



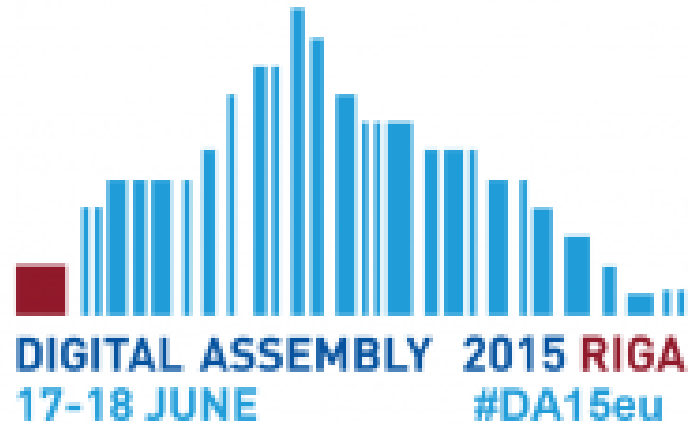
Digital Rights of Citizens and Businesses for interacting with public administrations

Report on the Workshop 'Promoting eSociety' at the Digital Assembly 2015

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Key topics of the Digital Single Market strategy on the agenda were:

- Digital skills,
- Trust and confidence,
- Creative content,
- Ensuring access and connectivity,
- Building the digital economy for businesses and consumers,
- Promoting e-society,
- Digitising European industries and enterprises.

4.3.2. E-government

...Public services in Europe have embraced new technologies to varying degrees but more can be done to modernise public administration, achieve cross-border interoperability and facilitate easy interaction with citizens...



The Commission will present a
new e-Government Action Plan 2016-2020



.. to identify a list of fundamental digital rights for citizens and businesses when interacting with public administrations...

Rising expectations

Dealing with government to be made easier

Real concerns of citizens and businesses

- OECD : International perspective
- Member State CIO : Once Only Principle
- ESTeam : Multilingual eServices
- Eurochambres : Points of Single Contact
- Ministry of Social Affairs and Health : eHealth
- MEP : Fundamental digital rights for citizens
- SME : Fundamental digital rights for business
- Academia : Fundamental right to user-friendly public services



- 'A person on average uses public services only 2.6 times a year'
- 'It is not because of digitisation that a problem gets solved'
- 'Services should be designed as an end-to-end process to solve a problem'
- 'In Europe 40% of Europeans do not have the basic digital skills'
- 'In the EU 8 million people have disability and many of them accessibility problems'
- 'Real digital government service will be when the term document has become history'





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Total Tweets

369

Total Audience

233.846

Contributors

155

Measured time

205 h

Total Impressions

1.240.396

Impressions / Audience

5,30

Tweets / Contributor

2,38

Frequency

Tw/h 1,80

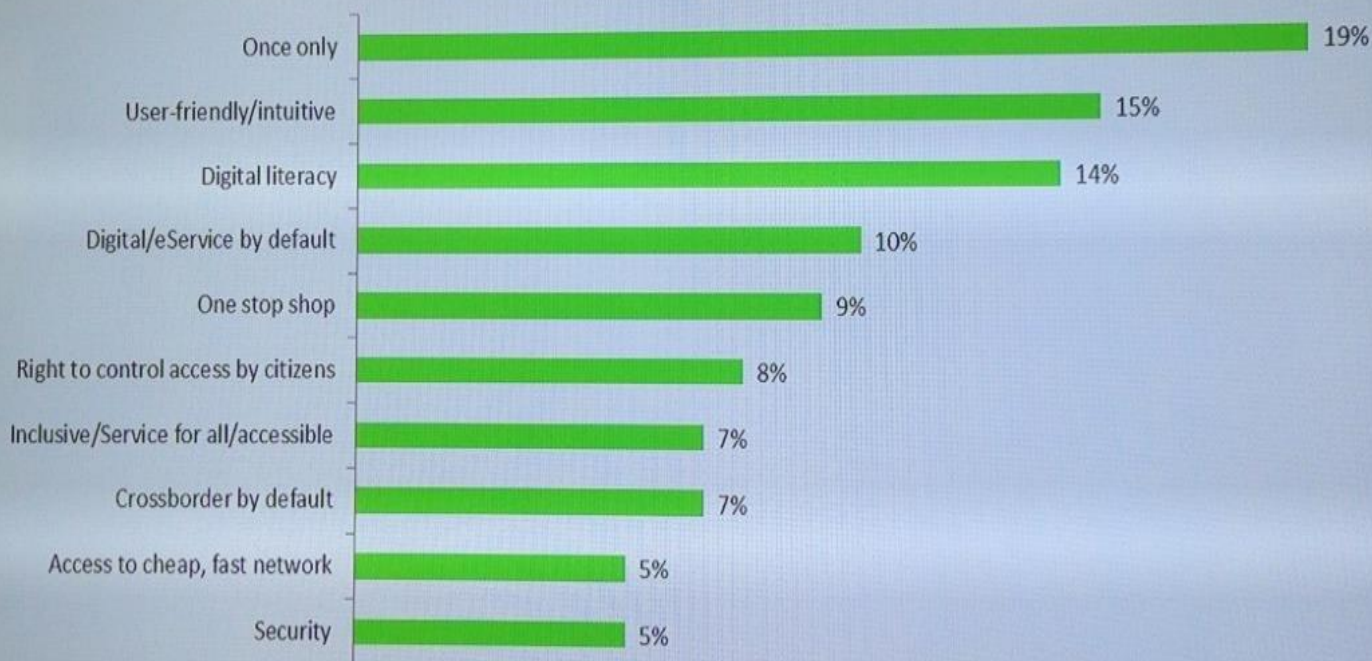
Fundamental Digital Rights of citizens and businesses

- | | | |
|---------------------------------------|--|---|
| 1 Digital/eService by default | 2 Crossborder by default | 3 Inclusive/Services for all/accessible |
| 4 Multilingual | 5 Once Only | 6 Privacy/ Confidentiality |
| 7 Open | 8 User- friendly/intuitive | 9 Transparency |
| 10 Collaborative/citizens involvement | 11 Fast/efficient | 12 Access to machine readable format |
| 13 Quality of information | 14 Right to make business anywhere in the EU | 15 Right to control access by citizens |
| 16 Security | 17 To "exist" digitally | 18 Access to cheap, fast network |
| 19 Access to data | 20 One stop shop | 21 Receive/submit eDocuments |
| 22 Digital literacy | 23 Automated services | 24 eDemocracy |

Workshop 5: Promoting e-society

ONE EUROPE, ONE DIGITAL SINGLE MARKET.

Fundamental Digital Rights of citizens and businesses



User-friendly public services: digital, one-stop-shops, intuitive, inclusive, accessible, fast, efficient, multilingual, automated, 'once-only' information submission.

Modernising public administration: open, transparent, collaborative, involving citizens, eDemocracy

Facilitating mobility within the single market: data and digital services to seamlessly move across borders and the right to do business anywhere in the EU.

Basic pre-conditions: privacy / confidentiality, the right to exist digitally, to control access to personal data, security, access to cheap and fast network, digital literacy, quality of and access to machine readable data.



How would YOU have voted

?

<https://ec.europa.eu/digital-agenda/en/promoting-e-society-workshop-5-digital-assembly-2015>

