



Open Government

Forum PA

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European Commission



European
Commission



**Empowering
Citizens and
Businesses**

User Centric services
Collaborative production
Re-use of information
Transparency
Involvement of Citizens

**Efficiency &
Effectiveness**

Organisation
process
Administrative
burden
Green Government

**Strengthening
the Internal
Market**

Seamless Services
Personal Mobility
Cross Border Services

**eGovernment
Action Plan
2011-2015**

Pre-conditions

Open Specifications and
Interoperability
Key enablers
Innovative eGovernment

Digital Agenda
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for Europe

Digital
Agenda



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Digital & Cross-border Public Services

Public Administration Modernisation
priority in Annual Growth Surveys

ICT recognised driver for providing
innovative, efficient and effective
public services



Stimulate mobility of
citizens and business

Boost cross-border
economic growth

Reduce transaction
costs for business

WHY?

Towards cheaper, better and
faster services through
eGovernment

ONLINE TRANSACTIONS ARE CHEAPER

Online transactions are twice as cheap
compared to transactions via
telephone and 3,5 times
cheaper compared to
face-to-face
transactions.

FACE-TO-FACE



TELEPHONE



ONLINE



BETTER SERVICES ARE DESIGNED AROUND USER NEEDS

- Available online, both for nationals and foreigners
- Easily usable
- Time saving & flexible
- Personalised
- Interaction through social media

What next?



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Challenges

Opportunities

Towards open government : new vision



Opening public sector processes to increase trust and accountability

Re-using open data sets for innovative public services

Open services to create new services, combine with value-added services or improve delivery

Digital
Agenda



A vision for Public Services: Digital, interoperable and open public sector

Our public administrations should be **digital by default**.

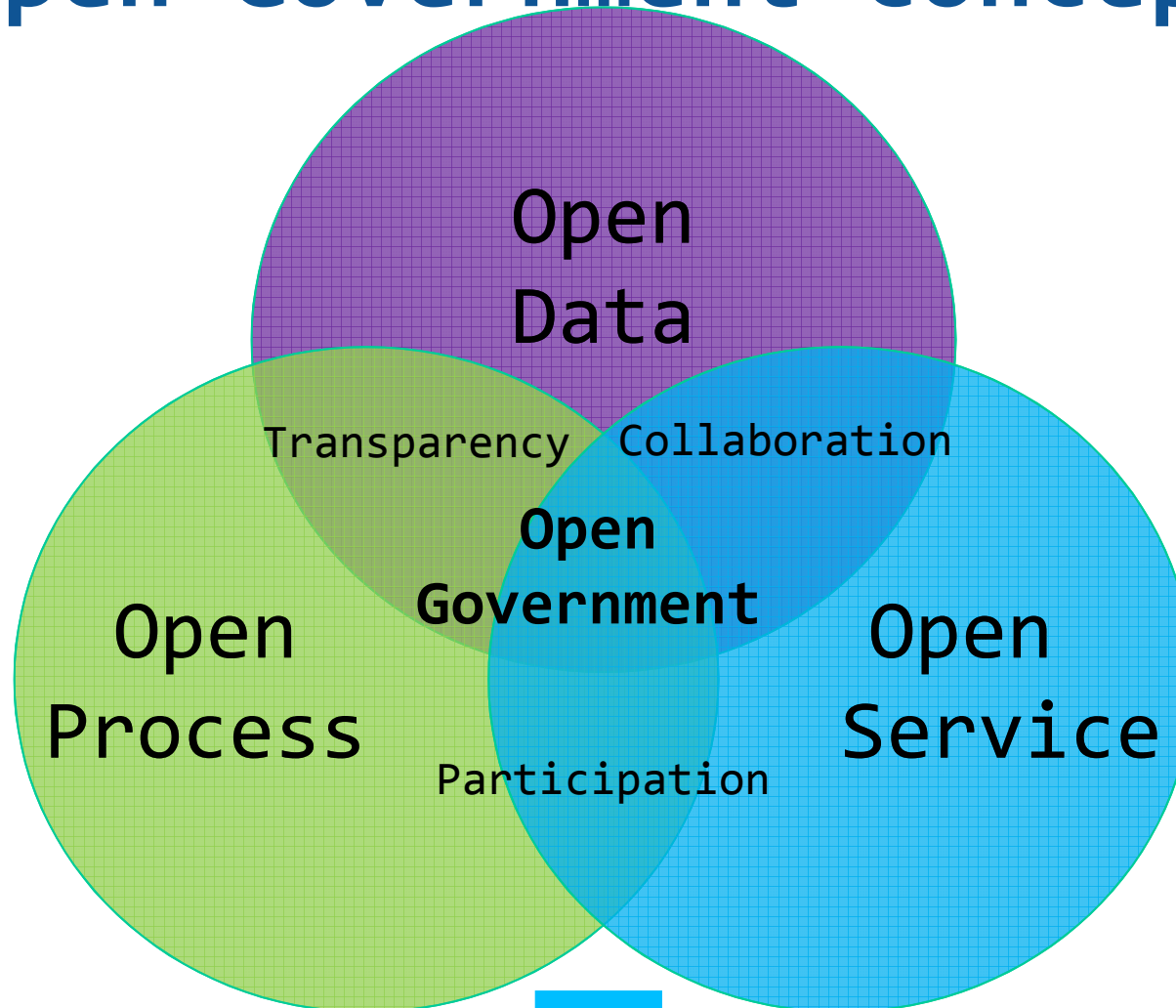
Public services must be **cross-border by default**.

European Council conclusion included the "**once only principle**"

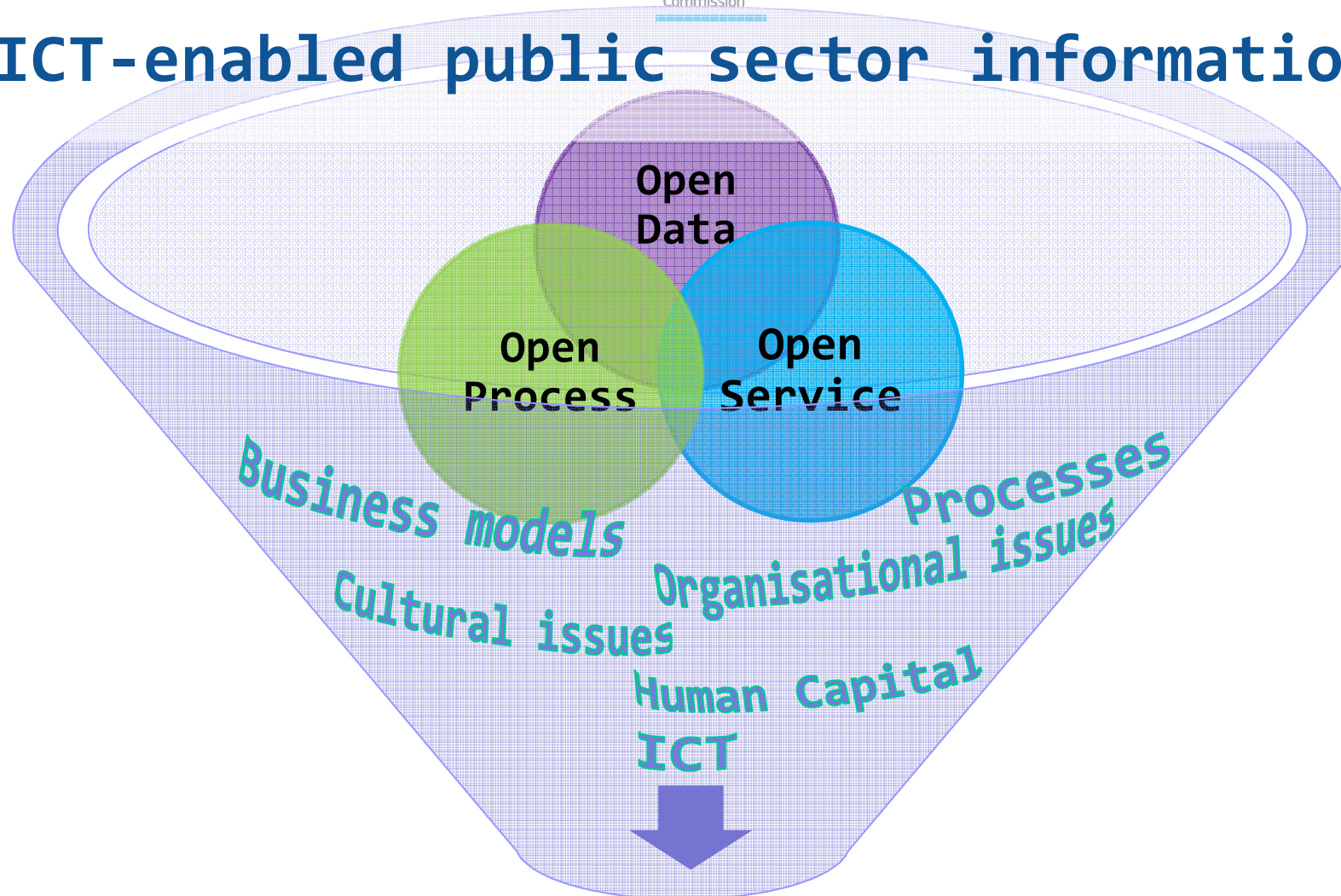
Full digital reporting of the public sector

➔ Governments and administrations must be **open, transparent and collaborative**.

Open Government concept

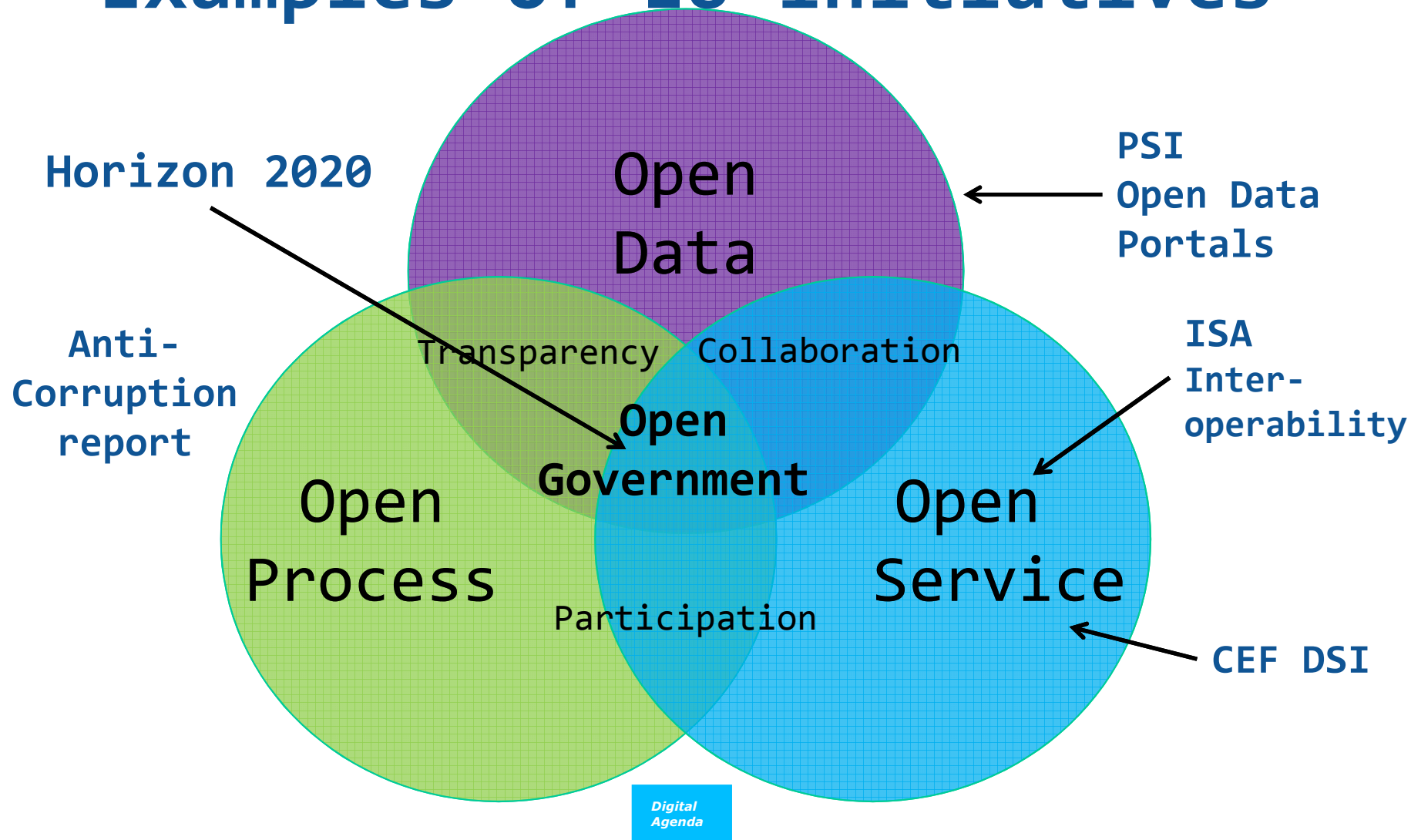


ICT-enabled public sector information



Open Government → collaboration, participation, transparency

Examples of EU initiatives



Thanks !



ec.europa.eu/digital-agenda

ec.europa.eu/egovernment



EU_Public Services



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@EU_eGov



ec.europa.eu/digital-agenda/en/ict-enabled-public-sector-innovation-through-open-government