EU eGovernment Action Plan 2016-2020

Accelerating the digital transformation of government

Andrea Halmos
European Commission
DG CONNECT H4, eGovernment & Trust Unit

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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.

TRANSPARENCY

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

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

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

Transparency of personal data halts at 55%.

CROSS-BORDER MOBILITY

Cross-border services are necessary to establish 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.

Only 1 in 3 public websites in mobile-friendly.
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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- Complex, inter-linked societal challenges
- Increasing expectations
- Economic and budgetary pressures

  - 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
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

- 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
Outline

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Digital Single Market Strategy for Europe

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
01 Digital by default
02 Once-only principle
03 Inclusiveness and accessibility
04 Openness & transparency
05 Cross-border by default
06 Interoperability by default
07 Trustworthiness & security
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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• 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 **ICT 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%*
• **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
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*
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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
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.)

Possible funding instruments & support

- 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.
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
Thank you!

http://ec.europa.eu/egovernment


eGovernment Action Plan 2016-2020

Stakeholder engagement platform
https://ec.europa.eu/futurium/en/egovernment4eu
CNECT-EGOVERNMENT4EU@ec.europa.eu

CNECT-ISSG-EGOV-ACTION-PLAN-2016-2020@ec.europa.eu

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