



**Multi-stakeholder event
Report:**

**Towards a new dynamic eGovernment Action Plan
2016-2020**

Brussels, 4 March 2016

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Preface

Following the success of the three eGovernment Action Plan workshops held in 2015, DG Connect organised a multi-stakeholder event, bringing together interested parties from civil society, business and industry, associations, institutions and public administrations.

The main purpose of this event, which was held in the Crowne Plaza in Brussels on 4 March 2016, was to take stock of the previous stakeholder events in preparation for the new eGovernment Action Plan. The event started with the presentation of two studies: 'Towards faster take up of new eGovernment services' and 'Analysis of the value of new generation of eGovernment Services'.

Presentation of these studies was followed by an overview of the main outcomes of the public consultation on the new eGovernment Action Plan. The consultation was held between 30 October 2015 and 22 January 2016. The second part of the day involved a panel discussion between various stakeholders, who elaborated on stakeholders' expectations for the new eGovernment Action Plan.

Introduction

Andrea Halmos, DG CNECT H3, Public Services

The aim of the workshop is to take stock of progress towards the new eGovernment Action Plan and to better understand how stakeholders think the Action Plan could contribute to modernising eGovernment in Europe and how stakeholders themselves can contribute.

The sequence of events in recent months was reviewed. The eGovernment Action Plan for 2011-2015 ended at the end of last year and, in its Digital Single Market strategy in May last year the Commission made a commitment that a new eGovernment Action Plan for 2016-2020 would be launched in 2016. Work has been ongoing with the Member States and with the Commission services to holistically move the agenda forward.

Over the past months, three stakeholder events have been organised with a view to better understanding how to shape the Action Plan and decide on the actions that can make a difference to people's lives. The first event aimed to understand the policy framework and to set a structure around the Action Plan. There was another meeting in November, which examined how to work together with stakeholders in stakeholder engagement activities.

The final meeting in 2015 was in December, which focused on testing the functionalities of the supporting stakeholder engagement platform. A roadmap was published in November 2015 setting out a basic policy framework for the eGovernment Action Plan and setting out a number of options on how to go forward. The preferred option is that the Action Plan will have a solid policy framework and would set out a number of actions from the start.

However, in recognition of the fact that actions identified at the start of 2016 may not still be relevant in 2020, the Action Plan should be flexible enough to modify and iterate and look at ongoing actions to see whether circumstances or technology has changed, and allow stakeholders to suggest new ideas for action. This is an option - no concrete decision has been taken yet. But, based on this vision, a stakeholder engagement platform was presented at the workshop in December that might form the basis of such a dynamic Action Plan. The aim is to adopt a Communication from the Commission on the eGovernment Action Plan; presented in April this year.

So, the objective of this event is to take stock, along with representatives of the Member States, public administrations, industry, civil society, think tanks and so on, to get an overview of where we are and what has happened over the past months. It will also give further insight into the expectations of stakeholders.

Towards a faster take-up of new eGovernment services

Stijn Goedertier, PwC - external study team of DG CNECT H3, Public Services

This section of the workshop presented the first results of the study 'Towards a faster implementation and take-up of open government'. The presentation followed the research questions used in the study. These questions are:

- What is open government? What do practitioners in the field understand by open government?
- Which practices of open government exist?
- What are digital enablers, drivers and barriers for open government?
- Which policy instruments can foster the uptake of open government?

The objectives of the study are to identify innovative and collaborative open government practices, understand digital enablers, drivers and barriers in the context of open government, and develop recommendations for policy instruments to foster the uptake of open government.

The study largely involved desk research, making a synthesis of existing input to get an idea of the context in each of the Member States. Government and NGO websites were also scanned. This has helped identify existing practices and make a taxonomic overview of enablers, barriers and drivers. It also made it possible to draw up a long list of organisations that are active in open government, facilitating interviews with experts in the field. The current workshop is also a valuable input.

What is open government? Open government refers to public administrations breaking existing silos, opening up and sharing assets - making data, services and decisions open - enabling collaboration and increasing participative forms of service and policy design, production and delivery.

Open government means opening up public policy-making, public services, and public data. By opening up policy-making you try to have more interaction with citizens and allow them to participate in the policy-making process.

Open government involves transparency in the functioning of public administrations in order to create more accountability. It also involves collaboration between the government and third parties in order to deliver value-added services, in addition to effective collaboration with citizens to enhance public value.

The study also collected over 340 open government practices that contain at least one aspect of open government, such as open assets, open services, open engagement, transparency, collaboration, participation. These were identified in all Member States and in the EU institutions. A web application has been created that allows stakeholders to explore the practices identified. This is available at: <http://opengov.testproject.eu/>.

The presentation also provided information on case studies, such as the Transport API in the UK (<http://www.transportapi.com>), 'Madam la maire, j'ai une idée!' (<https://idee.paris.fr/>) and 'Budget participatif' (<https://budgetparticipatif.paris.fr/>) in France, and KLIP (<https://www.agiv.be/producten/klip>) in Belgium.

As part of the study, 15-20 interviews on open government were conducted with organisations in Europe, including national and regional authorities, academics and NGOs. This made it possible to validate the study's findings and identify digital enablers, drivers and barriers to open government.

Digital enablers are reusable building blocks that can be used by public administrations or third-parties to compose new digital public services or support open policy-making. Important enablers include the

availability of authentic sources, open data and big data. Other enablers are open services and building blocks, such as eID and eInvoicing, open standards and technical specifications, and cloud computing.

Drivers are the main motivations for public administrations to adopt an innovative, collaborative, open government approach. **The most important drivers** identified include democratic aspects (this relates mainly to transparency and opening up information on decision-making processes) and user experience. Other drivers include growth and jobs, cost efficiency, public sector modernisation and international mobility.

Barriers to open government identified in the study are:

- lack of political commitment;
- inertia of the status quo;
- lack of financial resources;
- legal constraints;
- issues with sustainability and business models;
- legal uncertainties;
- lack of representativeness;
- lack of interoperability;
- interoperability means dependency;
- lack of trust.

The final part of the presentation dealt with **policy instruments for open government**. The study aimed to make recommendations on effective policy instruments to widely implement an open government approach across Europe. These were collected from literature and via interviews. Policy instruments should accelerate the uptake of open government by addressing issues such as:

- unlocking the potential of government assets;
- making government more transparent,
- improving policy-making through participation by citizens and business; and
- improving public services through enhanced collaboration between administrations, businesses and citizens.

According to the European Commission's better regulations guidelines, policy instruments are grouped into four categories:

- Legal instruments;
- 'soft' regulation instruments;
- Information and education instruments; and
- Economic instruments.

In the brief discussion that followed it was stressed that participation is one of the main aspects of open government. There is an increasing consensus that open government is about collaboration in public services, participation in policy-making and transparency. Open data should not be confused with open services. Open government does not bypass democratic processes. The study was asked to propose an effective policy mix. The presentation contained a list of instruments - these form a part of a package that should include auxiliary measures if legislation is to work.

The value of new eGovernment services

Francesco Mureddu, Open Evidence and

Giovanna Galasso, PwC - external study team of DG CONNECT H3, Public Services

This part of the workshop involved a presentation of the study 'Analysis of the Value of New Generation of eGovernment Services and How Can the Public Sector Become an Agent of Innovation through ICT'.

In identifying the objectives of the study three questions were used:

- What do we mean exactly by "Open and Collaborative eGovernment Services" (OGS)?
- Why are "Open eGovernment Services" important?
- How can "Open eGovernment Services" be fostered by the public sector, in terms of innovation culture and enabling factors?

A literature review had been conducted in order to elaborate a definition and taxonomy, which was shared with stakeholders. The second task was to conduct a cost benefit analysis of 10 eGovernment service cases. Finally, the third task dealt with scenarios of public sector innovation fostering OGS. This involved web-based surveys, interviews and a scenario workshop.

In defining eGovernment services, there are three main elements that need to be taken into account: openness, collaboration and technology. In terms of openness, OGS should include an evident effort to publish elements and components of the service (data, service components, decision support) compared with traditional eGovernment.

As regards collaboration, OGS stipulate that government should not only aim at fulfilling societal and economic needs by direct service provision, but should enable and deliberately pursue the collaboration of third parties in order to deliver value-added services. Finally, OGS are fundamentally reliant on digital technology to deliver services.

Open eGovernment Services are a deliberate, declared and purposeful effort to increase openness and collaboration through technology in order to deliver increased public value. They do not include traditional eGovernment services, collaborative offline services or citizen-to-citizen social innovation or citizen peer-to-peer services. Core OGS include policy crowdsourcing, open data apps and commercial services built on government API, for example Google Transit.

The study has developed a taxonomy on the OGS. In OGS there is a taxonomy of scopes and a taxonomy of types. The scopes are the domain in which the open services can operate, the branch of government that needs the OGS, and the users or the target of the OGS. Some examples of taxonomy types include different types of collaboration: virtual labour markets, tournament based collaboration, open collaboration. Different roles have also been defined: 'lead' (NHS Citizen), 'enabler' (apps built on top of OGD as Google Transit), and 'no role' (Fixmystreet and Farmsubsidy).

Components related to OGS are open government data, composable services, collaborative tools and social media. Collaborators were also defined: these include citizens, business and government agencies. Finally, the study defined a number of resources that are leveraged by OGS such as IT skills, specific thematic knowledge, user experience, pervasive geographic coverage, trust and networks and 'many eyes and many hands' - for the delivery of certain services it is necessary to rely on a lot of work provided by citizens, for example.

The second task of the study is assessing the value of OGS. Some of the main insights from the literature include the fact that, while many studies have assessed the potential value of "traditional" eGovernment services, research concerning OGS has been lagging behind. A recent study on eGovernment and the reduction of administrative burden carried out a cost-benefit analysis of a number of eGovernment

initiatives, but the cost/benefit assessment framework did not fully cover central OGS cost items (e.g. codesign). There is also an evaluation gap in eParticipation research and practice.

The challenge for public bodies is in quantifying the actual benefits of existing Web 2.0 applications, especially exploring the extent of their impact. One of the key outputs of the study will be the development of sound Cost/Benefit Assessment Framework tailored to Open eGovernment Services.

A number of case studies have been shortlisted for the study. Details on appropriate case studies and how to participate in upcoming study activities, along with details of case studies selected for the cost-benefit analysis, are available in the presentation of the study, which you can find [here](#). More information about the study is available also at https://joinup.ec.europa.eu/community/opengov/og_page/ogs-study

The results of the study will be available after the summer 2016 and first results will be discussed in a workshop on 31 May.

Outcome of the public consultation on the new eGovernment Action Plan

Anders Gjoen, DG CONNECT H3, Public Services

This presentation focused on the key findings arising from the public consultation on the new eGovernment Action plan. A full report on the outcome of this consultation is being prepared and will be published at a later date.

The public consultation asked 8 main questions:

- Lessons learned from the current Action Plan;
- Factors hampering the use of public services;
- Improving eGovernment services;
- Mobility and cross-border public services in the EU;
- Modernising eGovernment services in the EU;
- The role of the European Commission;
- Citizen involvement; and
- Policy principles.

In total, 365 replies were received; in addition there were a number of position papers from governments and associations - 12 in total. Most replies came from individual citizens, the majority of which were in the 21-40 age range. Information on the breakdown of respondents by country and by type (individuals/businesses) is available in the presentation of the [Public Consultation Outcomes](#) on Joinup.

The lessons learned section looked at the current eGovernment Action Plan and asked whether it improved cross-border eGovernment services overall. The results showed that 44.6% of respondents didn't know, while 29.5% felt that it hadn't improved cross-border services. Possible explanations for this include the fact that the previous Action Plan was more directed towards governments and focused on back-office activities, about which citizens might not necessarily be aware.

This dynamic was repeated when citizens were asked to rate the measures comprising the current eGovernment Action Plan - most regarded it as either unsuccessful or responded 'don't know'. Replies from public sector bodies, were slightly more optimistic regarding the perceived success.

There are 4 key messages from the results, one of the key messages concerns the policy principles – there is clear support from all respondents (+80%) that eGovernment should be based on certain principles, such as the once-only principle, privacy by default, and digital, cross-border and open by default, and so on. The second message concerns the **role of the European Commission**. Respondents were asked if Commission should have a role. The most common views regarding the Commission's roles was that it should:

- set standards and ensure interoperability;
- contribute to the exchange of good practices;
- lead by example; and
- push for the application of the once-only principle.

The same question was put to business – their priority was acceptance of eSignatures. There was a clear message that it is a very good idea to engage citizens in the new Action Plan (dynamic element). The engagement platform needs to be designed with certain features and a feedback mechanism to make this engagement real.

Another message that came out of this consultation involves cross-border services. The question asked if

measures to promote improved eGovernment services at the national level should also be promoted at the EU level, for example:

- Online public services should be inclusive and accessible;
- Users should be given access to public services online; and
- Acceptance of electronic signatures.

It was found that all measures with the potential to improve eGovernment services should also be improved at the national level. More than 50% of respondents reported that they had been in contact with public authorities in an EU country other than their own, and a lot of them reported difficulty transferring information/documents/data between the public authorities of the home country and that of another EU country. This argues in favour of an enhanced cross-border dimension in public services.

Factors hampering the use of public services, according to the consultation, include:

- public administrative bodies require the same information to be provided more than once;
- a perceived lack of user-friendly services;
- services are not sufficiently personalised; and
- difficulty in finding relevant information.

However, a lack of digital skills, limited access to the Internet and a preference to act through traditional channels were not seen as something that could hamper eGovernment services.

Areas identified that could be improved over the next five years included:

- health related services;
- submitting tax declarations,
- enrolling in school and
- online procedures for setting up and running a business.

The conclusions reached are that more needs to be done to improve eGovernment services at all levels, nationally as well as cross-border. It was agreed that the European Commission has a role to play here and that social media should be used to facilitate citizen engagement, with some participants supporting the creation of a Commission social media platform, while others favoured using existing platforms. Finally, it was agreed that certain policy principles should be applied in the development of eGovernment services.

Comments made following the presentation included the fact that this consultation should be seen in a wider context. eGovernment benchmarking looks at a lot of services, from availability online, user friendliness, cross-border availability, the findings in the public consultation are similar to those from a recent benchmarking report and are in line with its general conclusions: there are a number of principles that are important to drive forward within the overall open government framework in Europe. There are a number of key enablers that would help to reduce the administrative burden significantly. One that has been pointed out as a concrete action to be implemented through the eGovernment Action Plan is the piloting of the once-only principle. A number of other areas have been highlighted as problem areas, such as finding information about services and procedures, and so on. The Digital Single Market has already suggested looking into these areas. What is now needed is an ambitious Action Plan that can take these issues forward and have a real impact on people's lives.

During the ensuing discussion, it was noted that each Member State sets how its public services are provided, and the Commission has no say in this. The Digital Single Market strategy foresees not only cross-border mobility; it sees the modernisation of public administrations as a prerequisite. The Commission gives recommendations to certain Member States to modernise aspects of their public administrations because they have an impact on growth. Key services are highlighted for attention.

Cross-border engagement brings solutions and improvements to national mechanisms.

Regarding lessons learned from the past – a lot has been achieved, the mid-term evaluation points to significant achievements, but efforts need to be continued and what has been achieved needs to be maintained and used, so that these efforts are not lost. There needs to be a focus on reusing digital enablers. In developing the new eGovernment Action Plan, we need to focus on a number of key enablers. The policy framework will aim to continue with what has been successful in the past.

We are currently at a stage where we can take a step forward and show the real benefits of these achievements. There is a need for an overall transformation of the public sector, and the way this can happen is through an overall approach to the opening of up of administrations, leading to greater cost efficiencies and a reduced burden on end-users.

The mid-term evaluation has indicated that that the way the previous Action Plan was set up, with actions set up in advance, was perhaps not the optimal approach, because some actions lost relevance, while others increased in importance. For this reason a more flexible approach is required. The idea is that during the course of the Action Plan there will be room for improving of existing actions and suggesting new actions. This will be possible through the engagement platform.

One participant noted that issues exist at national level and therefore that we should stop using the term cross-border services, because what we are talking about are European services. Experience from an Italian project has shown that sometimes regional interoperability initiatives can inform national policy.

The online platform: status of the playground

Luca Arnaudo, DG CONNECT R3, Support Systems and Tools

The online platform was born from a need to listen more, to be more transparent and more inclusive. How can this be achieved? One solution is to use social media. We have tried this but have found that it is sometimes not possible to receive information that is properly structured. So, we have been working on a toolset – the Futurium. This is a toolset for engagement in structured policy-making.

There are several ongoing engagement communities. The toolset is meant to host communities that pop up, get their work done, and then close. What this tool offers that social media does not is structure - the structure needed for eGovernment activity – encapsulating the needs of citizens. There is a discussion area where people can speak freely about what concerns them, and a library for evidence that supports their needs and proposals. This will provide results that are more meaningful.

Participants were asked to try the platform and provide feedback. New features are being implemented and the platform is being changed based on feedback. In the next release, which will be online in March-April, a relations and organisations functionality will be provided.

A mock-up of the needs page was presented, where citizens can support their needs with evidence. The objective is to offer a structure that links needs with supporting evidence in the form of documents, etc. Other possible links are events, so as to link needs with events that could resolve them, or events that caused them in the first place, etc.

The presenter urged those testing the site to try and break it – so it can be fixed it before citizens break it. Given the importance of interoperability, it was stressed that the platform should be shared. As soon as the platform is mature enough, it will be released on the Joinup platform so that any public administration will be able to download it and install it and try to engage their citizens, using their own graphics, etc. The software can be personalised – the software behind this is a toolkit for policy making, but the appearance will be up to public administrations to decide.

Futurium is currently not using ECAS – users just need to register. The downloadable version is completely transparent, so it can be put on a user's server behind their own authentication chain, or the one that goes with the server. It is meant to be as flexible as possible. There is a need to identify people, but at the same time this could become cumbersome and a restriction to participation.

If stakeholders try the platform and find that the platform provides too much freedom, they should provide feedback. The opposite is also true – if they find that it is too restrictive, the required action will be taken based on feedback.

Asked about plans to reach people and convince them to participate, the speaker said that the answer lies in the group gathered at the workshop. If this network is engaged to maximise its effect as a multiplier – through Facebook and through the networks of stakeholders, it will reach citizens. There are other plans for communications aimed at engaging with citizens and maintaining their interest in engagement on the platform.

To access the Futurium platform, click [here](#).

eGovernment Action Plan 2016-2020: stakeholders expectations

DG CONNECT H3, Public Services

Martín Guillermo Ramírez - AEBR

Speaking about what needs to be done and what should be in the Action Plan from the border regions' perspective, the speaker said that we need a borderless Europe and stressed that proximity is an issue when talking about cross-border services - for example, hospitals etc. There are currently a lot of trends towards closing borders. As border areas are peripheral, dynamic people with talent tend to move to the capital. Maybe there could be a paradigm of keeping talent in these areas. More electronic eGovernment can deliver cohesion policy to border areas.

There is a huge communications problem in Europe. Apart from Erasmus there have been more than 15,000 cross border projects implemented – but nobody knows about them. While we talk about single market, there is no real single market. There is a common market – but 28 different banks, etc. if we have a bigger consensus to deliver eGovernment we will get closer to a single market – digital can be single. We need more interoperability. Taxation and pension issues and consumer rights across borders can all be facilitated with eGovernment tools.

DG Regional Policy has conducted a study on legal and administrative obstacles to cross-border interaction. Most of the answers were that the solution was in the delivery of eServices. We need to identify the issues that have digital aspects and put them together. There is a need for data valorisation clusters using open data. Identify the data holder and the stakeholder and put them together in a network. The EU can be a catalyst (respecting subsidiarity) enabling consent-giving for cross-border health services. Pilots have already been launched in this area.

Annalisa Boni - Eurocities

There has been a change in the consultation process – it has become more inclusive. We need to come up with ideas and consult our members to come up with proposals. In terms of what Eurocities sees for the Action Plan – all local administrations are either front runners or followers, but all are increasingly engaged in the digitisation of their administrations. We favour the option where proposals made can be enlarged with other proposals and other channels to collect more concrete ideas related to needs on the ground. In terms of the proposed actions, we are very much in support of common eGovernment standards and interoperability in Europe. There has already been a lot of encouraging innovation in online services: adoption of the once-only principle, accelerated uptake of eID and eSignature. We need to encourage the Commission to come up with a tangible, practical Action Plan. The number one legislative barrier from a city's point of view is the lack of standardisation. There is a need for more standardisation.

Patrice Chazerand - Digital Europe

We are the voice of the digital industry in Europe, with 60 corporate members – leaders in IT and telecoms equipment, along with trade associations. I turned to our national trade associations, and what I got is that for eGovernment to work you need a couple of drivers, including leadership (France and the UK were cited as examples – where this issue is dealt with at prime ministerial level). What matters is having clear-cut goals – easily explained to all stakeholders. These goals are the same in France and UK – all about simplification. One example is public procurement. Simplification makes life easier for taxation, driving licenses, etc. the other thing is cutting costs – this always attracts people. Back to procurement – by making things wider you cut costs. What we expect from the Commission? We need incentives to encourage governments to steer the same course, but more rapidly, Also, to find a way to improve benchmarking, so that 'laggers' can learn from leaders, to achieve a more harmonised approach.

Karel De Vriendt - Open Forum

Open Forum is working towards open source and open standards. When I look at the eGovernment programme I have negative and positive expectations. Negative first – please not another single digital gateway, every local, regional and national government has a single digital gateway. Second – eID, eProcurement, these have been on our list of actions for more than 10 years and we don't need another Action Plan to promote these.

Positive expectations include open participative government. I hope that this is made a precondition for all funding of projects. Projects where the end user does not participate from the beginning are not serious. Second – openness, the solutions should be made available for reuse. Every project should be open from day one – open to people with similar problems, etc. Thirdly – we should look for much more help from the IT industry - they know how to solve these problems, we don't need to develop everything from scratch. We should ask them to work with us to resolve problems. Finally the Commission should make a lot of noise, benchmark, help governments to put the issue high on the political agenda. Should we give the Member States hard quantitative targets? I think that benchmarking is an effective tool – nobody wants to be at the bottom.

Alexander Haas - German Confederation of Trade Unions

In the public consultation we were just one voice – but in our organisation we have many voices. We have 2 perspectives – one from the workers in our organisations, and the second - from the public sector. We have a common labour market and we have some digital contact points. What we do not have is a digital one-stop service for employees. For example, for migrant workers in Germany there is no multilingual service online, no reporting mechanism. We need multi-lingual one-stop services for workers. This is urgent and should be a priority. This means using language levels that correspond to different levels of education. Citizens need to be actively advised on how to cope in different public administration environments. The most important point is to design public services not only for situations where everything works properly. For example, – services for businesses tell how to comply with the law. The problem is that not everyone observes the law, so there is a need for a reporting mechanism. We have a lack of visibility and we need to benchmark to make eGovernment work better.

What action needs to be taken? We need to benchmark how much Member States are investing in strengthening the digital skills of their own employees and benchmark how much is invested in usability management and in software development. In the Member States we have the chance to identify shortcomings, we can invest.

David Garrahy – European Youth Forum

Young people are the generation that are most internet engaged and engaged in using eGovernment services – it comes naturally to them. One of the main concerns for us is that youth participation in politics is nose-diving. 9% of parliamentarians in Europe are under 30. Young people feel that they are shouting down a well when participating in policy-making. A study has shown that the young don't see any place in eGovernment where their voice is heard. Young people need to be at the table, or they will not get their priorities on the table. There are different views about what eGovernment means for young people. From a young person's perspective – what's missing? I think that for youth – the main thing is the right to participate. Give them easy access to the process and show them how to participate, without excess information about all the levels behind this. Just talk to them, listen to them and let them participate.

Discussion

The discussion touched on a variety of issues, including eGovernment policy in Denmark, which is digital by default, but also supportive of those with fewer digital skills. The National Action Plan aims to make 80% of communications digital by default by law. This has created a few challenges, and attention to senior citizens has been high from the beginning. But recently the biggest problem has been the youth, who don't understand the public sector, requiring a shift in focus from senior citizens towards engaging with the youth. Should we have a hard target of 80% for digital by default in the next 5 years? Yes – that is a good idea.

One idea to engage young people is to ensure that eGovernment services are mobile - young people get their first smart phone at 12, they live increasingly online. If you are not online, then you are irrelevant.

The next step is a shift in the way that eGovernment is delivered. Not all citizens are at the same level, in general the European public sector is in a traditional mode of functioning. What we are talking about is changing government – ICT is only a tool to deliver this. In some sense we are talking about hiding the complexity of government. What is really important is to start small and do some basic small things together.

From a smart cities perspective, what goals should we define in the eGovernment Action Plan with regards to cities and improving services? As regards standardisation, all public authorities including cities are obliged to use European standards, unless they have a good reason not to. Standards have to be global - there should be convergence of regional, national European and global standards. Standards should be tested against the impact they deliver.

eGovernment is an opportunity for government to lead by example. Governments need to join the fight against the shortage in eSkills. This is a battle that governments, industry and civil society can wage together. This can be targeted to bridge gaps – gender, age, etc. Citizens should be able to choose whether to engage digitally or analogically.

We have to look at the different digital skills we need. A key target – the focus of eGovernment is often on the services that the end user is interested in. In the Digital Single Market strategy there is a need for authorities that are able to carry out inspections in the digital world. There is a need for public data analysts, this a special skill profile – we need to train specialists. This is a task at the European level, because this sphere operates transnationally.

The main level for executing eGovernment is the city level. We have to make it clear that we are in a digital age and provision of eGovernment services is a duty for cities, like street lighting.

Asked what they would do in the next 5 years to support eGovernment, the panel replied:

- raise awareness, strong engagement from the EU level to get Member States to lead by example;
- Make sure that the EU works more with cities to move forward, help cities to work towards an administration that is more open, with a culture of shared governance based on co-creation, also raise awareness and foster knowledge;
- continue to open, open government, open data, open software;
- need to explain young people to EU decision makers, need to put tools in apps store;
- communicate with citizens about possibilities, aim is to have 80% digital, but there is a need for analogue access for those who don't want this;
- strengthen best practice at EU level to improve digital working conditions, thereby improving eGovernment; and
- Improve digital services for workers.

Closing remarks

Paul Timmers, Director 'Sustainable & Secure Society', DG CONNECT

The Multi-Stakeholders Workshop is an important event, as the final stakeholder event in preparation of the eGovernment Action Plan. The Action Plan that is being developed is expected to address the modernisation of public administration with ICT, enabling cross-border mobility of citizens and businesses, facilitating digital interaction between public administrations, citizens, and businesses, cutting red tape, enabling citizens to live better lives.

The Action Plan will do a number of things, but there will be high expectations from stakeholders also. It is good to see eGovernment in perspective. We are talking about the modernisation of public services, but this is in the context of the major changes underway in Europe and the major challenges facing the EU. These include challenges that may tend to divide us rather than unite us, and challenges that will not sit well with eGovernment, if it is used in the wrong way.

Migration is a big challenge, and is one that may divide us, even at the level of public services. When we have the aspiration of having better cross-border services, this is something that we will need to promote against the current, so to speak, in some parts of Europe.

There is a lot of change in store, which creates a lot of expectations from governments and public administrations, but we cannot sit on our hands. We need to be aware that we are promoting eGovernment in challenging circumstances, but also that eGovernment is one of the solutions to these challenges, enabling migrants to integrate, helping citizens find work. Going digital is the way forward, but convincing all stakeholders of this can be a challenge.

What we can do with our knowledge is to make sure that people are using the tools that are available; help them to see the transformation processes. Help them to realise their agenda better. It is up to the stakeholders gathered at the workshop to visualise how government can be better in the long term. We could be in for much better government provision in and across Europe. This is a vision that we share, but it is not easily understood by everyone, we need keep this vision alive. If we do, we can deliver a strong eGovernment agenda.

Annex I: Agenda

09:30- 10:00	Welcome/Registration	
10:00- 10:15	Opening and Welcome	<i>Jean Francois Junger</i> Deputy Head of Unit CNECT H3, Public Services
10:15- 10:45	Study presentation: Towards faster take-up of new eGovernment services	DG CNECT H3, Public Services , and external study team
	Q&A/Discussion	
10:45- 11:15	Study presentation: The value of new eGovernment services Q&A/Discussion	DG CNECT H3, Public Services, and external study team
11:15 – 11:30	Coffee break	
11:30 -12:15	Outcome of the public consultation on the new eGovernment Action Plan Q&A/Discussion	DG CNECT H3, Public Services
12:15 – 12:30	The online platform (status of the playground)	DG CNECT H3, Public Services
12:30 – 14:00	<i>Lunch</i>	
14:00- 15:30	Panel: eGovernment Action Plan 2016 – 2020: stakeholders' expectations	<i>Martín Guillermo Ramírez</i> - AEBR <i>Annalisa Boni</i> - Eurocities <i>Patrice Chazerand</i> - Digital Europe <i>Karel De Vriendt</i> - Open Forum <i>Alexander Haas</i> - German Confederation of Trade Unions
	Q&A/Discussion	
15:30–15:45	Closing remarks	<i>Paul Timmers</i> , Director Sustainable & Secure Society, DG CNECT