



European
Commission

EU policies for public administration



Leuven, 12. December 2019
Norbert Sagstetter
Directorate-Generale Communication
Networks, Content and Technology (CNECT)
H4 – e-Government and Trust

Why digital government?

*digital public services **reduce administrative burden** on businesses and citizens by making their interactions with public administrations **faster and efficient, more convenient and transparent, and less costly***

*seamless cross-border and digital public services contribute to **competitiveness** and **make the EU a more attractive place to invest and live in***

public administrations and public institutions in the EU be open, efficient and inclusive, providing borderless, personalised, **user-friendly**, end-to-end digital public services to all citizens and businesses in the EU

But also ..

Participatory culture: skilled and equipped public administration and allocation of resources to include citizens in decision-making

Political trust: new participatory governance mechanisms to raise citizens' trust

Public-Private relationship: better synergies between public and private sectors, collaboration with young social entrepreneurs to face forthcoming challenges

Regulation: regulation on technology should follow **discussion on values** with full observance of fundamental rights

Public services: modular and adaptable public services, support Member States in ensuring equal access to technology

Big data and artificial intelligence: ensure **ethical use of technology**, focus on technologies' public value, explore ways to use technology for more efficient policy-making

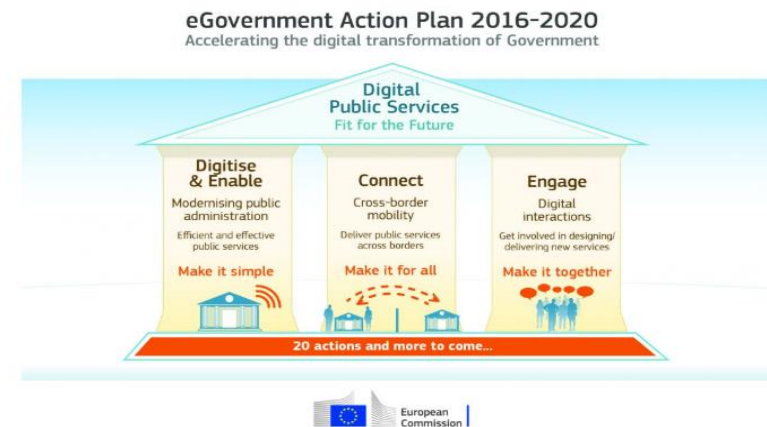
Education and literacy: increase digital data literacy, critical thinking and **education reforms** in accordance to the needs of job markets

Redesign and new skills for public administration: constant re-evaluation of public servants' skills, foresight development, modernisation of recruitment processes, more agile forms of working.

*"By 2020, public administrations and public institutions in the EU should be **open, efficient, inclusive, providing borderless, personalised, user-friendly, end-to-end** digital public services to **all** citizens and businesses in the EU"*

- 21 actions **completed** out of 25
- 4 actions on track
- Check out the action dashboard on eGovernment4EU Futurium for more information

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





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



Tallinn Declaration on eGovernment Annex: **User-centricity principles for design and delivery of digital public services**

...We commit that the design and delivery of our services will be guided by the following principles of user-centricity...

- Digital Interaction
- Accessibility, security, availability and usability
- Reduction of the administrative burden
- Digital delivery of public services
- Citizen engagement
- Incentives for digital service use
- Protection of personal data and privacy
- Redress and complaint mechanisms

What is the situation today?

European Commission

➤ 2019 eGovernment Benchmark Report:

- Since 2016 the **gap** between Member States on eGovernment has been consistently reducing
- The report also highlights how **trust in government** is increasingly important for people.
- **Cross-border mobility** is the lowest scoring indicator (53%)
- Stronger focus on **security** is needed – few public website passed the security test

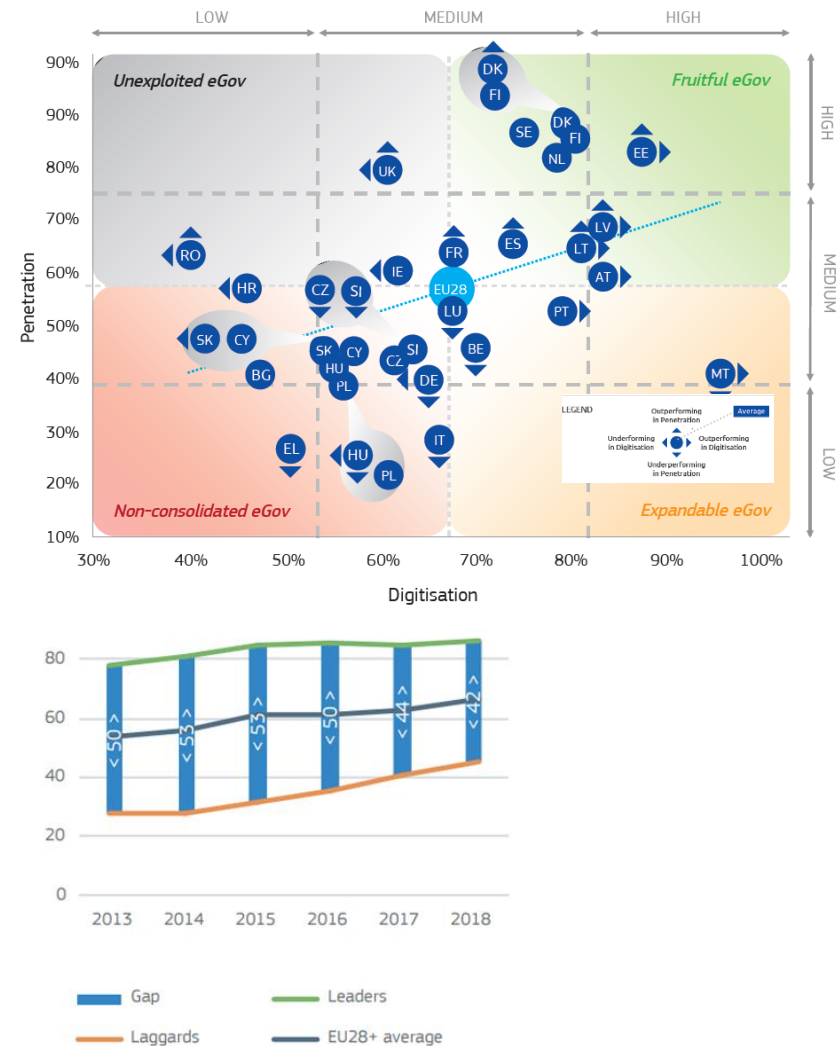


Figure 3.2 Progress on eGovernment across Europe³

The eIDAS Regulation

Electronic identification (eID) and trust services are defined under the Regulation (EU) No 910/2014 (known as "eIDAS Regulation").

Within the scope of the Regulation, trust services refer to:

- Electronic signature;*
- Electronic seal;*
- Electronic time stamp;*
- Electronic registered delivery service (ERDS);*
- Website authentication certificates.*



Electronic identification (eID) and Trust Services for my business

eIDAS SOLUTIONS

Take advantage of cross-border business opportunities
Increase efficiency & security of your business + Improve user experience



eSignature
expression in an electronic format of a person's agreement to the content of a document.

- REDUCED COSTS AND TIME THROUGH STREAMLINED PROCESSES
- MORE INNOVATIVE BUSINESS PROCESSES
- CONVENIENCE FOR BUSINESS AND CUSTOMER



eTimestamp
electronic proof that a set of data existed at a specific time.

- ENHANCED DOCUMENT TRACKING
- GREATER ACCOUNTABILITY



eID
A way for businesses and consumers to prove their identity electronically.

- EXPANSION OF CUSTOMER BASE
- COST AND TIME SAVING
- TRUST IN CROSS-BORDER TRANSACTIONS
- CONVENIENCE FOR BUSINESS AND CUSTOMER





Qualified Web Authentication Certificate
ensure your website is trustworthy and reliable.

- INCREASED CONSUMER TRUST
- HELPS AVOID FISHING, PROTECTING THE REPUTATION OF YOUR BUSINESS



eSeal
guarantee both the origin and the integrity of a document.

- REDUCED COSTS AND TIME THROUGH STREAMLINED PROCESSES
- TRUST IN THE ORIGIN OF THE DOCUMENT



Electronic Registered Delivery Service
protects against the risk of loss, theft, damage or alterations when sending documentation

- REDUCED TIME AND COSTS IN DOCUMENT EXCHANGE
- INCREASED EFFICIENCY AND TRUST
- ENHANCED DOCUMENT TRACKING



For more information, visit:
<https://ec.europa.eu/digital-single-market/en/eidas-series>

@eID_EU #eIDASseries Digital Single Market

62% of the EU population
already covered by cross-
border eID schemes



Crossing borders with Electronic ID

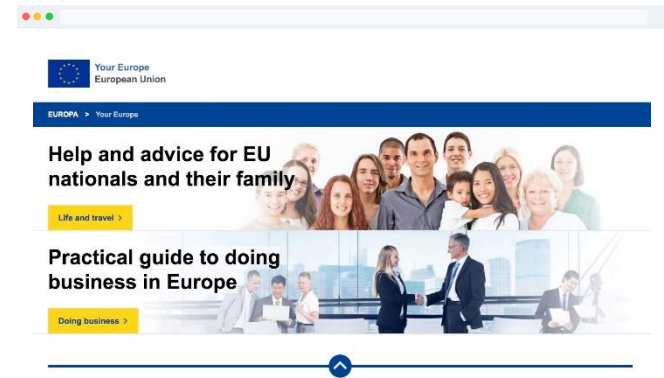


eID schemes		
Country		Publication
Germany		Sept 2017
Italy		Sept 2018 Sept 2019
Spain		Nov 2018
Luxembourg		Nov 2018
Estonia		Nov 2018
Croatia		Nov 2018
Belgium		Dec 2018
Portugal		Feb 2019
United Kingdom		May 2019
Czech Republic		Sep 2019
Netherlands		Sep 2019
Slovakia		To be published
Latvia		To be published

National eID can be used **in all EU Member States** 12 months after the date of publication at EU level.

The Once Only Principle

Is the central policy driving the delivery of cross-border digital public services in the EU.



The OOP is central to achieving the vision laid out in:

— Ministerial Declaration on eGovernment (Malmö 2009)

— Digital Single Market (DSM)

— European eGovernment Action Plan 2016-2020

— Ministerial Declaration on eGovernment (Tallinn 2017)



How to operationalise the OOP at the EU Level?



Horizon 2020

Is funding TOOP, a large scale pilot piloting a cross-border federated architecture, and the DE4A large scale pilot + Other project(s) to follow suit



CEF Building Blocks

The Connecting Europe Facility (CEF) building blocks have been identified as key enablers of the Once Only Principle in practice.



Better Regulations Toolbox (SWD2017 350)

The digital economy and society & ICT issues offers a "Digital Check" that emphasizes the need for the implementation of OOP



eIDAS Regulation

The recognition of eIDs under eIDAS is also key for the cross border application of the "once only" principle, one of the main elements of the recently agreed Single Digital Gateway.



Digital Europe Programme

The first ever digital Europe programme running from 2021-2027 will promote the application of the OOP.

The OOP Principle is driving actions on a number of levels towards reducing the administrative burden in the EU

— Single Digital Gateway
Regulation

— Other domain specific
initiatives

— OOP developments at the
national level



Thank you!



eGovernment & Digital Public Services

<https://ec.europa.eu/digital-single-market/en/public-services-egovernment>

eGovernment Action Plan 2016-2020

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



Tallinn Ministerial Declaration on eGovernment

<https://ec.europa.eu/digital-single-market/en/news/ministerial-declaration-egovernment-tallinn-declaration>

Stakeholder engagement platform

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



Contact:

CNECT-EGOVERNMENT4EU@ec.europa.eu



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