



# **EU eGovernment Action Plan 2016-2020**

***Accelerating the digital  
transformation of government***

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eGovernment at regional and local level**



- Almost 95 000 local and regional authorities in the EU
- Significant powers in education, planning, transport, environment, social services and economic development
- All the instruments available to central government also apply to sub-national governments
- Local and regional authorities are responsible for approx.70% of the EU's public investment and implement nearly 70% of EU legislation
- Cross-border, transnational and interregional cooperation (cross-border digital public services)
- Enhanced role for regions through the eGovernment Action Plan

- New eGovernment Action Plan 2016-2020
  - New approach
  - Vision, principles, policy priorities
- Concrete actions to accelerate the digital transformation of government
- Opportunities

# From eGovernment to (digital) government strategies



- 'online government' (*efficiency*)
- 'transformative government' (*efficiency & effectiveness*)
- 'lean government' (*more with less*)
- 'digital government' / 'open government'
  - efficiencies and effectiveness along with economic growth, societal equality, and good governance (transparency, integrity and citizen engagement)
  - integrating ICT into public sector modernisation efforts
  - collaboration with relevant stakeholders

quality of public service  
delivery

social inclusion

participation

multi-level and multi-  
actor governance

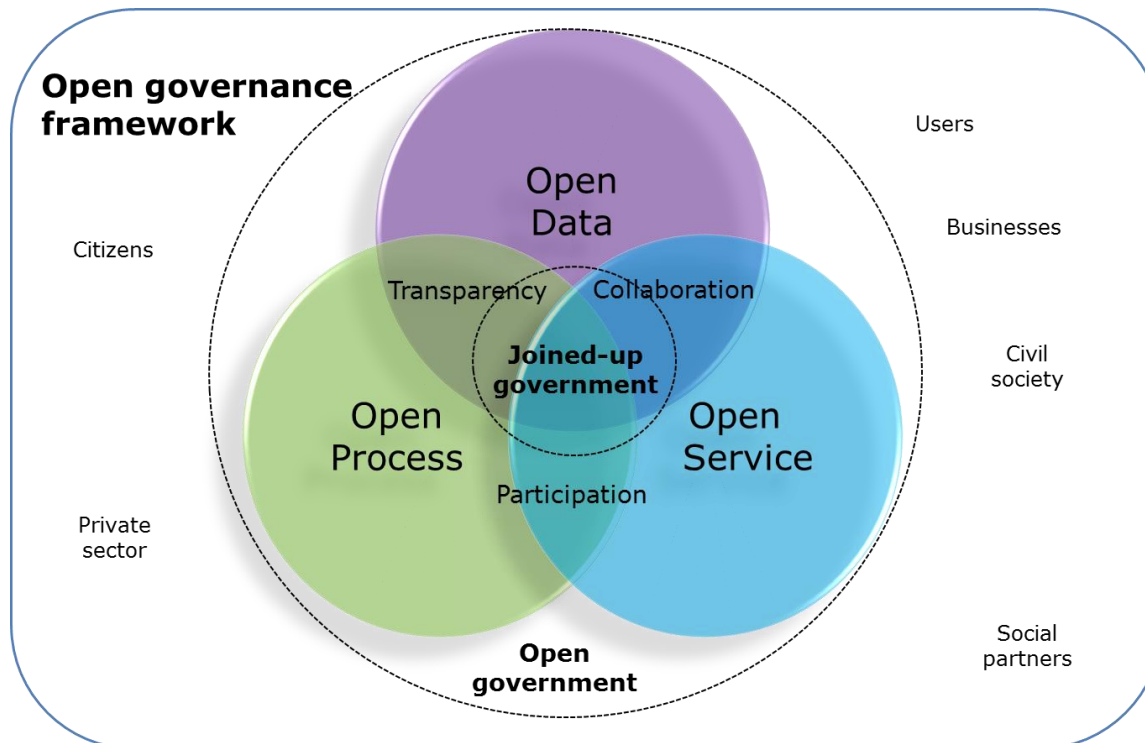
public sector efficiency

public trust

# From *silos* to *joined-up and open government*



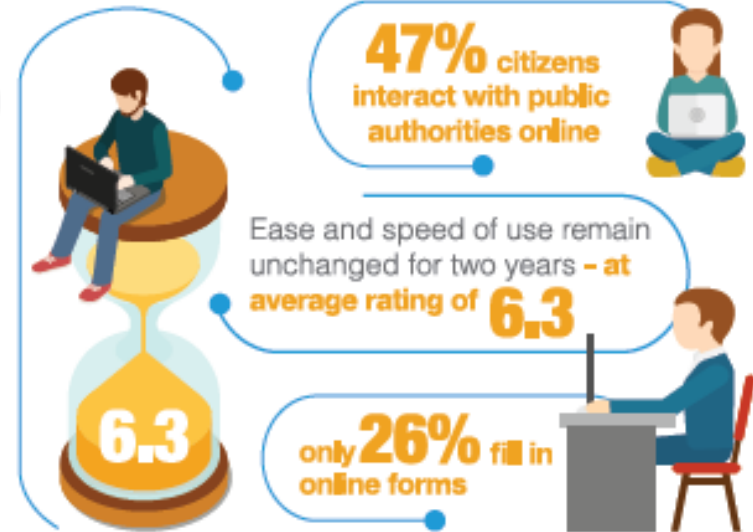
- Shared digital infrastructure
- (Re)-using data to reduce number of obligations
- Cross-domain and cross-border interoperability
- Bringing together stakeholders from government and from outside government



# From availability to take-up - from *customer services* to *customised services*

**ON THE POSITIVE SIDE:** More services available online for

**HOWEVER:** use and user experience remain insufficient



- Removing unnecessary steps in customer journey
- Effective one-stop-shop to users
- Automatically delivered services (or pre-filled forms)
- Mobile devices for further personalisation of services
- Privacy and security (trust) are key barriers to uptake
- 'User listening' (collaboration and feedback)

# Digital Single Market Strategy for Europe



**e-Government Action Plan 2016-2020**  
COM(2016) 179 final of 19/04/2016

# Vision

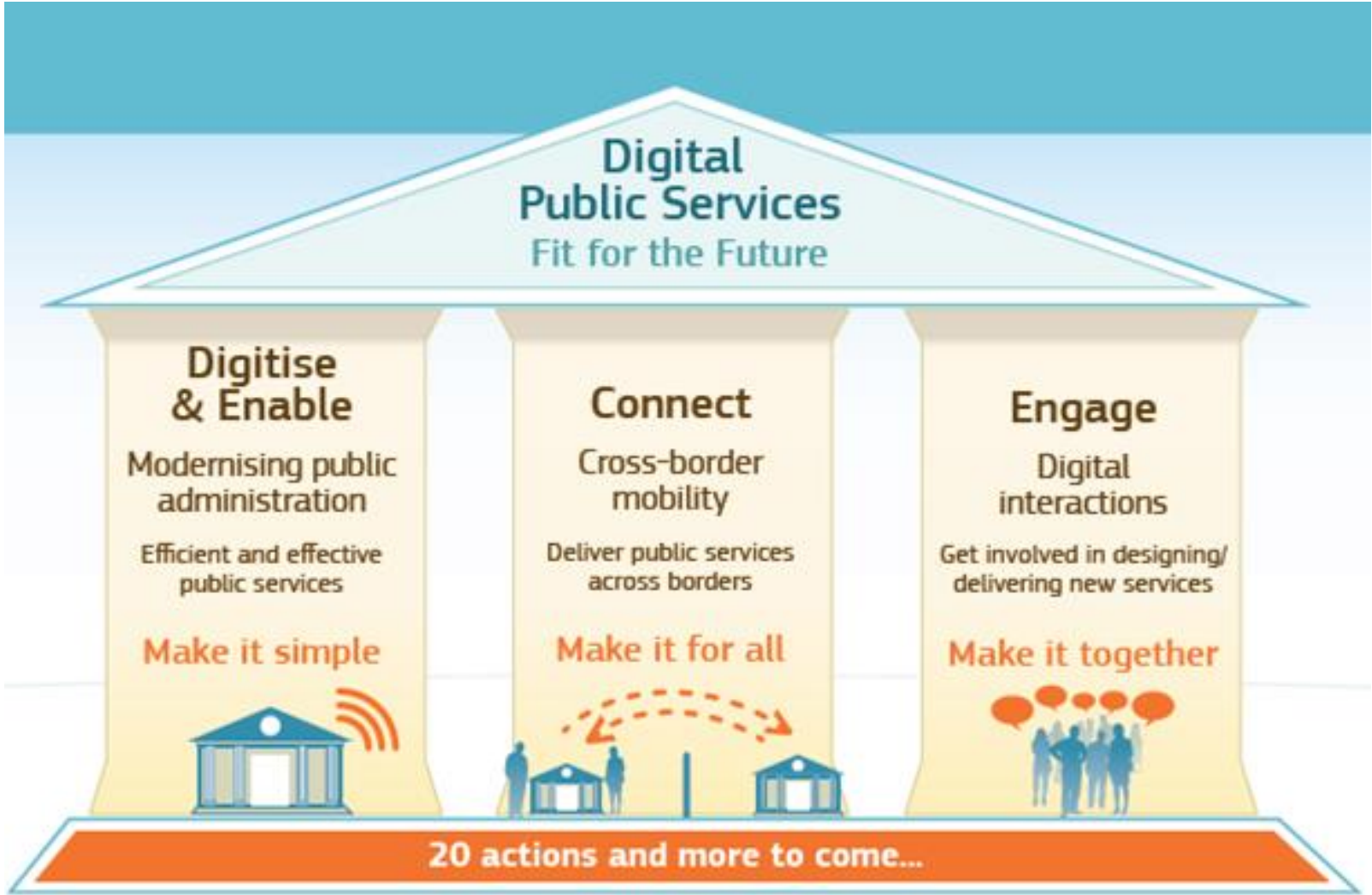


- open, efficient and inclusive public administrations, providing borderless, personalised, user-friendly, end-to-end digital public services
- innovative approaches are used to design and deliver better services
- digital environment to facilitate their interactions with stakeholders



# Principles

- Digital by Default
- Once only principle
- Inclusiveness and accessibility
- Openness & transparency
- Cross-border by default
- Interoperability by default
- Trustworthiness & Security





- New eGovernment Action Plan 2016-2020
- Concrete actions to accelerate the digital transformation of government
- Opportunities

- eProcurement
- Take-up of eIDAS services
- Long-term sustainability of cross-border DSI
- Revision of the EIF
- Catalogue of ICT standards for public procurement
- The Commission to use common building blocks such as CEF DSIs and follow the EIF, gradually introduce the 'digital by default' and 'once-only' principles, eInvoicing and eProcurement and assess the implication of a possible implementation of the 'no legacy' principle.

***Full end-to-end e-procurement  
can generate savings between  
5 to 20%***



- Single Digital Gateway
- e-Justice Portal
- Interconnection of business registers
- Interconnection of insolvency registers
- Digital technologies throughout a company's lifecycle
- Single Electronic Mechanism for VAT
- 'Once-Only' principle large-scale pilot project



***Applying the "once-only" principle in the EU could generate an annual saving of around €5 billion***



- Single window for maritime transport and transport e-documents
- Electronic Exchange of Social Security Information
- EURES Job Mobility portal
- Cross-border eHealth services



***'Digital by default' strategy at EU28 level could result in around €10 billion of annual savings***



- Once-only principle for citizens in a cross-border context
- Deployment and take-up of the INSPIRE data infrastructure
- Transform the Commission (Europa) websites

***Opening-up public sector information in electronic format is expected to bring about economic gains of around €40 billion a year***



# Stakeholder engagement platform



<https://ec.europa.eu/futurium/en/egovernment4eu>



FUTURIUM  
Futurium

European Commission > Futurium

## Innovation4EU

Crowdsourcing EU innovation.  
See what is going-on and share your ideas.

## Simplify ESIF

Simplify access to EU structural and investment funds for the beneficiaries. Find here the latest news, share ideas and assess those proposed by others.

## Digital4Science

Innovating science in the digital age. Tell us what you expect from the European research in the field of Excellent Science.

## eGovernment4EU

You want to have access to modern administration anywhere in Europe to interact from anywhere? You want to participate in the decision process, you want transparency?

## eIDAS Observatory

How can we make the cross-border use of eID and trust services in daily transactions a reality? How can we all benefit from digitisation and enjoy seamless, secure and convenient online services?



# Stakeholder engagement platform



European  
Commission

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Commission

## FUTURIUM

### eGovernment4EU

European Commission > Futurium > eGovernment4EU

Home | Needs | Discussions | Library | Polls | Events | Blogs | People

#### Public Administration of the 21st century

Contribute to the eGovernment Action Plan 2016 – 2020: Digital Public Services fit for the future!

This online platform has been set up to gather ideas for new actions and provides a space for all to collaborate and discuss how to improve eGovernment services in the EU.

As a citizen, a business or a public administration what are your needs (which may be expressed by an organisation representing you)?

Let us know, share your ideas and contribute to the efforts to modernise your Public Services (local, regional, national, European).

#### Quick links

[eGovernment Action Plan 2016-2020](#)

[Actions in the eGovernment Action Plan 2016-2020](#)

[Selection Criteria](#)

[Exchange practices and solutions on eGovernment \(Joinup\)](#)

[Data sources](#)

[Contact](#)

The eGovernment Action Plan 2016-2020 will help to modernise public administrations using ICT.

Describe your needs and propose actions as a:

Citizen

Business

Public administration

<https://ec.europa.eu/futurium/en/egovernment4eu>

- New eGovernment Action Plan 2016-2020
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**20 actions identified, you can propose new ones!**

**For Citizens**

Live, study & work

**For Businesses**

Make business

**For Public Administrations**

Be user-friendly

## Stakeholder engagement platform

- Call for ideas will be constantly open
- Member States and Commission to select actions to be added to the Action Plan
- Transparency on filtering criteria
- Monitoring of the implementation

*... In the spirit of the Charter for Multilevel Governance for Europe (CoR, 2014)...*



## Connecting Europe Facility (CEF) Telecom to deploy digital public services that work across borders (EUR 32 million in 2016)

| Call   | Call open         | Deadline for submissions |
|--|-------------------|--------------------------|
| <b>CEF-TC-2016-2</b><br><b>eDelivery</b><br>(indicative budget: €0.5 million)                        | 12 May 2016       | 15 September 2016        |
| <b>CEF-TC-2016-2</b><br><b>eIdentification &amp; eSignature</b><br>(indicative budget: €4.5 million) | 12 May 2016       | 15 September 2016        |
| <b>CEF-TC-2016-2</b><br><b>European e-Justice Portal</b><br>(indicative budget: €2 million)          | 12 May 2016       | 15 September 2016        |
| <b>CEF-TC-2016-2</b><br><b>Public Open Data</b><br>(indicative budget: €3.5 million)                 | 12 May 2016       | 15 September 2016        |
| <b>CEF-TC-2016-3</b><br><b>Automated Translation</b><br>(indicative budget: €6.5 million)            | 13 September 2016 | 15 December 2016         |
| <b>CEF-TC-2016-3</b><br><b>Cyber Security</b><br>(indicative budget: €12 million)                    | 13 September 2016 | 15 December 2016         |
| <b>CEF-TC-2016-3</b><br><b>eInvoicing</b><br>(indicative budget: €7 million)                         | 13 September 2016 | 15 December 2016         |
| <b>CEF-TC-2016-3</b><br><b>Europeana</b><br>(indicative budget: €2 million)                          | 13 September 2016 | 15 December 2016         |



## Horizon 2020 Research & Innovation Programme

Excellent  
Science

Industrial  
Leadership  
(LEIT)

Societal  
Challenges  
(SC)



**Societal Challenge (SC) 6**  
**Europe in a changing world - inclusive,  
innovative and reflective societies**

***Funding research and innovation actions  
on ICT-enabled public sector  
innovation***

### WP 2017

- **CO-CREATION-04-2017:** Applied co-creation to deliver public services
- **CO-CREATION-06-2017:** Policy-development in the age of big data: data-driven policy-making, policy-modelling and policy-implementation
- **CULT-COOP-11-2016/2017:** Understanding the transformation of European public administrations
- **SMEInst-12-2016-2017:** New business models for inclusive, innovative and reflective societies



## European Union

European Structural  
and Investment Funds

### **Thematic Objectives 2 and 11:**

2. Enhancing access to, and use and quality of information and communication technologies (ICT)

11. Enhancing institutional capacity of public authorities and stakeholders and efficient public administration

<http://ec.europa.eu/esf/toolbox>



# Thank you!



<http://ec.europa.eu/egovernment>

<https://ec.europa.eu/digital-single-market/en/trust-services-and-eid>



**eGovernment Action Plan 2016-2020**

<https://ec.europa.eu/digital-single-market/en/news/communication-eu-egovernment-action-plan-2016-2020-accelerating-digital-transformation>



**Stakeholder engagement platform**

<https://ec.europa.eu/futurium/en/egovernment4eu>  
[CNECT-EGOVERNMENT4EU@ec.europa.eu](mailto:CNECT-EGOVERNMENT4EU@ec.europa.eu)



[CNECT-ISSG-EGOV-ACTION-PLAN-2016-2020@ec.europa.eu](mailto:CNECT-ISSG-EGOV-ACTION-PLAN-2016-2020@ec.europa.eu)

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