The agenda of the EU eGovernment policy

Jean-François Junger
ICT for Government and Public Services
(*jean-francois.junger*@ec.europa.eu)

http://ec.europa.eu/egovernment

ICT for Government and Public Services

European Commission
Information Society and Media

Decade of eGovernment

eEurope

2001	Conference (Brussels)
2003	Conference (Como)
2005	Conference/Ministerial Declaration (Manchester)
2006	eGovernment Action Plan (Council)

i2010

2007   Conference / Ministerial Declaration (Lisbon)

➢ National Progress Report & Benchmarking Report

➢ good practice & community sharing

2008   Conference – "Alliance with Users", Slovenia

Reinforcing activities 2008-2010

➢ **launch Large Scale Pilots**

➢ **address burden reduction initiatives**

➢ **ICT eGovernment research in FP7, Obj.7.3**

2009   Ministerial Conference (Sweden)

2010   Next phase of eGovernment 2010-2015 ?
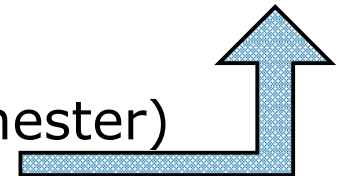
1. <u>No citizen left behind</u> = Inclusive eGovernment

   By 2010 <u>all</u> citizens gain benefit from eGovernment services & easier access

2. <u>Making efficiency and effectiveness a reality</u>

   By 2010 high user satisfaction, transparency and accountability,
   a lighter administrative burden and efficiency gains

3. <u>Implementing high-impact key services for citizens & businesses</u>

   By 2010, 100% of public procurement will be available with 50% actual usage

4. <u>Putting key enablers in place</u>

   By 2010, mutual recognition of national electronic identities (eID) for
   interoperable authenticated access across Europe to public services

5. <u>Strengthening participation & democratic decision making</u>

   By 2010, demonstrating tools for effective public debate and participation
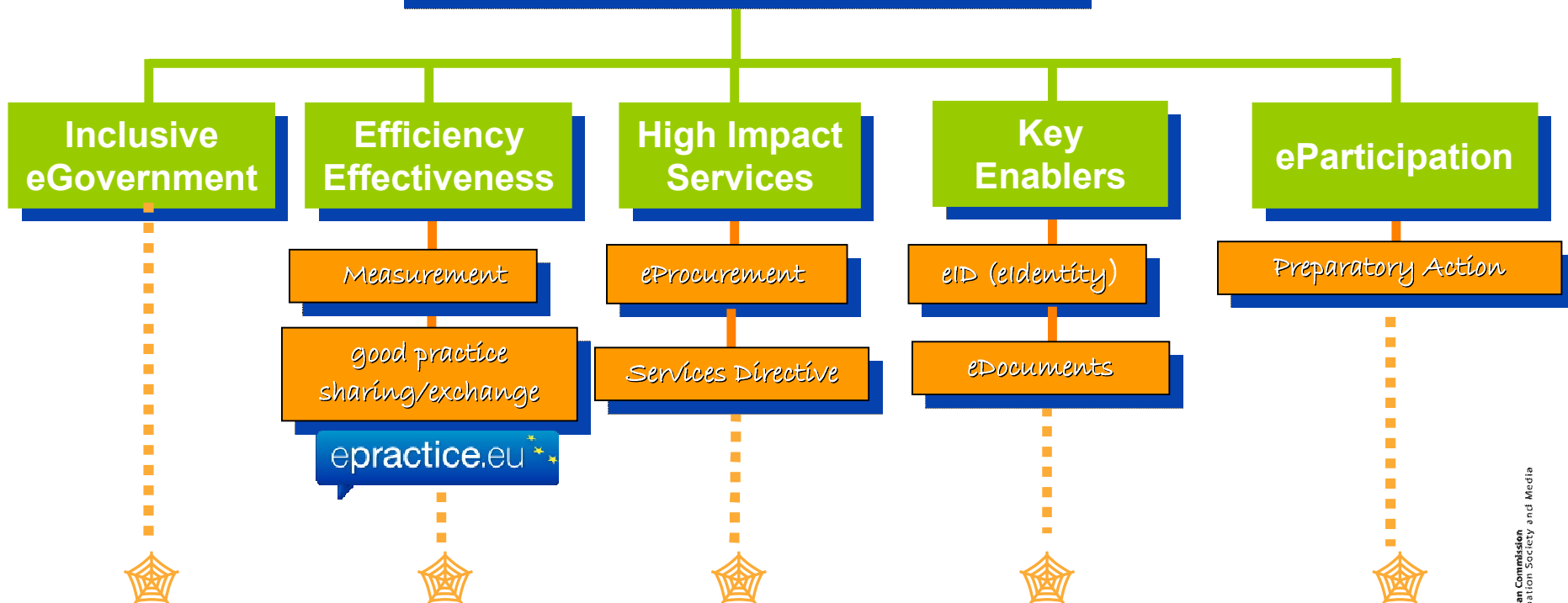   in democratic decision making

A Plan for Coherent Progress

supported by CIP/ICTPSP + IDABC + FP6 / FP7 RTD

**e i2010 eGovernment** *Action Plan*
5 Priority Objectives

+ Lisbon Ministerial Declaration

Inclusive eGovernment	Efficiency Effectiveness	High Impact Services	Key Enablers	eParticipation
	Measurement	eProcurement	eID (eIdentity)	Preparatory Action
	good practice sharing/exchange	Services Directive	eDocuments	

epractice.eu

European Commission
Information Society and Media

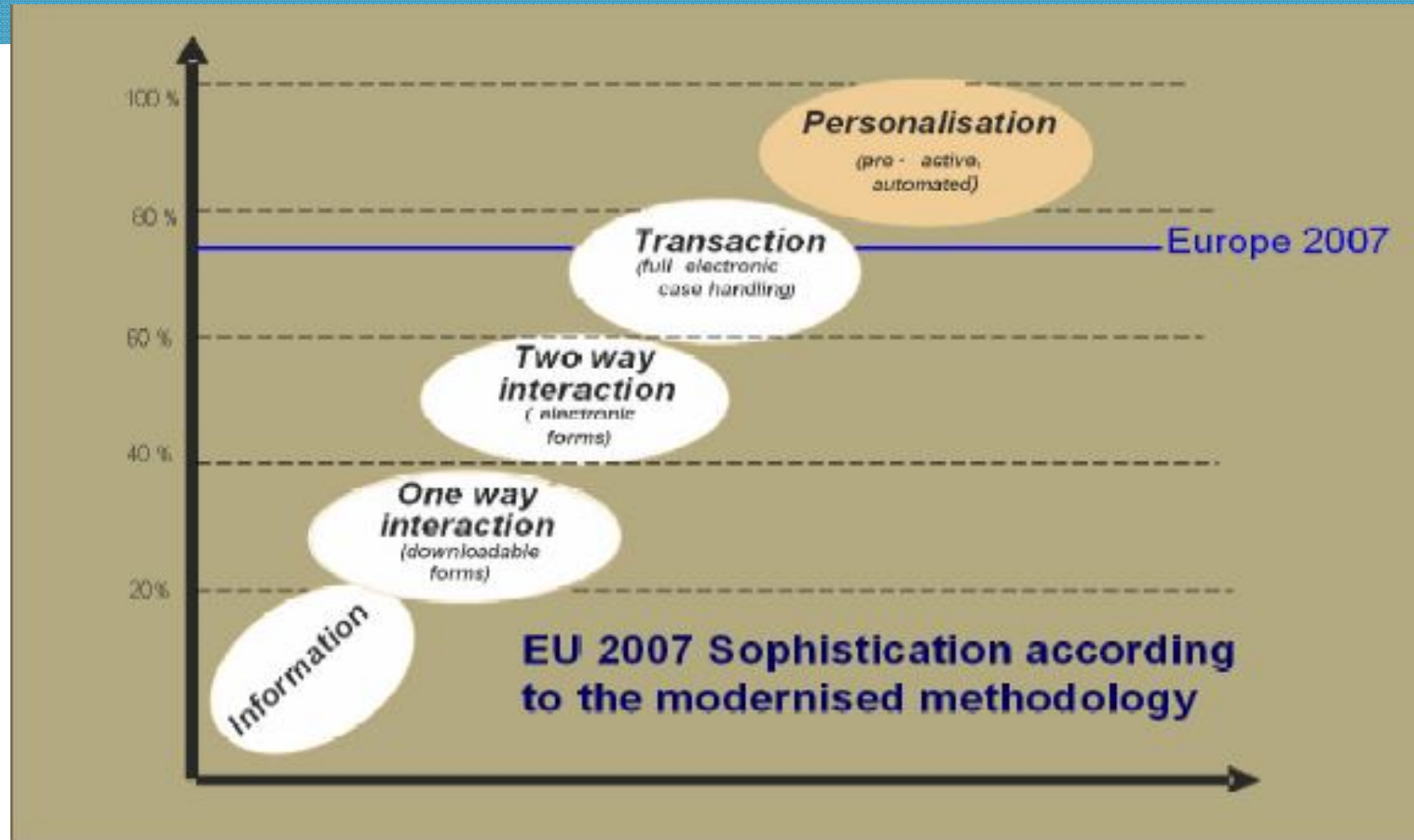**Use latest ICT tools to leverage knowledge & experience**

EU27+ benchmarking report (2007)

→ online sophistication of public service delivery: an overall score of 76%
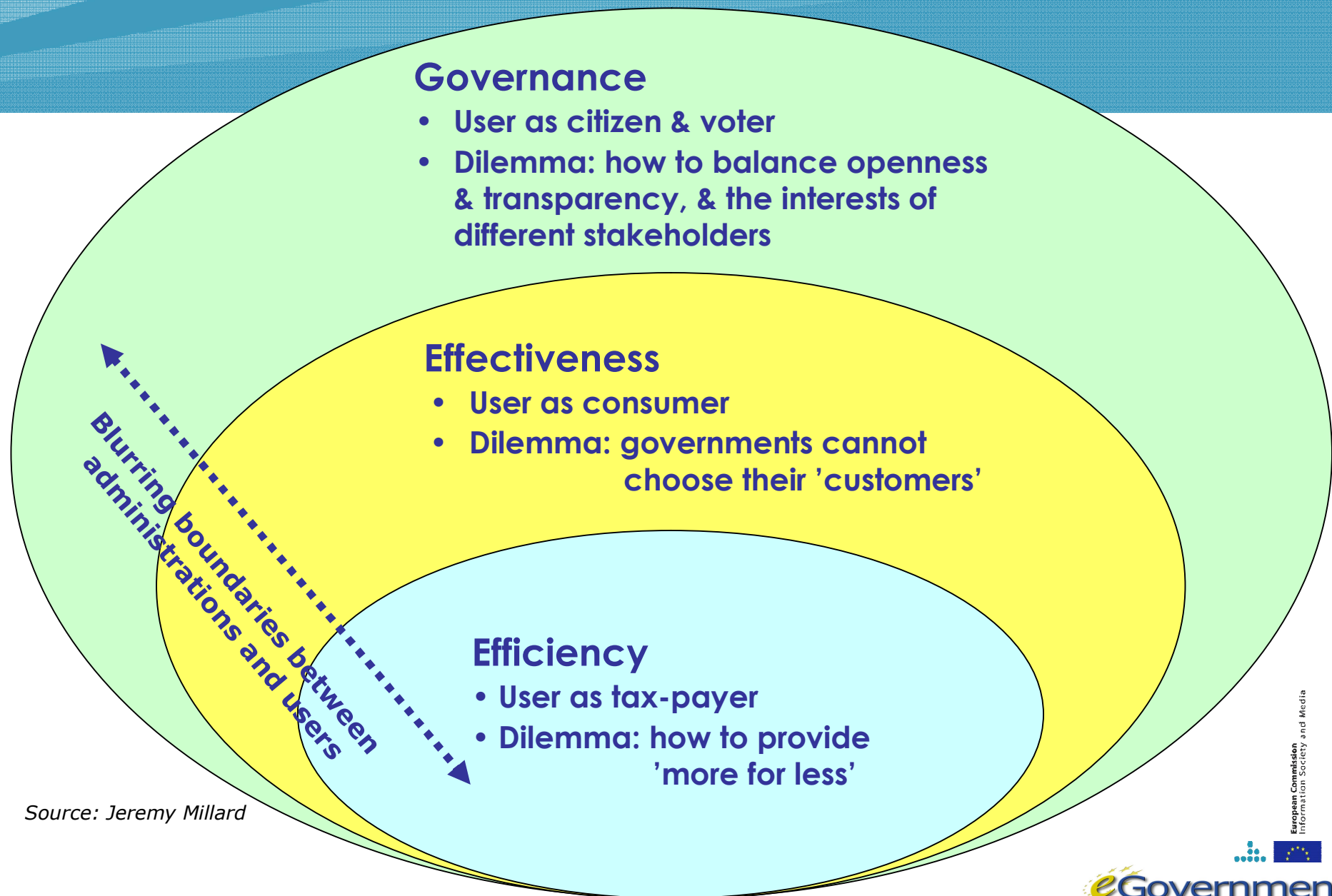→ 58% of the public services are FULLY online
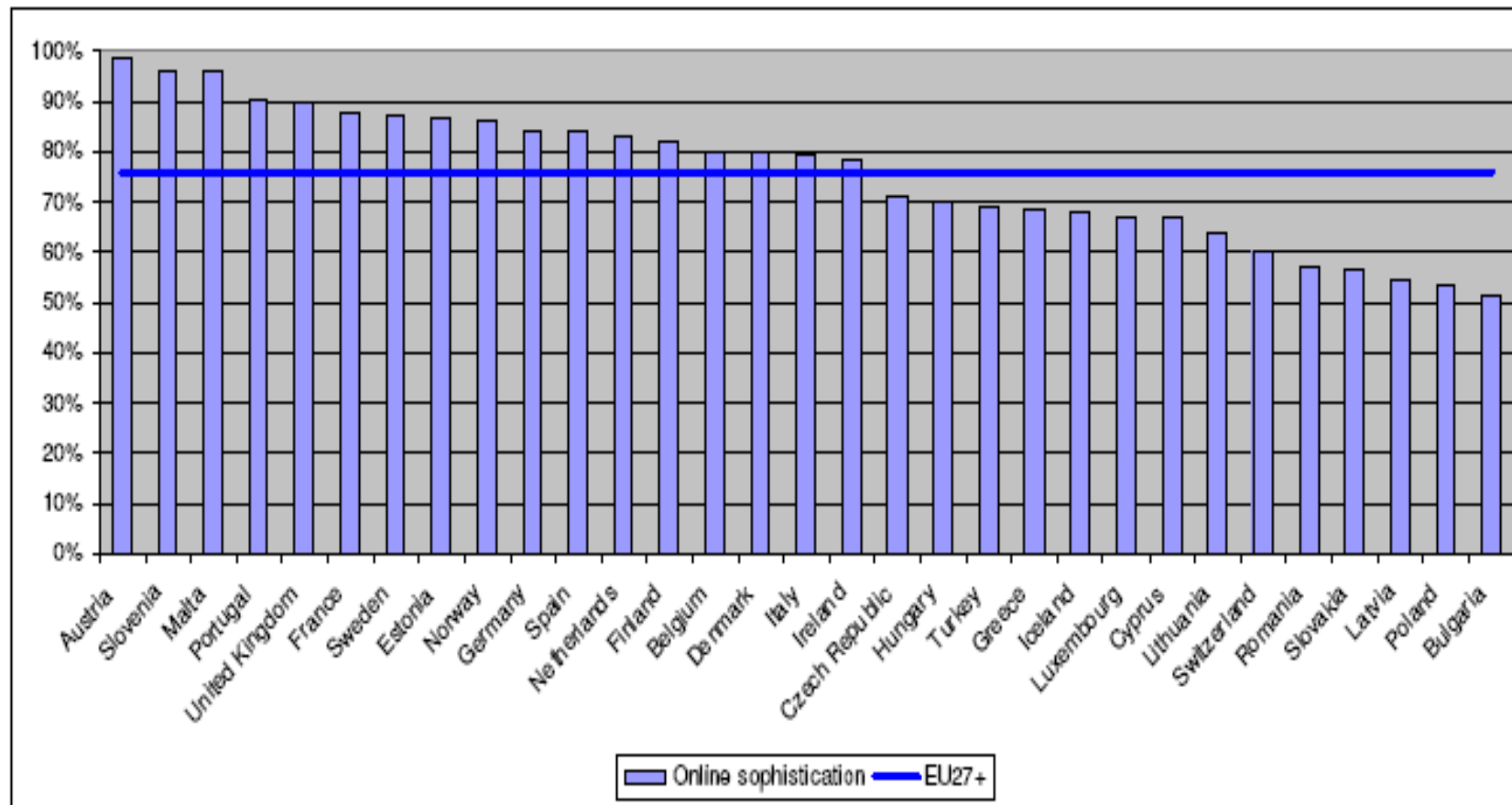
Source: Capgemini Benchmarking report 2007

Measuring EU achievements
(five-stage sophistication model)

Personalisation
(pro - active, automated)

Transaction
(full electronic case handling)

Europe 2007

Two way interaction
(electronic forms)

One way interaction
(downloadable forms)

Information

EU 2007 Sophistication according to the modernised methodology

100 %

80 %

60 %

40 %

20 %

BUT………… HOW TO MEASURE USER HAPPINESS?

Evolving role of ICT in eGovernment

Governance
- User as citizen & voter
- Dilemma: how to balance openness & transparency, & the interests of different stakeholders

Effectiveness
- User as consumer
- Dilemma: governments cannot choose their 'customers'

Efficiency
- User as tax-payer
- Dilemma: how to provide 'more for less'

Blurring boundaries between administrations and users

Source: Jeremy Millard

European Commission
Information Society and Media

*e*Government

Possible Future Priorities

• Priority Area I – eGovernment supporting the single market

• Priority Area II – Empowering Citizens and Businesses

• Priority Area III – Enabling Administrative Efficiency and Effectiveness

• eGovernment building blocks for future priorities

Priority Area I – eGovernment supporting the single market

Objective

- To facilitate citizen and business mobility on the single market in accordance with Community policies and legislation by providing and enabling

  - delivery of cross-border e-services to citizens and businesses

  - secure and efficient electronic cooperation between MS

Priority Area II – Empowering Citizens and Businesses

Objective

- To create a legitimate eUnion taking into account the interests of its stakeholders and gaining high trust by providing and enabling

  - transparent government and electronic access to public information

  - electronic tools for participation in public decision making processes

  - electronic user focused services designed for all, making use of available electronic tools to engage citizens and businesses (eGov 2.0)

  - new and innovative solutions to meet the needs of citizens and businesses

Priority Area III – Enabling Administrative Efficiency and Effectiveness

Objective

- To reduce administrative costs for citizens and businesses, use tax payers money in the most efficient way, and reduce carbon footprint by

    - delivering cross-border eServices for citizens and businesses as efficiently as possible

    - making use of ICT for organizational change and quality and skills development

    - greening government, making the best direct and indirect use of ICT to reduce the carbon footprint

Instruments to Prepare the Future

- Research

- CIP ICT-PSP

- eParticipation

Research in FP7

ICT for participative eGovernance

Now

When?

2008   2010   2015

Social Domain

- Wikipedia
- Facebook
- YouTube
- ...???

Professional Domain

- ePractice
- MyHealth
- US Patent
- ... ???

Governance/Policy Domains

- Legislation/Decision-making
- Political views & opinions
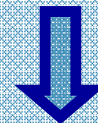
- Continuous opinion stream
- Simultaneous multi-lingual debate
- Real-time policy modelling
- Crowd-sourcing
- Digital legitimacy
- New governance models

eParticipation
The community portal for eParticipation projects

a) governance and participation toolbox

b) policy modelling, simulation and visualisation

STREPs: 14 million €

c) roadmapping and networking

Coordination Actions, Support Actions: 1 M€

European Commission
Information Society and Media

a) Governance and participation toolbox

Description

- advanced tools and new governance models to empower and engage individuals, societal groups and communities

- mass cooperation platforms

    - facilitate transparency and tracking of inputs to the policy and decision making process

    - enable creation, sharing and tracking of group knowledge

- security, identity and access controls

    - safeguarding against misuse, ensuring privacy & providing feedback

European Commission
Information Society and Media

a) Governance and participation toolbox

Expected Impact

- **improved empowerment and engagement** of individuals, groups and communities in policy making processes.

- **increased trust of the citizens** through transparency and feedback of their contributions.

- **more efficient collection of feedback** to continuously improve governance.

b) Policy modelling, simulation and visualisation

Description

- Real-time opinion visualisation based on modelling, societal simulation, gaming and mixed reality applications

- Policy modelling, based on the simulated behaviour and wishes of large numbers of people

- Next generation of public services as complex service systems in the environment of social networking and collaborative society, including the needs of the younger generation.

- Large-scale data analysis and cloud computing

b) Policy modelling, simulation and visualisation

Expected Impact

- **Improved prediction of impacts of policy measures:**

  - with increased contribution and involvement of individuals and communities
  - based on intelligent and optimised use of vast public sector knowledge resources.

- **Strengthened competitive position of European industry in:**

  - cooperation platforms
  - optimisation tools
  - simulation tools
  - visualisation tools

c) Roadmapping and Networking

Description

- **RTD roadmap** to identify emerging technologies, research directions and potential applications. Insight into research activities undertaken in non-EU countries:

    – Support Action(12 months).

- **A dynamic 'Network'** to encourage networking of relevant stakeholders and multidisciplinary constituency building:

    – Coordination Action (24-36 months).

Simulation

Multilingual opinion visualisation

Policy modelling

Gaming techniques

Mixed reality

European Commission
Information Society and Media

Deployment in CIP ICT-PSP

Competitiveness & Innovation Programme (CIP)

Competitiveness & Innovation Programme (CIP)

- a new programme to boost growth and jobs in Europe
- budget ~3.6B€ (2007-2013) focused in three areas

Entrepreneurship & Innovation	ICT Policy Support	Intelligent Energy Europe
2,170 M€ (incl € 430 eco-innovation)	728 M€	727 M€

PEPPOL – eProcurement Interoperability

Aim

- Address the Procurement Directive to create an open internal market for SME
- Demonstrate an interoperable solution in the following 5 steps:
    - Virtual Company Dossier
    - eCatalogue
    - eOrdering
    - eInvoicing
    - eSignature
- Build consensus among all MS and industry
- Develop a long term sustainability of the infrastructure

Project Data

- Includes 7 MS plus Norway
- Cost ~20M€ with 9.8M€ Funding
- Started 1/5/2008 for a duration of 3 years

Further Actions

- Call for an enlargement of the consortium

STORK – Large scale pilot in ICT-PSP on interoperable electronic identity

Aim

- **To simplify administrative formalities by providing secure online access to public services across EU borders**
- **To develop and test common specifications for secure and mutual recognition of national electronic identity (eID) between participating countries**
- **Test in real life environments, secure and easy-to-use eID solutions for citizens and businesses**
- **Prepare the ground for the next generation of eID infrastructure**

Project data:

- **Project driven by 13 Member States plus Iceland**
- **20 million Euro cost: 3 year duration: started on 1 June 08**

Further action:

- **Call open for extension of the project for additional Member States to participate**

- Address the implemen-tation of 2nd generation of the Services Directive
- Launched 1st May 2009
- Budget of 14M€
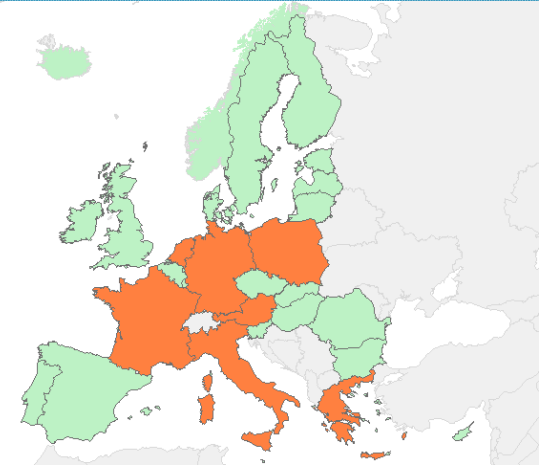
Trend for the Future

- Research

  - Socio-economical simulation

    - Continuation of the current activities

  - SOA pushed to the extreme

    - How can SOA be pushed to the extreme and be accepted by citizens and business

Trend for the Future

- ## Deployment

  - ### Further pilot A to complete the puzzle

  - ### Migration to "cloud government"

More information

- Websites:

  http://ec.europa.eu/egovernment
  http://ec.europa.eu/eparticipation
  http://ec.europa.eu/egovernance
  http://cordis.europa.eu/fp7/ict/programme/challenge7_en.html
  http://ec.europa.eu/ict_psp
  http://www.epractice.eu

- Newsletters