EU eGovernment Policy – Vision, Actions, Challenges

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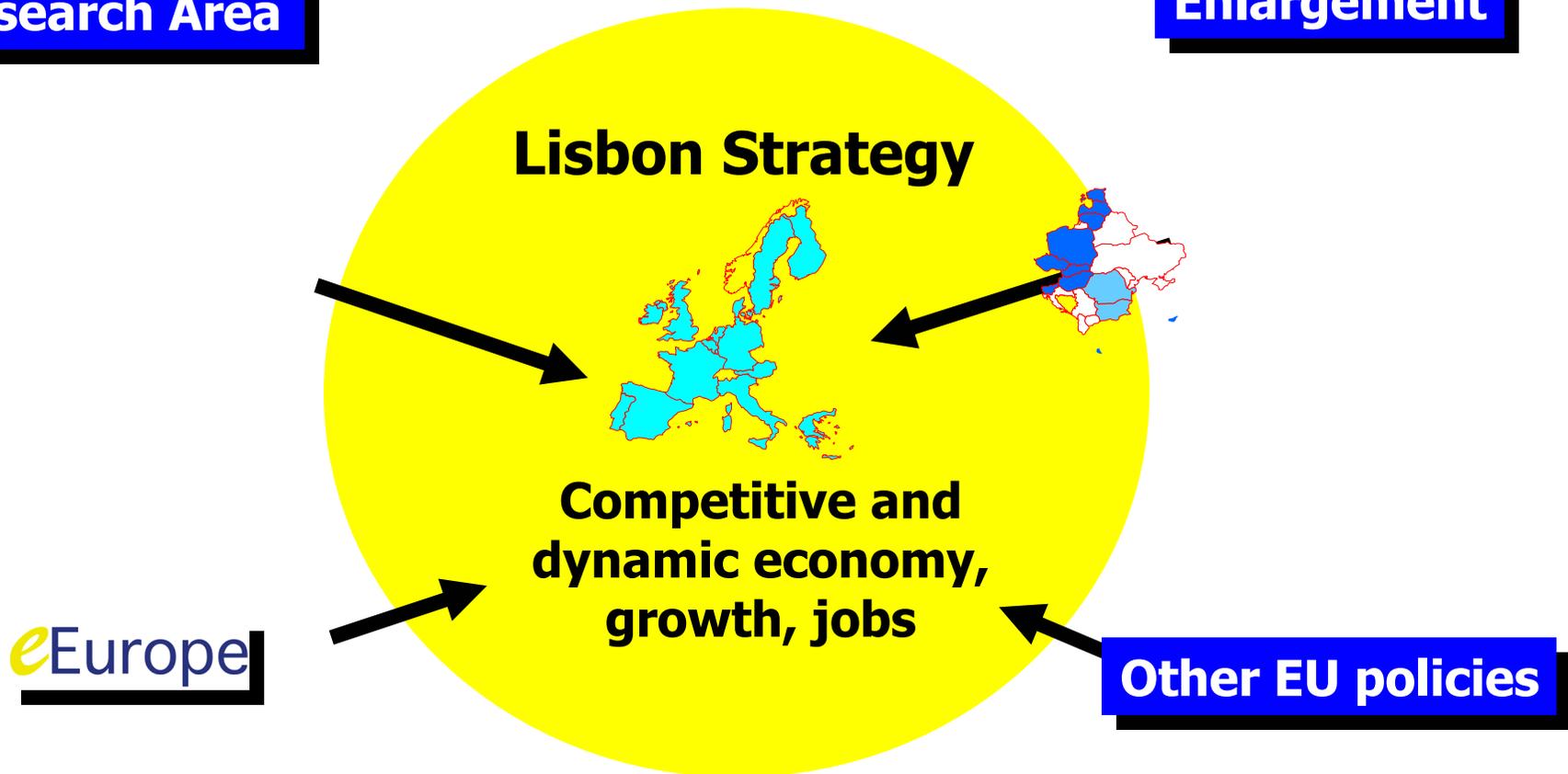# Context for EU eGovernment policy
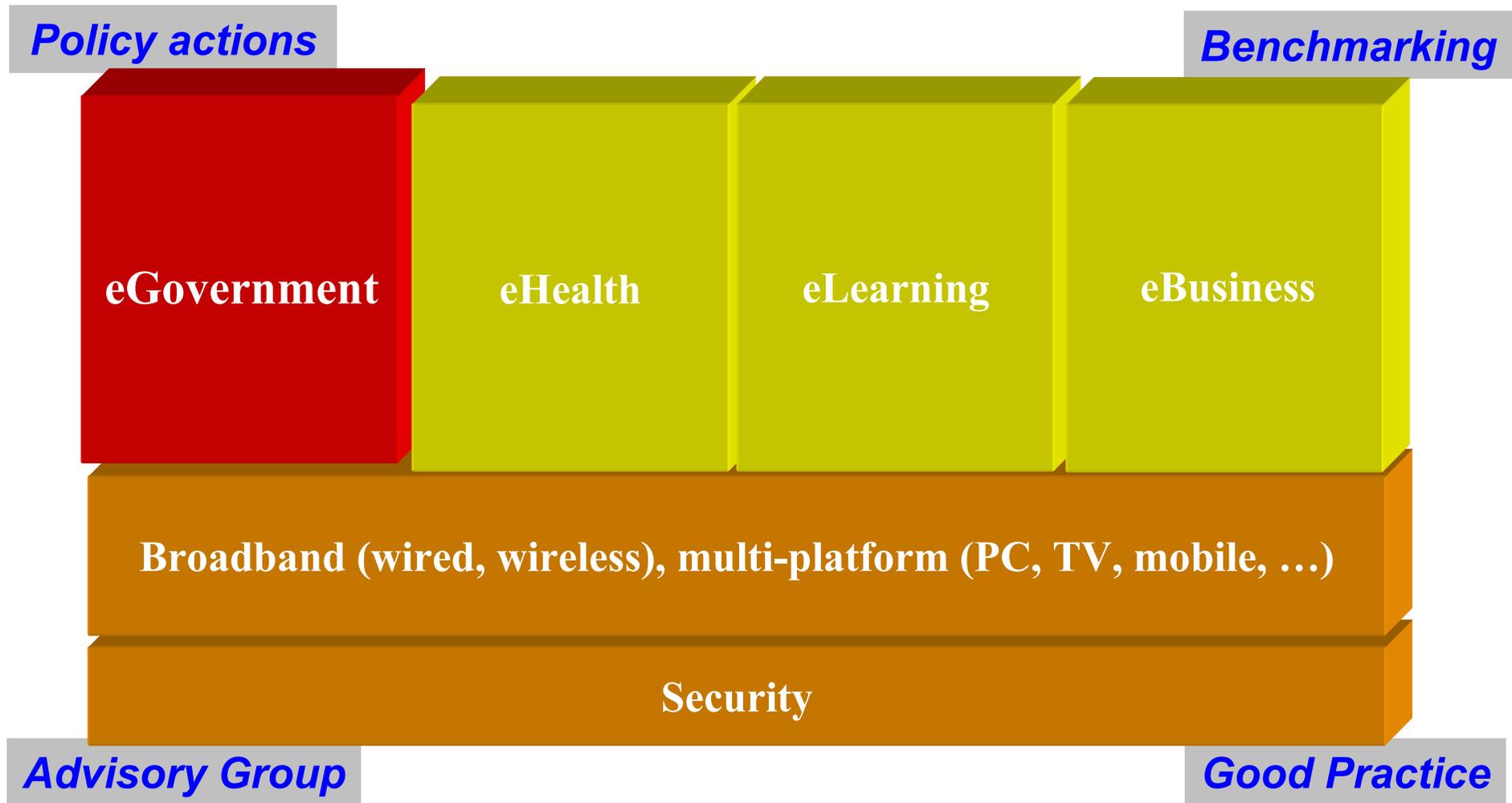
ERA: European Research Area

Enlargement

Lisbon Strategy

Competitive and dynamic economy, growth, jobs

*e*Europe

Other EU policies

eGovernment: a key pillar of eEurope 2005

Policy actions

Benchmarking

| eGovernment | eHealth | eLearning | eBusiness |

Broadband (wired, wireless), multi-platform (PC, TV, mobile, …)

Security

Advisory Group

Good Practice
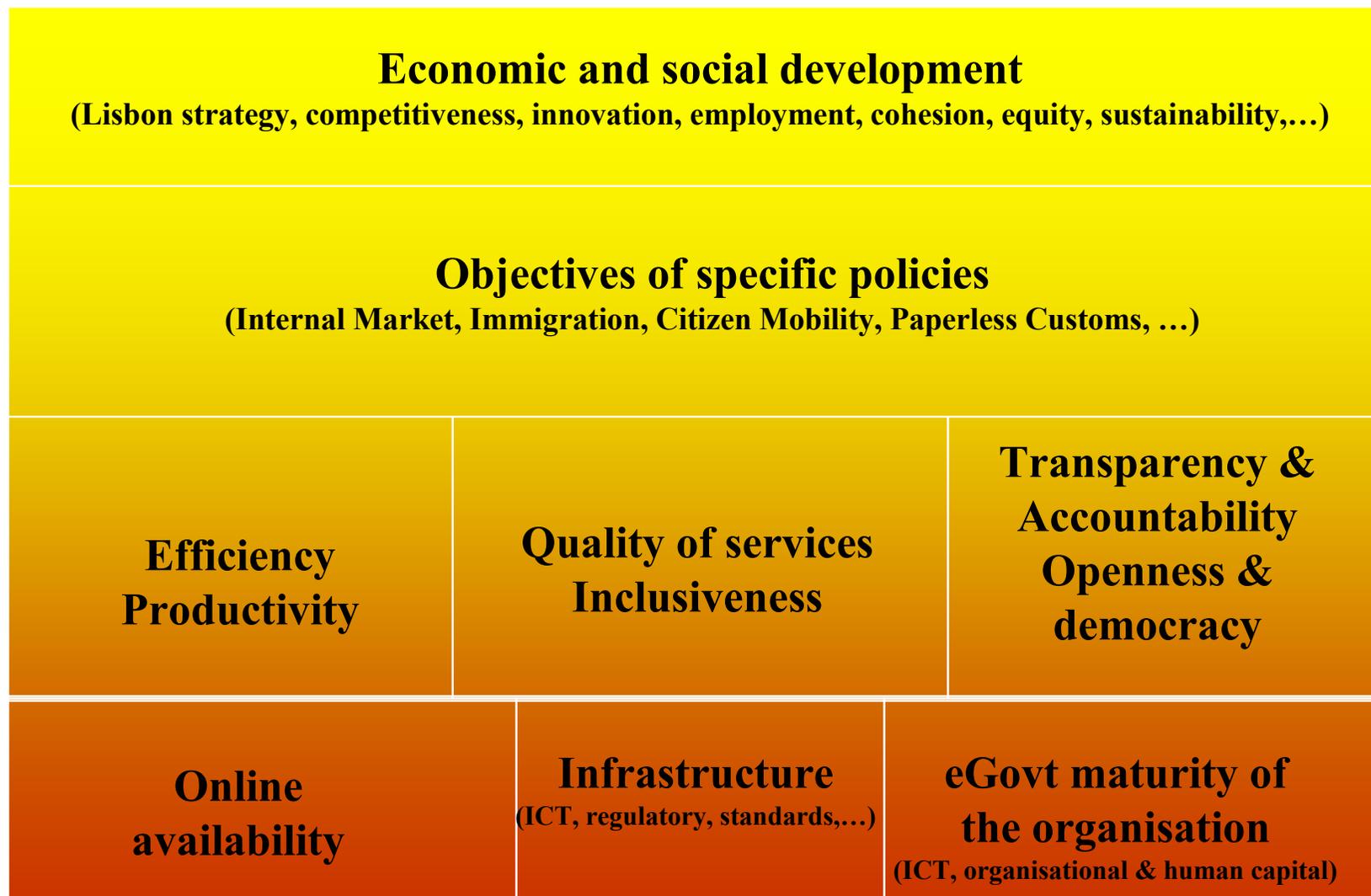
EU eGovernment Policy

eGovernment is about:

- **<u>Modernization and innovation in public administrations</u>**

- **<u>ICT + organisational change + new skills</u>** for better public services, democracy, public policies

- **<u>Openness and transparency, inclusiveness, efficiency</u>** : good governance with ICT

- **<u>Public value</u>**

Public Value from eGovernment

Economic and social development
(Lisbon strategy, competitiveness, innovation, employment, cohesion, equity, sustainability,…)

Objectives of specific policies
(Internal Market, Immigration, Citizen Mobility, Paperless Customs, …)

Efficiency Productivity	Quality of services Inclusiveness	Transparency & Accountability Openness & democracy
Online availability	**Infrastructure** (ICT, regulatory, standards,…)	**eGovt maturity of the organisation** (ICT, organisational & human capital)

History of EU eGovernment Policy

- **1993 Delors White Paper:**
  - growth, competitiveness, employment

- **1994 Bangemann report:**
  - e-tendering, admin-to-admin

- **2000 Lisbon Strategy:**
  - economic, social and environmental renewal

- **2001 eGovernment Ministerial Conference:**
  - awareness, putting eGovernment on the political map, going online

- **2003 eGovernment Ministerial Conference Como:**
  - affirming commitment, from going online to benefits, cooperation (interoperability, pan-European services,

- **2004-2005:**
  - delivering the benefits

From awareness to political commitment/policy and action

From online presence to take-up and impact

From modernisation to transformation

Public sector has many challenges

- Fully contribute to Lisbon Agenda
  - Boost economic growth, competitiveness and innovation
  - Social cohesion and new jobs
  - Sustainable development
- Cut red tape, eliminate queues, high quality services
- Close democratic deficit
- Cope with ageing, immigration
- Safeguard liberty, justice, security
- Deepen internal market and enlargement
- …

- … within tight budgets

State of Play
much progress, but more to do!

- Across the EU much progress:

  - 45% in 2001 → 67% in 2003, online availability

  - 20% in 2001 → 45% in 2003, <u>full</u> online availability

- National action plans and strategies everywhere

- 80% of users are satisfied, <u>but</u> only 30-40% experience 'real' service improvements (related to the need for backoffice transformation)

State of play
eGovernment in eEurope 2005

- **Broadband for all administrations**
  - Good progress, but still improvement needed across Europe also in New Member States. What about innovative use ?

- **Interoperability**
  - Key importance, pursue the many initiatives, work with industry, key choices to be made such as in identity management / authentication for eGovernment services

- **Interactive and multi-platform public services**
  - OK for online presence, progress in Internet Access Points for public services in New Member States, but little progress in inclusion in general (multi-platform/channel)

- **Public procurement**
  - Good progress, one of the most promising areas of benefits, also for New Member States

- **Good practice**
  - Further good practice exchange, putting EU Good Practice Framework in place, high interest from New Member States, also for guidelines

- **Benchmarking and indicators**
  - Now also measure take-up and impact, not only online online availability

Key eGovernment Issues

- Innovating in both organization and technology

- Achieving interoperability, pan-European services

- Fully realising public procurement

- Trust and security, especially eGovt identity management

- Inclusive access, multi-channel

- Making more out of good practices

- Understanding benefits and financing

$\rightarrow$ Need for political commitment and leadership

EU Actions addressing the issues
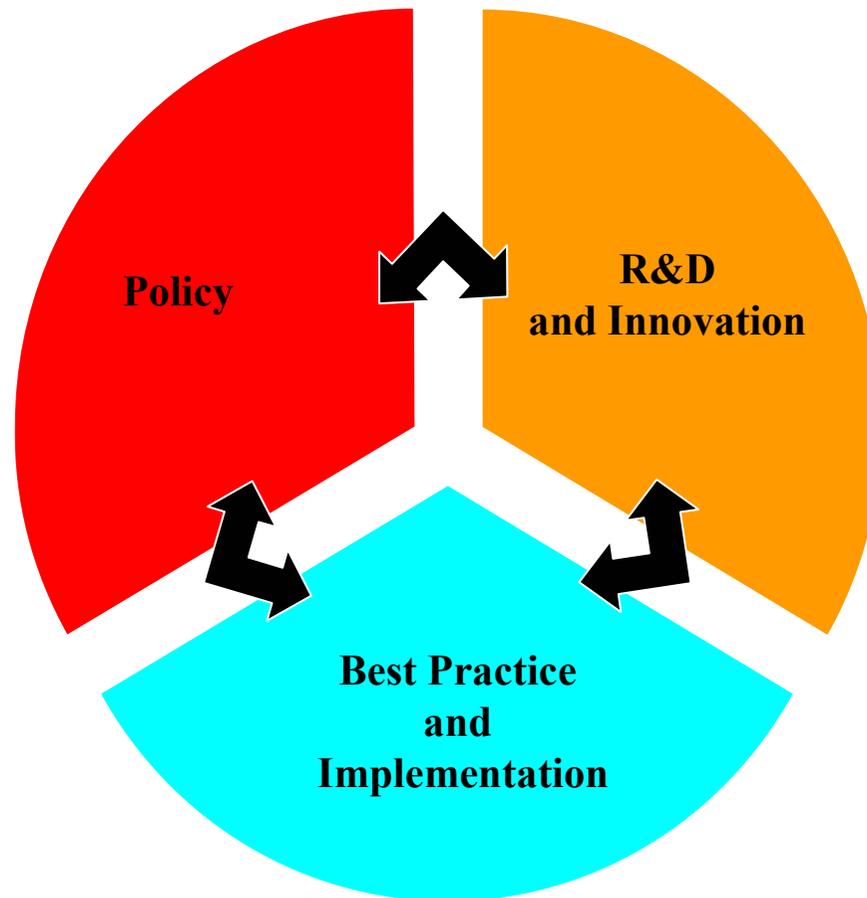
EU ICT programs for Modernization and Innovation in Public Administrations

Ministers of Information Society, Telecoms, Research, Innovation

Ministers of Public Administrations, Internal, Economic Affairs, Finance

eGovernment policy, Ministerial Conferences, group of eGov national initiatives Interoperability Frameworks, Pan-European Services, good practice exchange, joint work on eID, multi-platform, free/open source software

IST/eGovt R&D

eTEN pilots, validation, deployment

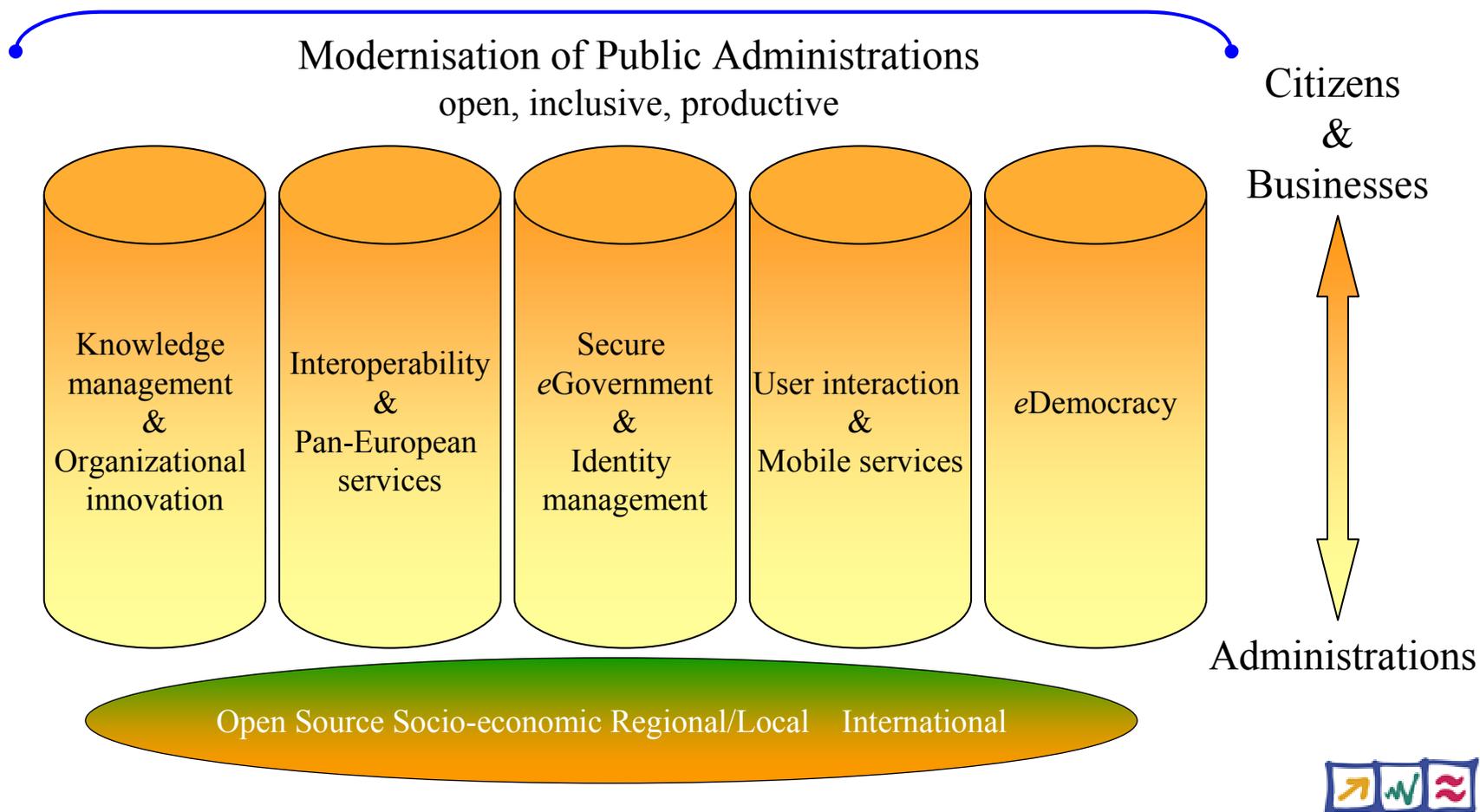**IDA Implementation**

Structural Funds

*e*Europe 2005

EU eGovernment R&D

Policy Context

Lisbon Agenda   eEurope   Internal Market   European Citizenship
Enlargement   Security & Stability   Europe in the World

Modernisation of Public Administrations
open, inclusive, productive

Citizens
&
Businesses

| Knowledge management & Organizational innovation | Interoperability & Pan-European services | Secure eGovernment & Identity management | User interaction & Mobile services | eDemocracy |

Administrations

Open Source Socio-economic Regional/Local   International

ICT for Innovative Government
(R&D Call 4, Nov 2004)

eParticipation
Tools for formulation and enactment of democratic decisions, scalable large scale dialogues, new forms of interactivity, Active Citizen,…

Intelligent, personalised eGovernment services for all
Intuitive interaction, inclusion, multi-channel service delivery platform, context-awareness, privacy protection & enhancement, …

Adaptive and proactive eGovernment
Knowledge-based government, process models, tools for administrative management, technologies for transparency, diversity, multi-level governance,..

Secure pan-European eGovernment
Very large scale, heterogeneous, cross-border admin architectures/ processes/ information infrastructures; pan-European eGovernment ID, policy-driven,…

Some supporting actions

ICT + socio-economic + legal + organisational research

Good Practice Framework
In place in 2004/2005

Description Template

Assessment
self or expert
Criteria, methodologies, tools

Transfer tools

Legal, technical, skills, organisational, funding

Labels

Cases, events, networks

Good Practice Cases Database

Cases, analysis, demos

Partner sites

Cases, info, expertise, actions

Events

Local, regional, national, EC, private

Beyond 2005 – "CoBrA Recommendations"

- Citizens and businesses to be fully in the centre

- Modern and innovative administrations essential for 'Lisbon'

- eGovernment way forward, catalyses innovation: deliver promise

- Focus should move from readiness to impact and transformation

- It is about people, organisation, institutions, and technology

- Now is the time to define targets:

    - E.g. 25% administrative burden reduction for citizens and business, essential interoperability, identity for pan-European services until 2010, paperless administration, society-wide take-up, etc.

- To keep Europe attractive as a place to live, work and invest

- Europe well-placed to achieve world-class public administrations

Some other "Beyond 2005 CoBrA Recommendations"

- Achieve flexible interoperation, respecting diversity

  - open standards to largest extent, roadmap for harmonisation or mediation, faster standards-making with private sector

- Commitment to concrete agenda

  - pan-European services, interoperability, ID & authentication

- Reduce burden for citizens/companies

  - Cooperation; once-off data provision (but privacy, etc)

- Shared European resource of building blocks

  - European Interoperability Framework; open standards; EU-wide services; good practices, competence centres…

- Strengthen local and regional implementation

- Use EU instruments/programs for transformation

More...

eGovernment research website

europa.eu.int/egovernment_research

(or search for "egovernment research")

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