected biometric system which guarantees **greater safety** and **equal opportunities** to candidates.
- ▶ At the beginning of *July 2009*, the French **National Commission for Information Technology and Civil Liberties-CNIL**, **presents** its newly re-designed website with a range of updated services and online activities. The new website offers its users the opportunity to become more **involved** in personal data issues, **informing** them about the risks of disclosing personal information and by **providing** them with professional advice while providing all the latest news, the agenda available and details about the CNIL organisation. .
- ▶ Starting *28 June 2009*, the electronic passports are **replaced** by **biometric** ones containing all data of the holder as well as a digital photograph and fingerprints on a **microchip**. The application can be performed in any municipality that is appropriately equipped, regardless of the applicants' place of residence. The only requirement is to apply and then receive the new passport from the same authority. The validity of the biometric passports is 10 years for the adults and five for those under 18 years of age.

A new French website launched in *June 2009* **will help** citizens to better manage their family budgets. The UNAF (*Union Nationale des Associations Familiales*) national institution has adhered to the creation of a website whose objective is to help citizens manage the economic crisis and create viable and even profitable budgets. The new website is: <http://www.monbudget.famille.gouv.fr/>.

In *June 2009*, the French **geomatics portal** for housing, urban planning, landscapes, water and biodiversity is **launched** with the aim to gather resources on the use of geographic information in these domains. The website is jointly managed by the DGALN (General Planning, Housing and Nature Directorate of the French Ministry of Ecology, Energy, Sustainable Development and Town and Country Planning) and by the Certu - the Studies Centre on Networks, Transport, Spatial Planning and Public Constructions.

- ▶ Since *1 May 2009*, the website www.circulaires.gouv.fr has been **providing** citizens with a one-stop shop access to a structured and exhaustive directory of the departmental circulars. The *'circulaires'* are texts allowing the administrative authorities (ministers, chief education officers and prefects) to inform their services, usually on how to implement a new legal text.

- ▶ On *14 January 2009*, the French Minister for the Budget, Public Accounts and Civil Service [announces](#) the launch of the **single** change of family name notification service, an online service for those wishing to simultaneously notify their change of family name to several public authorities.

2008

- ▶ The French Presidency of the European Union comes to an end on *31 December 2008*. It took place at a turning point of the European eGovernment development process with the completion of the [i2010 eGovernment Action Plan](#), the elaboration of a Strategy for 2015 and worked on facilitating the achievements of the decisions [made](#) by European ministries in Lisbon in 2007, including the setting up of a **European Strategy for Interoperability**.
- ▶ '[Mon.Service-Public.fr](#)', the next generation eGovernment portal [goes live](#) nationwide in *November 2008*. It aims to offer unified, personalised and secure access to online Government services. Users of the new portal first need to create a **personal account** in order to: securely manage their administrative procedures online; access customised information; have a personal data space for entering their personal data once and for all, and for storing the eDocuments exchanged with the public authorities (e.g. eCertificates, tax declaration, reimbursement files, birth certificate extracts, etc).

Since *1 November 2008*, the residents of two French departments (Charente-Maritime and Yvelines) have been able to make [preliminary declarations](#) to the police online within the framework of a [pilot eService](#).

- ▶ In *October 2008*, the Secretary of State to the French Prime Minister, responsible for the Development of the Digital Economy, [unveils](#) '[Digital France 2012](#)', the country's action plan for the development of the Digital Economy by 2012.
- ▶ Since *1 September 2008*, employers have been able to directly [perform](#) the **declaration of accident at work (DAT)** online. This service ensures a secure exchange with two levels of acknowledgement of receipt.
- ▶ In *June 2008*, the [Council for the Modernisation of Public Policies](#) holds its third session, approving a wide range of State modernisation measures to be implemented by the various Central Government ministries over the period 2008-2010 in the frame of the General Review of Public Policies.
- ▶ In *February 2008*, the 'Administration 24/24' website merges with the **eGovernment portal Service-Public.fr** ([www.service-public.fr](#)). As a result, both individuals and companies can access public services and perform relevant transactions [online](#), 24 hours a day and seven days a week, through a single website.

In the *same month*, the French national pension fund [introduces](#) a new '[Career record](#)' service allowing users to trace online their pension contributions throughout their working career, including periods of time spent abroad.

Official launch, in *February 2008*, of a governmental [portal on IT security](#) aimed at helping professionals to prevent and handle **IT security** risks. Another portal called '[Surfing smart](#)' and targeted at all Internet users focuses on the issue of the authentication over the Internet and gathers basic information on how to fight spam and protect one's personal computer.

2007

- ▶ In *November 2007*, French citizens can [request](#) a copy or an extract of **both marriage and death certificates**, free of charge, through the centralised website [www.acte-etat-civil.fr](#).
- ▶ In *October 2007*, the Minister for the Budget, Public Accounts and Civil Service [launches](#) an [open consultation online](#) aimed at collecting proposals for the simplification of administrative procedures.

- ▶ A [General Review of Public Policies](#) is officially launched in *July 2007* in the aim to re-organise the Public Administration by controlling and streamlining the use of public funds while drastically improving the quality of public policies by 2012.
- ▶ **Political responsibility** for the eGovernment policy is transferred to the Minister for the Budget, Public Accounts and Civil Service in *June 2007*. An [upgraded](#) version of [www.geoportail.fr](#) [goes live](#), featuring a one-stop shop to geographical online services designed for citizens and professionals.
- ▶ **eVoting** machines are [used](#) in *May 2007* on the occasion of the general elections, with computers available in the voting booths of several voting districts.
- ▶ A [decree](#) on the governance of the future **General Interoperability Framework** (RGI) is published in *March 2007*. The French Ministry for the Economy, Finance and Employment [launches](#) an experiment to familiarise economic operators with the **electronic transmission** of applications and tenders in order to prepare for the deadline of 1 January 2010, when the French contracting authorities would have the right to require electronic formats only.
- ▶ A new eGovernment website '**Administration 24h/24**' is officially [launched](#) in *January 2007*. Conceived as a one-stop shop for citizens and businesses, it allows for eAccess to administrative forms, eFiling in and online return of forms 24 hours a day, 7 days a week.
A [new taxation online service](#) goes [live](#) at the same month (*January 2007*). It allows citizens to calculate their tax bill themselves and to make adjustments to their monthly tax payments, where necessary.

2006

- ▶ **Version 2.1 of the General Security Frame of Reference** (PRIS) is published in *November 2006*. It aims to provide a clear framework for the use of electronic signatures in eGovernment services.
- ▶ In *July 2006*, the Ministry of Education sets up a system to [make baccalaureate results](#) available [online](#), free of charge.
The French Ministry for Education and Research [launches](#) a new Internet service for higher education students – [www.etudiant.gouv.fr](#) – whose objective is to increase the transparency of the education system.
An [upgraded](#) service for tax declaration online goes [live](#) in *July 2006*. Its users benefit from one extra month to submit their declaration, as well as a tax deduction of € 20, if they also pay their taxes online.
- ▶ A decree adopted in *February 2006* opens the way to the [launch](#) of an **online request** service for birth certificates.

2005

- ▶ **Adoption** of the [ordinance](#) on electronic interactions between public services users and public authorities and among public authorities in *December 2005*, after being announced in October 2005.
Furthermore, the [Directorate-General for State Modernisation \(DGME\)](#) (Former ADAE) is created, responsible for State reform, supporting the development of eGovernment and coordinating the eGovernment policy.
- ▶ **Version 2 of the General Security Frame of Reference** (PRIS) is published in *July 2005*.
- ▶ The Internet Rights Forum [publishes](#) a [report](#) on the national eID card project in *June 2005*.
- ▶ Launch of an [address change notification eService](#) in *May 2005*. The '[Voice over Internet Protocol \(VoIP\)](#)' technology [starts](#) being phased-in across the French Central Government.

- ▶ In *April 2005*, the French Prime Minister officially [gives](#) the green light to the **electronic ID card project**.
- ▶ All French public entities are [obliged](#) to accept bids submitted electronically in response to formal calls for tenders, published as of *1 January 2005*, by using the new [Government-wide eProcurement platform](#).

2004

- ▶ In *June 2004*, the electronic version of the [French Official Journal](#) gains the same legal value as that of the paper version.
- ▶ '[Allo Service Public](#)', the call centre of the Public Administration is [launched](#) nationwide in *April 2004*. It provides a unique point of contact for information and guidance on public services and administrative procedures through a single telephone number (39 39).
- ▶ The country's first legally binding electronic election is [held](#) in the city of Brest (Brittany region) during the French regional elections (*21-28 March 2004*).
- ▶ In *February 2004*, the Government [launches](#) the [ADELE strategic plan for eGovernment](#) and the related [action plan](#) for the period 2004-2007.

2003

- ▶ France [powers up](#) its eGovernment portal, '[Service-Public.fr](#)', with the addition in *November 2003* of a section for businesses.
- ▶ In *October 2003*, the eGovernment Agency ADAE publishes the first General Security Frame of Reference (PRIS v.1).
- ▶ The Government [launches](#) an open source content management system in *August 2003*. [AGORA](#), provides a quick and easy tool for managing Internet, intranet or extranet sites at reduced cost. Furthermore, [version 2.1](#) of the Common Interoperability Framework is released.
- ▶ The Agency for the Development of Electronic Administration (ADAE, former ATICA) is [created](#) in *February 2003* and is in charge of providing the eGovernment political drive and coordination, as well as technical support in the central administration. Moreover, the **Common Interoperability Framework – version 2.0** is released.

2002

- ▶ In *November 2002*, the Prime Minister launches a new plan 'For a digital Republic in the Information Society', [Re/SO 2007](#) aiming at the complete eEnabling of administrative procedures and the provision of stronger leadership and coordination.
- ▶ The '[Service-Public Local](#)' content syndication service is launched in *August 2002*. It enables local and regional councils to enrich their electronic information and services using the data produced for the national eGovernment portal [Service-Public.fr](#).
- ▶ The [Common Interoperability Framework – version 1.0](#) is published in *January 2002*.

2001

- ▶ In *November 2001*, the Inter-Ministerial Committee for State Reform launches the 'second phase of eGovernment development'.
- ▶ In *August 2001*, a new Agency for ICT in Public Administration (ATICA) is created to accelerate the pace of eGovernment progress.

News 2000 and before

- ▶ The year 2000 marks the inauguration of www.service-public.fr, an eGovernment portal aimed at providing a single access point to public services online.

AdER, the Network of the French Public Administration (*Administration En Réseau*) is launched to enable information exchange and joint working.

- ▶ The [Governmental Action Programme for the Information Society](#) (PAGSI), coordinated by an **Inter-Ministerial Committee for the Information Society**, is published in 1998 a body responsible for the implementation of eGovernment and the development of online public services.

'**Admifrance**', the first Internet portal of the French administration is inaugurated in 1998 with the function of providing access to a number of administrative forms and links to websites of public services.

An Inter-Ministerial Mission for the development of ICT in Public Administration (MTIC) is created during the same year to provide ministries with technical support for the development and implementation of their ICT projects.

- ▶ The [National Library of France](#) (BnF) launches a digital library named '[Gallica](#)'.
- ▶ An Inter-Ministerial Committee for Information Highways and Services is created in 1994.
- ▶ The year 1984 marks the countrywide distribution of '**Minitel**' terminals to phone subscribers. The Minitel enables users to access an electronic telephone and address directory for free, as well as other **Videotex-based** public and commercial services over a closed network.

eGovernment Strategy

Main strategic objectives and principles



Government Roadmap for the Digital Economy

Following a workshop on the digital economy organised on 28 February 2013, the government presented its [Roadmap for the Digital Economy](#).

This strategy revolves around three pillars, which are to 'Provide opportunities for youth', 'Reinforce competitiveness', and 'Promote our values in society'.

Provide opportunities for Youth

Four objectives have been defined under this pillar:

- ▶ Using digital tools to rethink education in schools, as to ensure that all students leaving school are familiar with digital tools, have followed courses in information and media, and are aware of the historical, cultural, artistic, economic and social challenges brought about by the information society.
- ▶ Creating more digitally accessible universities, as to ensure that by 2017, distance learning programmes, and diplomas, can be obtained in all fields where this is possible, and that 20% of educational programmes be available through digital means.
- ▶ Promoting ICT related jobs, as to increase by at least 3 000 per year the number of graduates which obtain ICT related degrees.
- ▶ Reinforce awareness raising campaigns.

Reinforce competitiveness

Four objectives have been defined under this pillar:

- ▶ Encourage the development of global digital companies;
- ▶ Encourage research and innovation;
- ▶ Guarantee digital take-up for the entire economy;
- ▶ Develop 21st century infrastructure.

Promote our values in society

Six objectives have been defined under this pillar:

- ▶ Encourage the use digital tools to tackle exclusion;
- ▶ Protect our sovereignty and establish a trustful environment for citizens;
- ▶ Define a new digital pact to promote cultural activities;
- ▶ Modernise public policy through the use of digital tools and resources;
- ▶ Promote the use of digital means in the health sector;
- ▶ Respond to cyberspace related challenges.

Previous eGovernment Strategies

Development Plan for the Digital Economy—'Digital France 2012'

The [Development Plan for the Digital Economy by 2012](#) was unveiled in October 2008 by the Secretary of State to the Prime Minister, with responsibility for Forward Planning, the Assessment of Public Policies and the Development of the Digital Economy.

This Development Plan formulates over 150 actions which are structured around four **core priorities**: enabling all citizens to access all digital networks and services; developing the production and supply of digital content; increasing and diversifying the use of digital services by companies, Public Administrations and citizens; and modernising the governance of the Digital Economy. The plan also focuses on the **development** and **availability** of the infrastructure for everyone, over the entire territory, with a set target of 100 % access to fixed broadband Internet in the near future. Moreover, the plan sets out actions aimed at deploying the relevant high-speed broadband infrastructure.

Another key element of the plan lies with **digital content**. The transition to digital TV allows for the sharing of quality frequencies through which new Internet services are made available, thus creating new opportunities for the businesses involved in the provision of such services. The Development Plan furthermore provides for actions intended to promote the **use of digital content and services** by all citizens and companies.

The enhancement of **digital trust** stands as another priority aspect of the Development Plan. It therefore provided for the deployment, as of 2009, of an **electronic identity card (eID)** on the basis of a highly secured eSignature standard. The eID card is meant to facilitate the direct participation of citizens in the public decision-making process (e.g. online consultations and petitions) and, through the appropriate measures, fight cyber crime.

As far as the governance of the Digital Economy is concerned, the plan establishes an inter-ministerial delegation bringing together the respective human and financial means that were dispersed in ten ministries, having the sufficient overview to prepare a global strategy for tackling common challenges. The 'National Delegation for Digital matters' was scheduled on 1 January 2009.

The State Secretary responsible for the Development of the Digital Economy invited the public to express their comments and suggestions on the Plan via the website of ['Digital France 2012'](#).

Almost three years after the submission of the 'Digital France 2012' plan, President Nicolas Sarkozy [created](#) on 27 April 2011, the National Digital Council of foreseen by Action No. 145 of the Plan that would be chaired by Jean-Pierre Charm, creator of the seedling [Kasskooye.com](#).

General Review of Public Policies (RGPP) 2007-2013

In July 2007, the Prime Minister launched the [General Review of Public Policies](#) (RGPP) whose purpose is to control and streamline the use of public funds while improving the quality of public policies. This new reform method has been designed to provide foundations for the conception of ['Public Services 2012'](#) aiming to better adapt Public Administration and services to users' needs, reduce public expenses until 2012 and reaffirm the value of the work of public servants.

In June 2010, RGPP entered a new phase, with an initial assessment of the completed measures and the adoption of a new series of measures for the years 2011-2013. In total, more than 300 reforms decisions were made in the framework of the RGPP to date.

Process for the Modernisation of Public Policies

The ['Council for the Modernisation of Public Policies'](#) (CMPP), an organisation chaired by the President of the Republic and bringing together all ministers, has been instituted in the light of the latest phase of the RGPP. Its function is to decide on the necessary reforms in several fields of action related to the **modernisation** of the French State. The Minister for the Budget, Public Accounts and State Reform is

the general rapporteur of the Council. Among the Council's fields of competence are the **development** of eGovernment, the quality of public information systems and management procedures, legislative simplification and the organisation of the State at local level.

Overviews of 'Public Service 2012' measures

In December 2007, the Council for the Modernisation of Public Policies held its first session and approved hundreds of **modernisation measures** to be implemented by the various Central Government ministries. At the Council's second meeting in April 2008, a wider range of measures has been decided upon for the period 2008-2010. The third session of the CMPP took place in June 2008 with the aim to further widen the coverage of the State reform while analysing and complementing the ongoing reforms.

In the context of all the meetings of the CMPP 5 **overviews** of implementation of the measures planned have taken place in order to assess the percentage to which the measures set have been implemented.

More specifically:

- ▶ At the beginning of December 2008, the Minister for the Budget, Public Accounts and State Reform presented a [first overview of the implementation](#) of the measures of 'Public Service 2012'. The assessment revealed that 85 % of the implementation of the decided measures were in line with the fixed schedule.
- ▶ On 13 May 2009, the Minister presented the [second overview of the implementation](#) to the Council of Ministers. According to the report, 95 % of the measures adopted by the President of the Republic and the Government within the framework of the CMPP were currently being implemented.
- ▶ On 18 February 2010, Éric Woerth, Minister for the Budget, Public Accounts and State Reform presented the [third overview of implementation](#) to the Council of Ministers. At the time, according to the presented report, 97 % of the measures adopted by the President of the Republic and the Government in the framework of the CMPP were being implemented.
- ▶ On 30 June 2010, the Minister for the Budget, Public Accounts and State Reform François Baroin, presented [the fourth overview of implementation](#) regarding the general revision of public policies and the decisions made by the Council for the Modernisation of Public Policies, chaired by the President of the Republic. Thanks to the mobilisation of all the involved departments 96 % of the measures adopted by the President of the Republic and the Government in the framework of the CMPP were being implemented. And corrective action needed to be taken only for 4 % of the measures.
- ▶ In March 2011, during the [CMPP's fifth session](#), Minister Baroin presented the [fifth overview of implementation](#), more than three years after the launching of the Modernisation of the French State. This overview is an opportunity to reaffirm a method that has proven its effectiveness and presented longevity rare in the history of State Reform. The overview in question was drafted and published with the aim to remind all those involved that this review is an ongoing process, with the implementation of fifty new measures mainly in the area of simplification, audits of operators, intervention and investment costs (especially in information technology and real estate).

The Council has also decided the implementation until 2013, of 150 new measures. These measures are the result of close collaboration with each one of the Ministries during the past year. They will contribute to the improvement of the quality of the offered services but also to the effort of **recovery of public accounts**. The desired objective is to save € 10 million until the year 2013.

ADELE programme (2004-2007)

The first French eGovernment strategy was laid down in the **ADELE programme (2004-2007)** which was presented on 9 February 2004. ADELE (*ADministration ELEctronique* – namely 'eGovernment') provided a detailed roadmap for the consistent and coordinated development and implementation of the electronic services. The programme was composed of a [strategic plan](#) and an [action plan](#) to be audited every year and updated accordingly.

The strategic plan set out a detailed framework for the development of eGovernment and defined qualitative and quantitative objectives to attain, together with the mechanisms and means allocated to achieve them. The strategy has been implemented through concrete measures and projects which were described in the ADELE action plan.

The **main objective** of ADELE consisted in implementing an electronic administration accessible to all, which would move from simply providing information to delivering interactive services enabling users to perform full administrative procedures remotely. This would make life easier for citizens, businesses and local authorities, generate confidence and contribute to the modernisation of Public Administration.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

[Ordinance on electronic interactions between public services users and public authorities and among public authorities \(2005\)](#)

This ordinance (**'teleservices ordinance'**) was adopted on 8 December 2005 on the basis of the Legal Simplification Law of 9 December 2004. It aims to establish a comprehensive legal framework for the shift to 'electronic administration' creating **simple** and **secure electronic interactions** between citizens and public authorities. The text covers all exchanges of electronic documents, email or digital communications among public authorities and among citizens and central administration, regional governments and private organisations. Moreover, it grants the **same legal status to email** as that of traditional paper-based correspondence and legalises the use of electronic signatures by public authorities. Lastly, the text lays down provisions on both the security of exchanges and the **interoperability** of information systems.

Freedom of Information Legislation

[Law on access to administrative documents \(1978\)](#)

The Law of 17 July 1978 on access to administrative documents grants access to **all**, to administrative documents held by public bodies. All documents handed over are subject to copyright rules and cannot be reproduced for commercial purposes. Public bodies must respond to requests for documents within one month. A [Commission of Access to Administrative Documents \(CADA\)](#) is tasked with supervision. A complaint must be decided upon by the CADA before it can be appealed to an administrative court.

Data Protection/Privacy Legislation

[Law on 'Informatics and Liberty' \(2004\)](#)

The Law on 'Informatics and Liberty' was adopted on 6 January 1978. The Law provides a legal framework for the use of identifiers in databases and the processing of personal data by public and private sector organisations. The Law created a [National Commission for Informatics and Liberty \(CNIL\)](#), which is in charge of overseeing its implementation and observance. The CNIL also has an advisory role in the planning of administrative data systems. The Law on Informatics and Liberty was amended by [law no. 2004-801](#) of 6 August 2004 implementing the EU Data Protection Directive ([95/46/EC](#)).

eSignatures Legislation

[Law on electronic signature \(2000\)](#)

The Law of 13 March 2000 grants legal value to electronic signatures and electronically-signed documents, and further implements the EU Directive [1999/93/EC](#) on a Community framework for electronic signatures. This law was complemented by an [application decree](#) issued on 30 March 2001.

Commerce Legislation

[Law for trust in digital economy \(2011\)](#)

Adopted on 21 June 2004, the Law for trust in digital economy implements the **EU Directive on electronic commerce** ([2000/31/EC](#)) and sets the legal framework for the development of eCommerce services in France. The law was last [amended](#) on 19 May 2011.

eCommunications Legislation

[Law on electronic communications and audiovisual communication services \(2008\)](#)

Adopted on 9 July 2004 and amended on 8 August 2008, this law implements the EU regulatory framework for electronic communications, namely: Directive [2002/21/EC](#) (Framework Directive); [2002/20/EC](#) (Authorisation Directive); [2002/19/EC](#) (Access Directive); [2002/22/EC](#) (Universal Service Directive); and [2002/58/EC](#) (Directive on privacy and electronic communications). Transposition was subsequently completed with the adoption of several decrees.

eProcurement Legislation

[Public procurement code \(2006\)](#)

The latest version of the French public procurement code was adopted on 1 August 2006. It transposes the EU Directives on public procurement ([2004/17/EC](#) and [2004/18/EC](#)), including their eProcurement provisions relating to **eAuctions** and **Dynamic Purchasing System**. The code in question provides for a wider use of a **dematerialised** public procurement, so as to enhance the efficiency of procedures (shortened delays for reception of applications and tenders, electronic access to consultation/information documents, authorised sending of backup copies during the transmission of applications). It is worth mentioning that the new public procurement code states that as from 1 January 2010, the French contracting authorities have the right to require the transmission of applications and tenders in electronic format only. The second part of the code fully transposes specific provisions of Directive [2004/17/EC](#) that are applicable to network operators.

Re-use of Public Sector Information (PSI)

[Law on access to administrative documents \(1978\)](#)

The Law on access to administrative documents (17 July 1978) was amended by a Government [ordinance](#) of 6 June 2005 implementing the provisions of the EU Directive on the re-use of public sector information ([2003/98/EC](#)).

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of Economy, Industrial Renewal, and the Digital Economy

In the French Government, political responsibility for eGovernment lies with the Ministry of Economy, Industrial Renewal, and the Digital Economy.

[General Secretary for the Modernisation of Public Action \(SGMAP\)](#)

Created with the [decree no. 2012-1198](#) of October 2012, the [General Secretary for the Modernisation of Public Action](#) (SGMAP) is placed under the authority of the Prime Minister's Office and made available to the Minister of Decentralization, State Reform and Public Service, the Minister of Finance and Public Accounts, and the Ministry of Economy, Industrial Renewal, and the Digital Economy. The SGMAP has a dual role. On the one hand, it has an advisory role to the Government in the development, implementation and monitoring of the overall public sector reform program. On the other hand, it has the role of a "strategic partner" for public organisations implementing their reform plans, providing impulse, support and expertise in several areas of reform.

[Council for the Modernisation of Public Policies \(CMPP\)](#)

The Council for the Modernisation of Public Policies was created with the launch of the [General Review of Public Policies](#) (RGPP) in July 2007, aiming to control the use of public funds while improving the quality of public policies. Chaired by the President of the Republic, with the Minister for the Budget, Public Accounts and State Reform as its general rapporteur, the CMPPs brings together all Government ministers and decides on the necessary reforms related to the modernisation of the French State. Among the Council's fields of competence are the development of eGovernment, the quality of public information systems and management procedures, legislative simplification and the organisation of the State at local level.

[Directorate-General for State Modernisation \(DGME\)](#)

Created on 30 December 2005, the DGME is under the authority of the Minister for the Budget, Public Accounts and State Reform and is tasked with the development of the eGovernment policy. It is an inter-ministerial Directorate resulting from the merging of previous Directorates in charge of State Reform, including the former Agency for the Development of Electronic Administration (ADAE). It gathers 160 agents from ministries, the private sector but also from abroad. The DGME was reorganised in April 2008 in order to adjust to the [General Review of Public Policies](#) (July 2007). It consists of the 'Innovation', 'Advising' and 'Prospects' services. In the context of the first service, it devises both the strategy and the actions to be adopted for simplifying and modernising public services.

Coordination

[General Secretary for the Modernisation of Public Action \(SGMAP\)](#)

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the role of a "strategic partner" for public organisations implementing their reform plans, proving impulse, support and expertise in several areas of reform.

Directorate-General for State Modernisation (DGME)

In the context of its 'Projects' Service, the Directorate-General is in charge of steering the implementation of inter-ministerial projects relating to: the simplification of administrative procedures, the quality of public services, the improvement of customer service and the development of eGovernment. In this light, the DGME is notably tasked with coordinating eGovernment and ICT developments across the entire Public Administration. The DGME moreover manages an electronic administration correspondents' network composed of ministries, users, businesses and Local Government representatives, as well as health and social actors.

Implementation

General Secretary for the Modernisation of Public Action (SGMAP)

Created with the [decree no. 2012-1198](#) of October 2012, the [General Secretary for the Modernisation of Public Action](#) (SGMAP) is placed under the authority of the Prime Minister's Office and made available to the Minister of Decentralization, State Reform and Public Service, the Minister of Finance and Public Accounts, and the Ministry of Economy, Industrial Renewal, and the Digital Economy. The SGMAP has a dual role. On the one hand, it has an advisory role to the Government in the development, implementation and monitoring of the overall public sector reform program. On the other hand, it has the role of a "strategic partner" for public organisations implementing their reform plans, proving impulse, support and expertise in several areas of reform.

Directorate-General for State Modernisation (DGME)

The DGME is responsible for implementing both the eGovernment programme, and joint and inter-ministerial projects, including common infrastructures (except for the portal www.service-public.fr which is managed and maintained by [The French Documentation](#) – the Government's publishing house).

All Central Government departments

Central Government departments deal with the implementation of eGovernment projects placed within their respective jurisdiction.

Support

General Secretary for the Modernisation of Public Action (SGMAP)

Created with the [decree no. 2012-1198](#) of October 2012, the [General Secretary for the Modernisation of Public Action](#) (SGMAP) is placed under the authority of the Prime Minister's Office and made available to the Minister of Decentralization, State Reform and Public Service, the Minister of Finance and Public Accounts, and the Ministry of Economy, Industrial Renewal, and the Digital Economy. The SGMAP has a dual role. On the one hand, it has an advisory role to the Government in the development, implementation and monitoring of the overall public sector reform program. On the other hand, it has the role of a "strategic partner" for public organisations implementing their reform plans, proving impulse, support and expertise in several areas of reform.

Directorate-General for State Modernisation (DGME)

The DGME supports public bodies in the modernisation of their functioning and management, so as to improve the quality of public services supply, lead to a better use of public expenditures and mobilise public servants. In the context of its 'Advising' Service, it assists the ministries in the implementation of the decisions made by the Council for the Modernisation of Public Policies (CMPP), providing help in identifying the modernisation levers that are necessary to transformation (optimisation of the organisation, resources, processes, etc).

National Digital Council (CNN)

The National Digital Council (*Conseil National du Numérique – CNN*) is an advisory body created on 27 April 2011 by the French President. It consists of eighteen Internet specialists tasked with advising the Government on issues related to digital technology. More specifically, the CNN is consulted for advice on "any proposed law or regulation that may have an impact on the digital economy so the government can have insight from the industry". Nevertheless, the CNN will also issue recommendations on issues of interest without a previous request by the Government.

The French Documentation

The Government's publishing house, the French Documentation (*Documentation Française*) provides information management services.

Public Interest Grouping 'Modernisation of Social Declarations' (GIP-MDS)

The GIP-MDS gathers the different social security institutions and business federations in the aim to develop joint services enabling businesses to file their social declarations electronically. These services are accessible through the [Net-Entreprises](#) website.

Audit/Assurance

Court of Accounts

The responsibilities of the French Court of Accounts cover mandatory and optional examinations of the use of public funds.

Finance Committees of the Parliament

Use of public funds is also scrutinised by the Finance Committees of both the National Assembly and the Senate.

Data Protection

National Commission for Informatics and Liberty (CNIL)

The CNIL, the French Data Protection Authority, was created by the 'Informatics and Liberty' Law of 6 January 1978 which provides a legal framework for the use of identifiers in databases and the processing of personal data by public and private sector organisations. The CNIL is in charge of overseeing the implementation of this law and also has an advisory role in the planning of administrative data systems.

French Network and Information Security Agency (ANSSI)

A decree issued on 8 July 2009 established the French Network and Information Security Agency (*Agence Nationale de la Sécurité des Systèmes d'Information - ANSSI*). This agency was placed under the authority of the Prime Minister and was attached to the Secretary General for National Defence. It also replaced the [Central Directorate for Information System Security](#) (DCSSI) and was assigned wider missions and resources. Its core missions are: detection and prompt reaction to cyber attacks; continuous surveillance of sensitive Governmental networks; implementation of the appropriate defence mechanisms; prevention of threats through trusted products and services by French operators; advise and support to Governmental entities and operators of Critical Infrastructure; and continuous information on security threats.

French Computer Security Incident Report Team (CERT-FR)

The French Computer Security Incident Report Team (*Centre d'Expertise Gouvernemental de Réponse et de Traitement des Attaques informatiques - CERTA*) is the point of contact for all computer-related security incidents regarding France.

Regional & Local eGovernment

Policy/Strategy

Regional and Local Administrations

Regional and Local Government bodies (regions, counties and municipalities) devise their respective eGovernment policy in compliance with the national eGovernment policy, within the limits of their respective competences.

Coordination

Regional agencies for ICT

In some regions, dedicated agencies for ICT participate in the coordination of regional eGovernment projects. Examples of such regional agencies are: '[Artesi](#)' in Ile-de-France region, '[ARDI](#)' in Rhône-Alpes, '[ARDESI](#)' in Midi-Pyrénées and '[INNOVALIS](#)' in Aquitaine.

Implementation

Regional and Local Administrations

Regional and Local Government bodies implement eGovernment projects falling within their respective areas of competence.

Support

Directorate-General for State Modernisation (DGME)

The DGME provides support services for some regional projects of national interest (e.g. the [e-Bourgogne](#) platform for integrated local eServices in the Burgundy region).

Caisse des Dépôts

The *Caisse des Dépôts* is a State-owned financial institution that performs public-interest missions on behalf of France's Central, Regional and Local Governments.

Regional agencies for ICT

In some regions, dedicated agencies for ICT participate in the coordination of regional eGovernment projects. Examples of such regional agencies are: '[Artesi](#)' in Ile-de-France region, '[ARDI](#)' in Rhône-Alpes, '[ARDESI](#)' in Midi-Pyrénées and '[INNOVALIS](#)' in Aquitaine.

Observatory of Digital Territories

The Observatory of Digital Territories was created by the regional and local authorities to provide assistance and support for the development and implementation of their ICT-related policies.

The National Centre for the Management of Territorial Service (CNFPT)

The National Centre for the Management of Territorial Service (*Centre National de la Fonction Publique Territoriale* - CNFPT) is at the heart of decentralisation. Through its core missions of agent training and career support of executives, the CNFPT aims to the modernisation of the local public service.

CAP-TIC

CAP-TIC is a company created in February 2000 by the *Caisse des Dépôts*, which provides technical, economic, pedagogical and legal services to public sector organisations.

Internet Cities Association

The 'Internet Cities' (*Villes Internet*) Association is a network of elected officials, local civil servants, and private and voluntary stakeholders, aimed at supporting the exchange of experiences and practice for the development of the Internet and of Internet-based citizen services at local level.

Audit/Assurance

Regional Courts of Accounts

The Regional Courts of Accounts are tasked with examining the use of public funds by public authorities.

Other

Assembly of French Counties

The Assembly of French Counties is the representative association of French counties.

Association of French Regions

The Association of French Regions is the representative association of French regional authorities.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Ministers responsible for eGovernment



Arnaud Montebourg
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Head of eGovernment



François-Daniel Migeon
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eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

[Service-Public.fr](#)

The portal launched in October 2000, 'Service-Public.fr', is the access point to **practical information** focused on the daily-life events of public service users. It provides orientation, documentation, **online forms** and links to **public services online**.

As of January 2008, two-thirds of administrative procedures (approx. 600) were fully available online. In February 2008, the portal was enriched with the website 'Administration 24h/24', a **one-stop shop** for both citizens and businesses to perform administrative formalities online. '[Mes démarches 24h/24](#)' the resulting section of the eGovernment portal features a search engine that leads to the most complete information relating to the keyword entered.

A specific section of the portal (www.pme.service-public.fr) is aimed at simplifying administrative procedures for businesses, in particular small and medium-sized enterprises (SMEs) and freelancers. The services provided are supported by one common **electronic signature** solution and allow for the electronic access to administrative forms, as well as their eFilling in and online return.

[Mon.Service-Public.fr](#)

'Service-Public.fr' has been enriched with 'Mon.Service-Public.fr', an advanced eGovernment portal aimed at offering **unified, personalised** and **secure** access to the entire set of Government services available online, managed by the Directorate-General for State Modernisation (DGME).

Through their **personal account** users can securely manage their administrative procedures online while accessing at the same time personalised, customised information. This way, the access to online services has been simplified drastically, since the user does not need to remember several passwords. eServices are constantly being added with the ultimate target to provide all possible public eServices via this portal. The owner of a personal account has a secure online **personal data space** at his/her disposal for entering his personal data once and for all and storing eDocuments.

On 5 July 2010, the **new version** of '[Mon.Service-Public.fr](#)' was presented by the Minister for the Budget, Public Accounts and State Reform with a fully revamped interface intended also to ease the follow-up of procedures and to provide customised information. Since April 2010, the portal has been enhanced with a service enabling its users to notify their change of contact details to twelve bodies at once. Thus, the already existing online service '**I am changing places of residence**' became the '**I am changing contact details**' service and all users' details can be communicated to several bodies (public, semi-public and private sectors) in a single click.

Networks

[AdER](#)

AdER (*Administration En Réseau*) is an inter-ministerial **Intranet** that was launched in May 2000. Based on a Virtual Private Network (VPN), it provides the French Central Administration with secure services including messaging, directory, high-speed data transfer, document storage, as well as access to a number of information management applications. The AdER/SETI network is **connected with TESTA**, the European Community's own private IP-based network for secure information exchange among the European Public Administrations.

ISIS

Operational since November 2007, the 'Secure Inter-ministry Intranet for Governmental Synergies' (ISIS) allows for the exchange and sharing of **top secret information** among Government actors. ISIS is part of the French Network and Information Security Agency (*Agence Nationale de la Sécurité des Systèmes d'Information* - ANSSI).

eIdentification/eAuthentication

Common eSignature solution

The electronic services provided online to citizens and enterprises via the portal www.service-public.fr are supported by one common electronic signature solution. Thus, only the electronic certificates provided by '**qualified**' **Certification Service Providers** (CSPs) are eligible for the online interactions of citizens and businesses with the Government. To become recognised as such, the certificates are evaluated against the requirements of the 'General Security Framework'. There are three levels of security, namely: medium, high and qualified. The electronic certificates for businesses are issued to natural entities, but there are only to be used on behalf of an enterprise.

eID card project

The French Government launched an **electronic ID card project** called INES (*Identité Nationale Electronique Sécurisée*), which was endorsed by the Prime Minister and announced in December 2005. The eID card contained: traditional data (name, surname, date of birth, address, etc.) also displayed in the electronic part, together with biometric data (two fingerprints); an Identity-related services module containing an authentication certificate and an eSignature field. Moreover, access to the **biometric database** was strictly regulated and was not possible out of judiciary proceedings. Lastly, holding an eID card was not **compulsory**.

The Development Plan for the Digital Economy by 2012, '[Digital France 2012](#)', provided for the deployment of the eID card as of 2009. The deployment is still in progress. The card will be based on a highly secured eSignature standard. In addition, it is meant to facilitate the direct participation of citizens in the public decision-making process.

ePassports

In April 2006, the Ministry for Internal Affairs announced the calendar for the introduction of the first electronic passports in France, progressively introduced between April and July 2006. Embedded with a contact-less chip, the French ePassport contains the digitalised photograph of its owner. The passport is intended to be more than a simple travel document; it could be used for the fulfilment of administrative formalities in the future. On 28 June 2009, the electronic passports were replaced by the [biometric passports](#) containing in addition the holder's digitised **fingerprints**.

eProcurement

eProcurement Platform

All French public entities have been obliged to accept bids submitted electronically in response to formal calls for tenders over a legal threshold published as of 1 January 2005. All Central Government ministries – with the exception of the Ministry of Defence, which has its own platform – can meet this requirement by using the [Government-wide eProcurement platform](#). The platform allows public sector bodies to publish **calls for tenders online** and receive electronic bids. It is commercialised by [UGAP](#), an inter-ministerial service dedicated to enhancing the efficiency of public procurement.

The use of the platform by **local authorities** is optional, as these are free to develop their own eProcurement solutions or to adopt commercial solutions, already created on a regional and a local level. In this light, it is worth noting that the Public Procurement Code states that as from 1 January 2010, the French contracting authorities have the right to require the transmission of applications and tenders in electronic format only.

[eMarketplace of the Burgundy region](#)

This portal is aimed at more than **2 000 public authorities** and **institutions** in the administrative region of Burgundy in the east of France. It is accessible from the region's eGovernment portal (www.e-bourgogne.fr). Through the platform, public bodies can post calls for tenders that potential suppliers can access and respond to. This eMarketplace was piloted with the support of the French Government as part of France's ADELE plan for eGovernment, and launched as an operational service at the beginning of 2005. After a successful regional experimentation of its eMarketplace, the Burgundy region has created a consortium made up of five regional authorities of EU countries along with public and private partners in order to put in place the [eTENProcure project](#). This project aims at enabling, across the five pilot regions, electronic bidding for public procurement through safe and intuitive web services for SMEs.

Knowledge Management

References.modernisation.gouv.fr website

The 'references.modernisation.gouv.fr' website contains links to the latest version of the eGovernment policy reference documents aimed at public authorities, namely: General Accessibility framework (RGAA); General Security framework (RGS); General Interoperability framework (RGI); Charter for the ergonomics of public websites.

[Adullact.Net](#) platform

In June 2005, an Open Source Software repository and collaborative platform for **cooperative software development** for the use of the entire French Administration was launched; 'Admisource'.

Since July 2008, Admisource has been merged with [Adullact.Net](#), the forge of the Association of Developers and Users of Free Software for Administrations and Regional/Local Governments.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

The 12 services for citizens are as follows:

1. Income taxes: declaration, notification of assessment
2. Job search services by labour offices
3. Social security benefits
4. Personal documents: passport and driver's licence
5. Car registration (new, used, imported cars)
6. Application for building permission
7. Declaration to the police (e.g. in case of theft)
8. Public libraries (availability of catalogues, search tools)
9. Certificates (birth and marriage): request and delivery
10. Enrolment in higher education/university
11. Announcement of moving (change of address)
12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

1. Income taxes: declaration, notification of assessment

Responsibility:	Central Government, Ministry of Economy, Industry and Labour, Directorate-General for Public Finances
Website:	http://www.impots.gouv.fr/
Description:	The French tax portal allows individual users to file their returns and pay their income tax online, as well as access their individual fiscal account. Tax declarations are pre-filled by tax authorities before being sent out and tax payers can modify or add information online, if necessary. No supporting documents are needed and the amount of tax that will have to be paid is indicated immediately. Since 2007, citizens can calculate their tax bill themselves and make adjustments to their monthly tax payments, where necessary.

2. Job search services by labour offices

Responsibility:	Central Government, ' <i>Pôle Emploi</i> '
Website:	http://www.pole-emploi.fr/
Description:	Fully functional job search facility. Users can access personalised job offers and display their CV online. A summer jobs search portal has moreover been made available since March 2007.

3. Social security benefits

a. Unemployment benefits

Responsibility:	Central Government, ' <i>Pôle Emploi</i> '
Website:	http://www.pole-emploi.fr/
Description:	Information on unemployment benefits, online application system and monthly unemployment status notification.

b. Child allowances

Responsibility:	Central Government, National Family Allowances Fund (CNAF)
Website:	https://www.caf.fr/
Description:	The right to child allowances is automatically calculated by the Family Allowance Funds on the basis of one's tax declaration.

c. Medical costs (reimbursement or direct settlement)

Responsibility:	Central Government, National Medical Insurance Fund (CNAM)
Website:	http://www.ameli.fr/
Description:	Information on medical insurance forms to download, and online tracking of reimbursements. Direct settlement of some costs is made possible with the smart health insurance card <i>Vitale</i> . Moreover, the eGovernment portal ' www.service-public.fr ' provides citizens with a direct access to the online tracking of medical reimbursements.

d. Student grants

Responsibility:	Central Government, National Centre for University and School Achievements (CNOUS)
Website:	http://www.cnous.fr/
Description:	Information on the different types of grants available for students and online application for some of them. The ' www.service-public.fr ' portal provides online access to the ' student social file ', which can be filled out online. This single file allows students to request both grants and accommodations managed by the Regional Centres for University and School Achievements (CROUS).

4. Personal documents: passport and driver's licence

a. Passport

Responsibility: Central Government

Website: <http://vosdroits.service-public.fr/>

Description: Information and forms viewable online. Passport applications are handled by local authorities or by local offices of the Central Government (*Préfecture/Sous Préfecture*). The status of a request for the delivery of an identity card, or an electronic passport can be followed up online.

b. Driver's licence

Responsibility: Central Government

Website: <http://vosdroits.service-public.fr/>

Description: Information and forms (e.g. [driving licence application](#)) that can be filled on screen. Driving licence applications are handled by the local offices of the Central Government (*Préfecture/Sous Préfecture*). In addition, a specific service allows drivers to log on via a secured website and check the status of the [driving points](#) remaining on their licence.

5. Car registration (new, used, imported cars)

Responsibility: Central Government/Local Government

Website: <http://vosdroits.service-public.fr/>

Description: Information and forms to download. Vehicle registration services are handled by local offices of the Central Government (*Préfecture/Sous Préfecture*) and in some cases by local authorities. For new cars, registration requests are submitted electronically by car dealers.

6. Application for building permission

Responsibility: Central Government/Local Government

Website: <http://vosdroits.service-public.fr/>

Description: Information and forms to download. Planning and building permission services are handled by Local Government offices (Departmental Directorate for Equipment), or by local authorities.

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

Responsibility: Central Government

Website: <https://www.pre-plainte-en-ligne.gouv.fr/>

Description: Citizens are able to make preliminary declarations to the police online.

8. Public libraries (availability of catalogues, search tools)

Responsibility:	Central Government (Ministry of Culture and Communication)/Local Government
Website:	http://gallica.bnf.fr/
Description:	Most public libraries provide an online catalogue searching facility. Gallica , the digital library of the ' <i>Bibliothèque Nationale de France</i> ' (BnF), provides access to digital works (press documents included), as well as images and hours of audio material.

9. Certificates (birth, marriage): request and delivery

Responsibility:	Local Government / National Government
Website:	http://www.acte-etat-civil.fr/
Description:	The national online request system for birth, marriage and death certificates is accessible via the portal ' www.service-public.fr '. The request is made online through the 'commune' concerned. Once the request has been registered, the document in question is sent by regular mail. The same service is provided by the Ministry of Foreign Affairs' to French citizens residing abroad.

10. Enrolment in higher education/university

Responsibility:	Central Government/Higher education institutions
Website:	http://vosdroits.service-public.fr/
Description:	Information on higher education enrolment and forms to download. Enrolment is handled by individual universities or regional academies..

11. Announcement of moving (change of address)

Responsibility:	Central Government, Directorate-General for State Modernisation (DGME)
Website:	https://mdel.mon.service-public.fr/je-change-de-coordonnees.html
Description:	Citizens can communicate their change of address to a number of Public Administrations through a single notification service.

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

Responsibility:	Central Government
Website:	http://www.hopital.fr/
Description:	Practical information only.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporate tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declarations
7. Environment-related permits (incl. reporting)
8. Public procurement

1. Social contributions for employees

Responsibility:	Central Government, Public Interest Group on the Modernisation of Social Declarations
Website:	http://www.net-entreprises.fr/
Description:	The Net-entreprises.fr portal provides a range of services relating to social security contributions, including information, simulation, as well as secured declarations and payment using electronic certificates.

2. Corporate tax: declaration, notification

Responsibility:	Central Government, Ministry of Economy, Industry and Labour, Directorate-General for Public Finances
Website:	http://www.impots.gouv.fr/
Description:	Online information and services for all businesses and professionals, including corporate tax declaration and payment.

3. VAT: declaration, notification

Responsibility:	Central Government, Ministry of Economy, Industry and Labour, Directorate-General for Public Finances
Website:	http://www.impots.gouv.fr/
Description:	Online declaration and payment of VAT.

4. Registration of a new company

Responsibility:	Chambers of Commerce and Industry
Website:	http://www.cfenet.cci.fr/
Description:	Online administrative procedures for businesses, including business registration.

5. Submission of data to statistical offices

Responsibility:	Central Government, State Secretariat for Industry
Website:	http://www.insee.fr/
Description:	Data concerning company revenues already declared to the Tax Administration do not need to be resubmitted separately to statistical offices. The same is valid for employees' data submitted to Social security and Employment administrations.

6. Customs declarations

Responsibility:	Central Government, Ministry of Economy, Industry and Labour
Website:	http://www.douane.gouv.fr/
Description:	eServices for customs declarations and payments.

7. Environment-related permits (incl. reporting)

Responsibility:	Central Government, Ministry of Ecology, Energy, Sustainable Development and the Sea
Website:	http://www.developpement-durable.gouv.fr/
Description:	Information and downloadable forms for environment-related permits.

8. Public procurement

Responsibility: Central Government, Ministry of Economy, Industry and Labour

Website: <http://www.marches-publics.gouv.fr/>

Description: All Central Government ministries and entities—with the exception of the Ministry of Defence, which has its own platform – can meet this requirement by using the Government-wide eProcurement platform 'Marches-Publics.gouv.fr'. Through this platform, public sector bodies can publish calls for tenders online and receive electronic bids. Its use by local authorities is optional, as they are free to develop their own eProcurement solutions, or to adopt commercial solutions.

European Commission - eGovernment Practice

eGovernment practice (epractice.eu) is an information and exchange service for European professionals.

The eGovernment factsheets are one of the epractice.eu services. The factsheets present an overview of the eGovernment status and progress in the European countries.

The eGovernment factsheets are produced and updated twice a year.

eGovernment practice is an initiative by the Directorate General for Communications Networks, Content and Technology.

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