EU eGovernment Action Plan 2016-2020

Accelerating the digital transformation of government

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Supporting the implementation of eGovernment at regional and local level

- Rationale for continued efforts to modernise public administrations using ICT

- New eGovernment Action Plan 2016-2020

  - New approach

  - Vision, principles, policy priorities

  - Concrete actions with interest for LRAs

- Consequences and opportunities for the local level

USER CENTRICITY

European citizens and businesses demand a **better online experience.**

The online availability of services at

EU28+ level reached **81%**

(+9 points since 2013) and online usability

83% (+4 points since 2013).

However, the ease and speed of using these services online advanced poorly, **increasing by only 1 percentage** point since the first assessment **in 2013.**

eGovernment Benchmark 2016

A turning point for eGovernment development in Europe?

Source: eGovernment Benchmark Report 2016

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TRANSPARENCY

Governments need to further **improve transparency of service processes,** personal data and their organisations **across Europe.**

However the implementation of good transparent service procedures is still lacking in large parts of Europe **(Score of 47% at EU28+).**

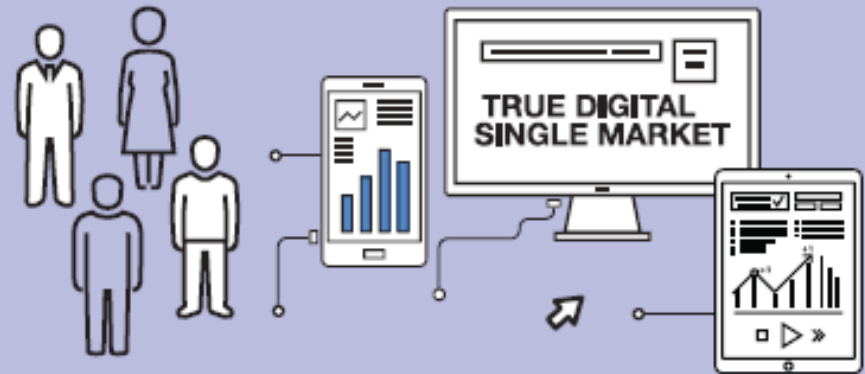This benchmark has increased **8 points** over the years, reaching **56%** in **2014–2015.**

Transparency of personal data halts at **55%**

Source: eGovernment Benchmark Report 2016

CROSS-BORDER MOBILITY

Cross-border services are necessary to establish **true digital single market.**

TRUE DIGITAL SINGLE MARKET

Business-related services are more advanced in terms of **cross-border mobility** than **citizen-related services**: even if the latter increased more since the first measurement (+13 points against +11 for the business), **business mobility gets a higher score (64).**

KEY ENABLERS

The key technological enablers that could drive user **empowerment** and **efficiency** are not used to their potential.

The benchmark scores **54%**, only advancing 5 points since 2013.

PUBLIC SECTOR
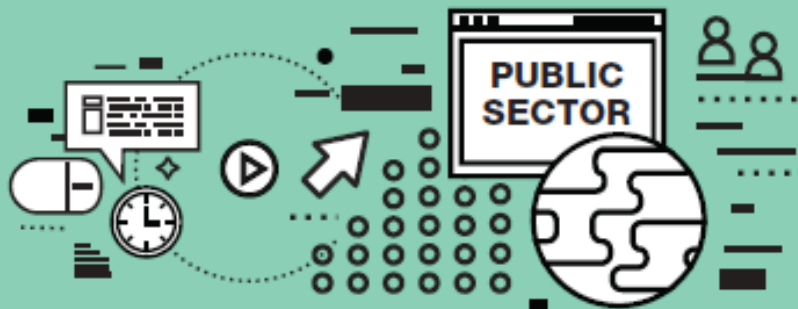
Only **1 in 3** public websites in mobile friendly.

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- 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 LRAs** through the eGovernment Action Plan

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Challenges

- Complex, inter-linked societal challenges

- Increasing expectations

- Economic and budgetary pressures

Opportunities

- Efficiency gains by re-using assets between within government

- Collaborative service design and delivery for innovation

- Opening to third parties can contribute to the emergence of new businesses

- Transparency to increase trust and accountability

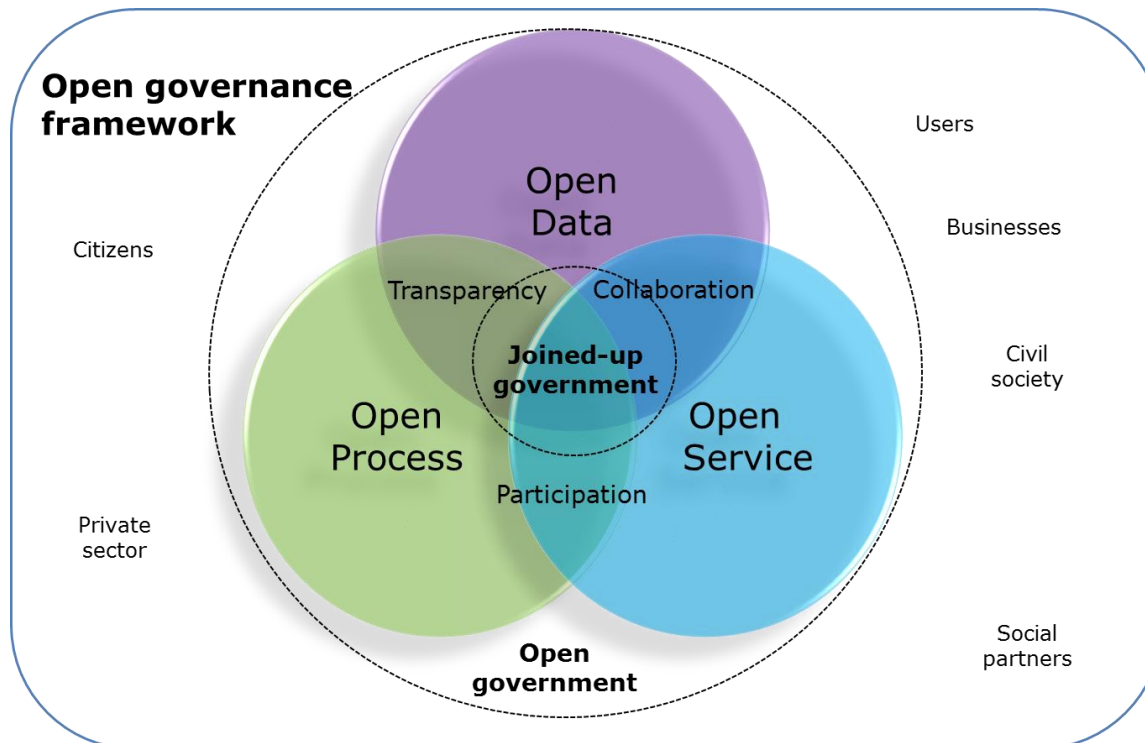# From eGovernment to (digital) government strategies

> **Efficiency and effectiveness along with economic growth, societal equality, and good governance**
> **(transparency, integrity and citizen engagement)**

- Capturing the value of digital technologies for more **open, participatory and innovative governments**

- Using technology to improve **government accountability, social inclusiveness and partnerships**

- Creating a **data-driven culture** in the public sector

- Ensuring **coherent use of digital technologies** across policy areas and levels of government

- Assessing existing assets to guide **procurement of digital technologies**

- **Reviewing legal and regulatory frameworks** to allow digital opportunities to be seized

Source: OECD Recommendation on digital government strategies, 2014

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- 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

'Vision for Public Services': https://ec.europa.eu/digital-agenda/en/ict-enabled-public-sector-innovation-through-open-government

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3 challenges for government services to match rising customer expectations

1 Mobile-friendly

Only **1 in 4** public services in Europe **(27%) is 'mobile-friendly'**, creating a smooth experience when visiting public websites on your mobile device.

UK leads the way: 'for government services, the mobile web is a winner, both from a **user** and a **cost** perspective'.

2 Open & transparent

2 out of 5 websites (41%) are transparent about service process, duration and response times, thereby causing people to drop offline.

Only **1 in 3 websites (35%)** inform visitors about their ability to participate in policy making processes.

3 Personalised & simplified

Proactive information provided about personal data held by the governments **(in 33 countries):**

Entrepreneurs **6**
Students **10**
Unemployed/job-seekers **4**

Once-only registration simplifies registration and customises services for multiple use by public authorities – however:

In **45%** of cases, online forms pre-filled with personal data are used.

In only **4%** of cases, services are proactively delivered to the user.

- One-stop-shops

- 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)

Source: eGovernment Benchmark, 2015

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Digital Single Market Strategy for Europe

Creating a #DigitalSingleMarket

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

- **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**

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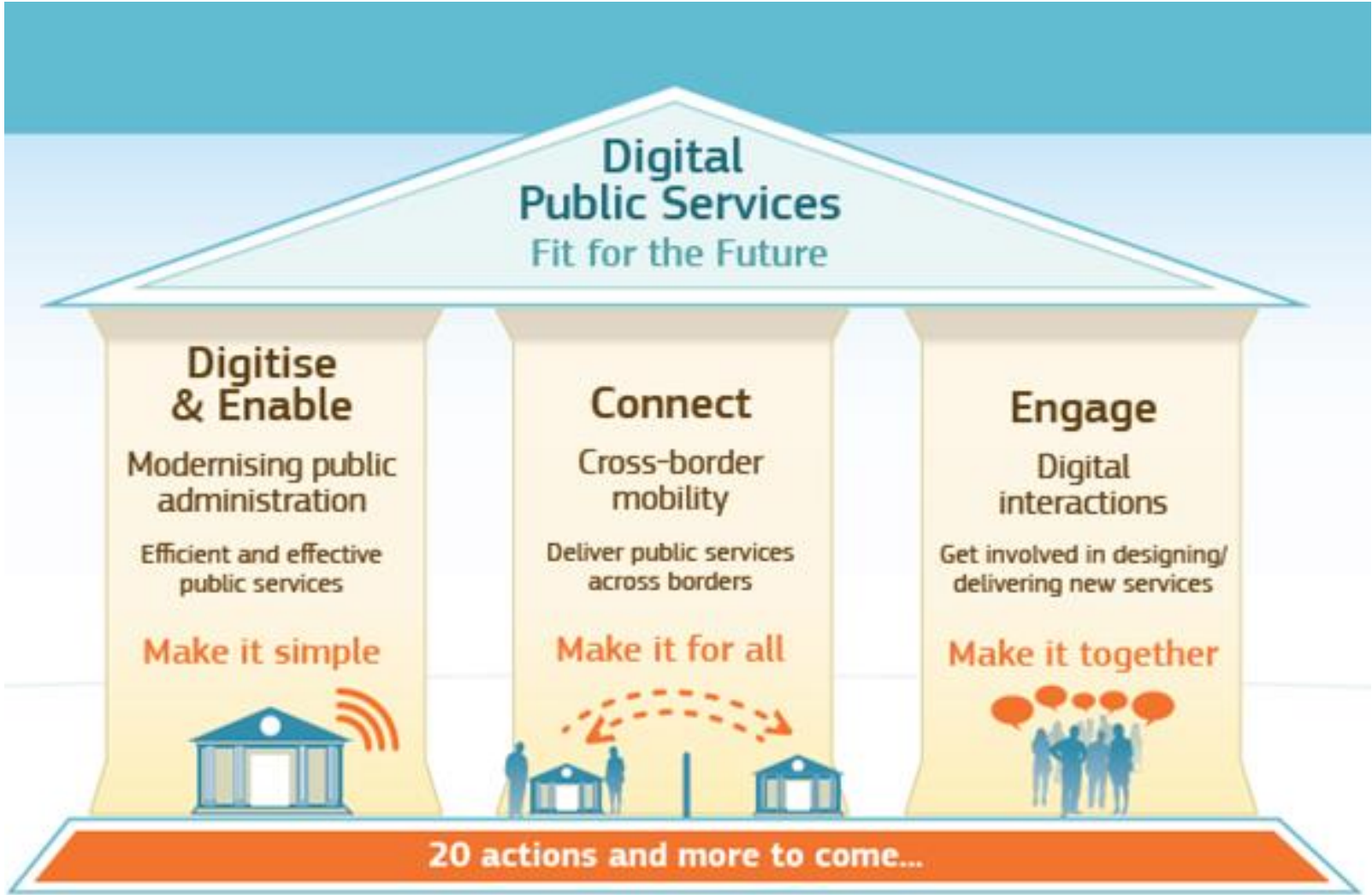**02** Once-only principle

01 Digital by default

03 Inclusiveness and accessibility

04 Openness & transparency

05 Cross-border by default

06 Interoperability by default'

07 Trustworthiness & security

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Digital Public Services Fit for the Future

Digitise & Enable
Modernising public administration
Efficient and effective public services
Make it simple

Connect
Cross-border mobility
Deliver public services across borders
Make it for all

Engage
Digital interactions
Get involved in designing/ delivering new services
Make it together

20 actions and more to come...

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Modernising public administration with ICT, using key digital enablers

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- Full **eProcurement** – enforcement at local and regional level / need to work with LRAs

- Take-up of **electronic identification** as a core element for secure, efficient and accessible digital public services

- Revision of the **European Interoperability Framework** for common standards and technical specifications to allow for efficient, reusable digital services / LRAs as users and producers of cross-border standards and services

- Prototype for a European catalogue of I**CT standards for public procurement** / important for LRAs to avoid proprietary lock-in and to implement interoperable and innovative solutions

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

Enabling cross-border mobility with interoperable digital public services

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- **Single Digital Gateway** / one-stop shop to Single Market-related information, advice, problem-solving mechanisms, contact points and procedures

- **eJustice Portal** (one-stop shop) to find information and practices relating to European law and judicial procedures, information on companies and insolvency registers;

- **Interconnection of** all Member States' **business registers** / important in particular for Europe's border regions

- **Interconnection of insolvency registers** to enhance transparency and legal certainty

- **Digital technologies throughout a company's lifecycle** to involve less red tape for businesses

- Extension to the **Single Electronic Mechanism for registration and payment of VAT** / important for small and micro-businesses

- **'Once-Only' principle** large-scale pilot project for businesses

- Supporting cross-border mobility of citizens by **exchanging social security information (EESSI)** and **information between job-seekers and employers in the EU (EURES);**

- Cross-border **exchange of healthcare data and services**, including interoperable systems for digital prescriptions to improve patient safety and increase quality and efficiency of healthcare;

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

Facilitating digital interaction between administrations and citizens / businesses for high-quality public services

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> **Open data, provided to third parties securely and reliably is a vital prerequisite to modernise LRAs so that they can deliver tomorrow's innovative services throughout their operations**

- Provision of high-quality, interoperable data to provide new services, to improve the evidence based policy making and support eGovernment processes where high quality **spatial data** (e.g. cadastres, maps, addresses, buildings, parks, protected sites, natural risk zones, etc.) is needed (**INSPIRE**)

- **European Cloud Initiative** to improve transparency and efficiency by allowing for a shared cloud infrastructure for the provision of digital public services

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

INSPIRE · Infrastructure for Spatial Information in Europe

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There is a need to :

- Enable citizens and businesses to access modern digital public services and to benefit from new technology through high performance **networks** and high speed **broadband** in rural areas

- Engage citizens, businesses and civil society in the design and delivery of digital public services (**co-creation**)
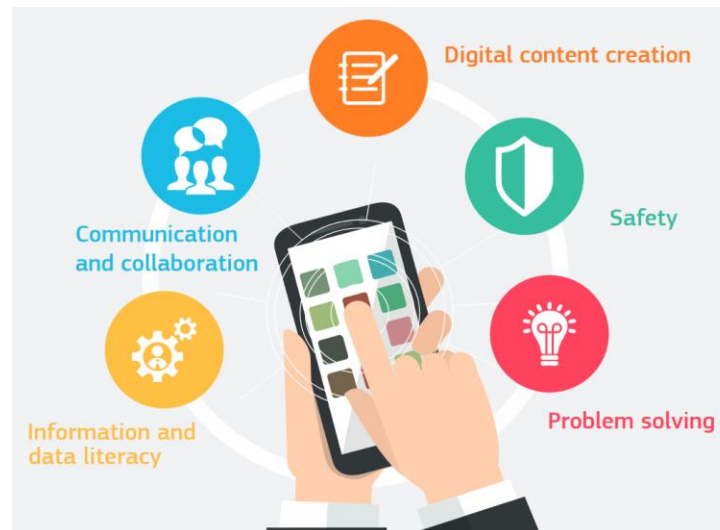
- Improve **digital literacy and skills** among citizens, workers and job-seekers

Digital enablers built on strong analogue foundation

- Streamlining processes (simplification)

- Institutional capacity (objectives, values, management systems and structures)

- Regulatory and administrative reforms (changing laws and management practices)

- Skills (cognitive, social & behavioural and technical)

- Monitoring mechanism

http://ec.europa.eu/esf/toolbox
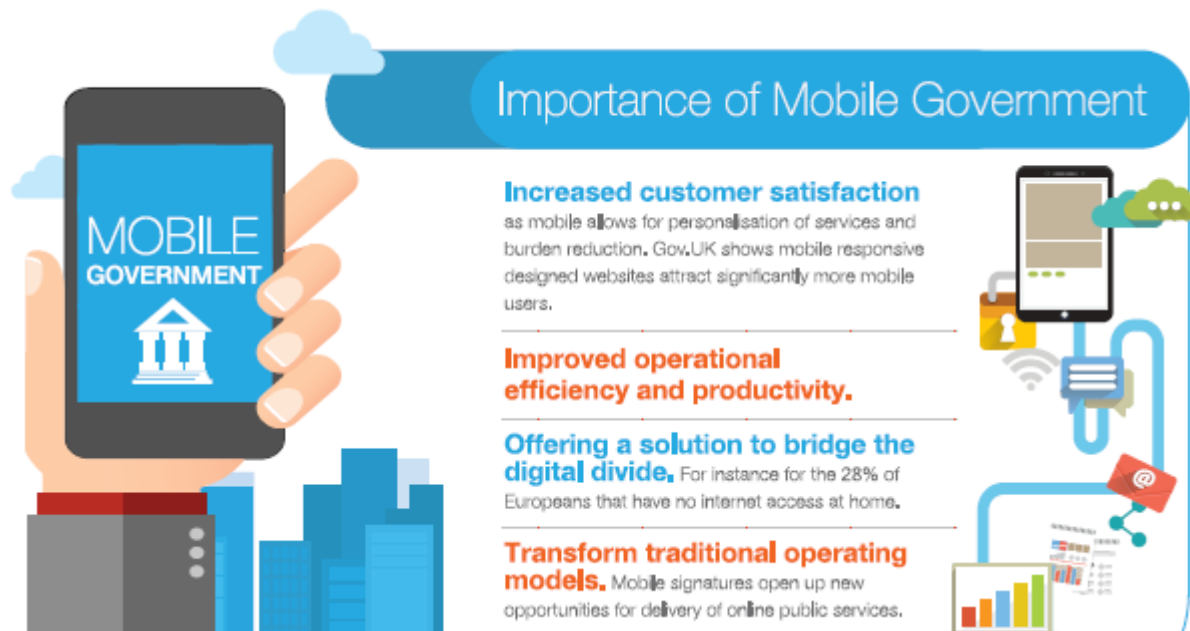
From silos to joined-up and open government

- Re-use existing building block digital service infrastructures (*see the CEF*)

- Consider breaking down business processes and tasks into fundamental (modular) services that can be re-used coupled with other services in different contexts (*start small, agile, flexible*)

- Consider (business) life events (*see eGovernment Benchmarking*)

- Consider the role of (open/big) data (*accountability* & *collect, connect, analyse*)

- Identify similar solutions in the EU / in your own MS before developing a new eGov initiative or technical solution on regional or local level

- Coordinate among administrations for the implementation of the actions

- Collaborate with other public administrations and launch joint actions

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From availability to take-up

- Respect the principles when implementing new actions

- Engage users / stakeholders from the start (Customer Journey, understand needs, raise awareness, facilitation services, feedback mechanism, etc.)

https://ec.europa.eu/digital-single-market/en/news/eu-egovernment-report-2015-shows-online-public-services-europe-are-smart-could-be-smarter

- European Structural and Investment Funds (ESIF)

- Connecting Europe Facility (CEF) Telecom to deploy digital public services that work across borders

- Horizon 2020 Research & Innovation Programme
  Societal Challenge (SC) 6 - Europe in a changing world - inclusive, innovative and reflective societies (ICT-enabled public sector modernisation)

- Interoperability Solutions for European Public Administrations (ISA²)

- eJustice Programme

NB: The Action Plan does not have a dedicated budget or funding instrument.

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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

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

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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

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