



EU eGovernment Action Plan 2016-2020

*Accelerating the digital
transformation of government*

European Commission
DG CONNECT, 'Public Services' Unit

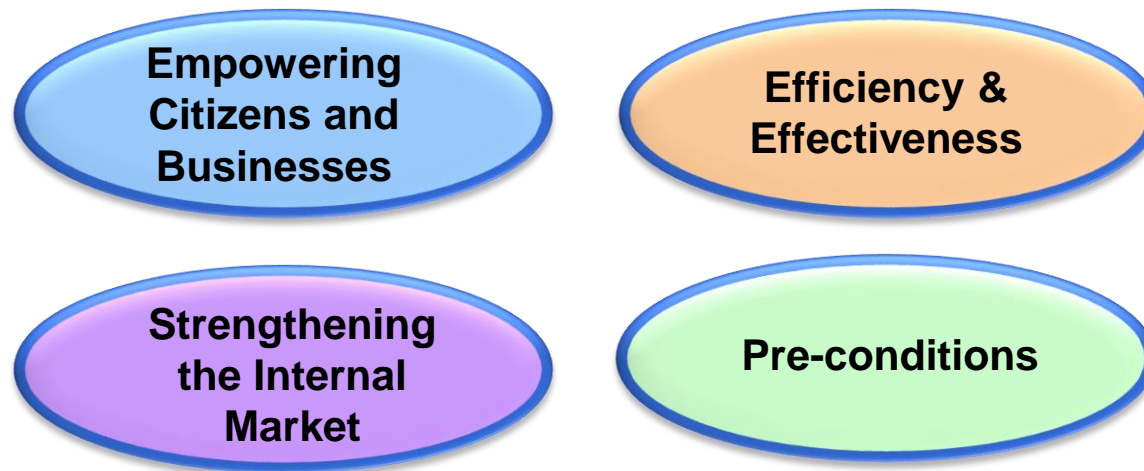
25 May 2016, Rome, Italy



- Past achievements
- New eGovernment Action Plan 2016-2020
- Concrete actions to accelerate the digital transformation of government
- Opportunities

Instruments to advance the modernisation of public administrations across the EU

- i2010 eGovernment Action Plan 2006-2010
- DAE eGovernment Action Plan 2011-2015



Major Achievements



Interoperable electronic procurement

14 partners
8 countries

Total Budget
30.8M€



Electronic Identity

32 partners
14 countries

Total Budget
26M€



Patient Summary/ePrescribing

47 partner
23 countries

Total Budget
23M€



Business mobility

33 partners
16 countries

Total Budget
24M€



eJustice

17 partners
14 countries

Total Budget
14M€



Consolidation of previous LSPs

26 partners
(over 103)
22 countries

Total Budget
27,4 M€



NB: Italy participated in all of these Large Scale Pilot projects



CEF Building Blocks

CEF building blocks offer basic capabilities that can be used in any European project to facilitate the delivery of digital public services across borders.



Sector Specific DSI

Sector Specific Digital Service Infrastructures (DSI) are projects that are supported by the CEF building blocks across policy domains.

Business Registers Interconnection System (BRIS)

Cybersecurity

eHealth

European e-Justice Portal

eProcurement

Online Dispute Resolution (ODR)

Public Open Data

Safer Internet

- Past achievements
- New eGovernment Action Plan 2016-2020
 - Rationale and approach
 - Vision, principles, policy priorities
- Concrete actions to accelerate the digital transformation of government
- Opportunities

From eGovernment to (digital) government strategies



- 'online government' (*efficiency*)
- 'transformative government' (*efficiency & effectiveness*)
- 'lean government' (*more with less*)
- 'digital government' / 'open government'
(*efficiency & effectiveness ... & economic growth, societal equality, good governance, transparency, citizen engagement, etc.*)

quality of public
service delivery

social inclusion

public sector
efficiency

public trust

participation

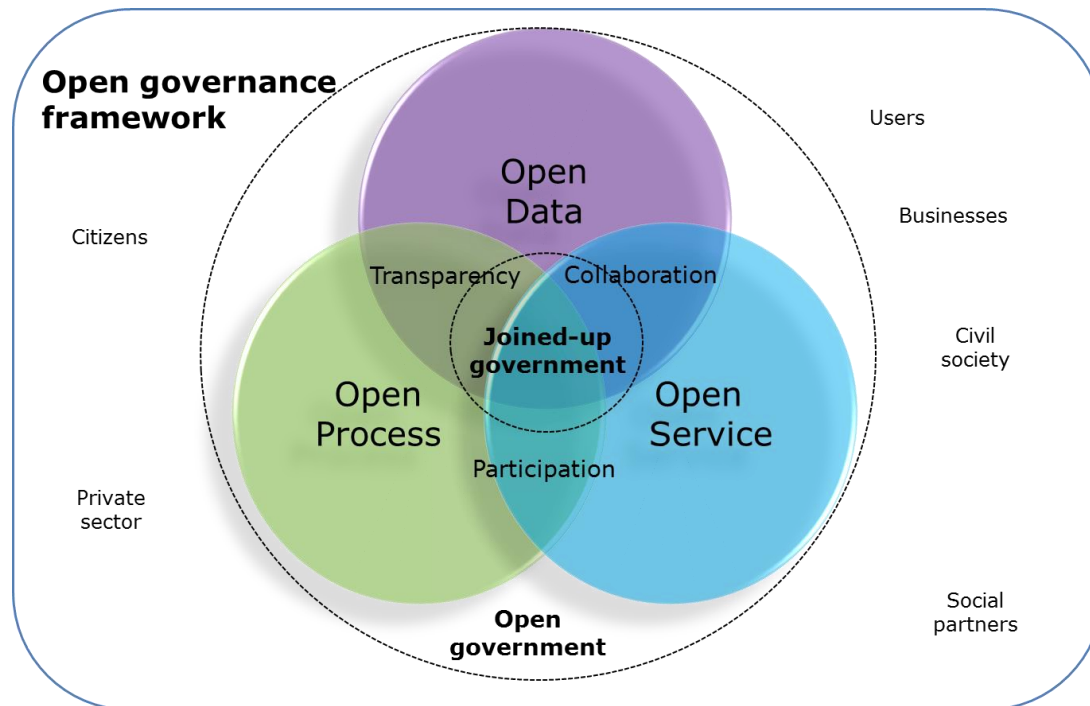
multi-level and
multi-actor
governance



From *silos* to *joined-up and open government*



- Re-using data and services (between administrations and across MS)
- Cross-domain and cross-border interoperability
- Opening data, services, decision towards stakeholders



Shared digital infrastructure



From availability to take-up - from *customer services* to *customised services*



3 challenges for government services to match rising customer expectations

1 Mobile-friendly



Only **1 in 4** public services in Europe (**27%**) is 'mobile-friendly', creating a smooth experience when visiting public websites on your mobile device.

UK leads the way:

'for government services, the mobile web is a winner, both from a **user** and a **cost** perspective'.



2 Open & transparent

2 out of 5 websites (41%) are transparent about service process, duration and response times, thereby causing people to drop offline.



only **1 in 3 websites (35%)**



inform visitors about their ability to participate in policy making processes.



3 Personalised & simplified

Proactive information provided about personal data held by the governments (**in 33 countries**):

Entrepreneurs

6



10

Students

4

Unemployed/
job-seekers



Once-only registration simplifies registration and customises services for multiple use by public authorities - however:

In **45%** of cases, online forms pre-filled with personal data are used.



In only **4%** of cases, services are proactively delivered to the user.



Digital Single Market Strategy for Europe



The Commission will present a
new e-Government Action Plan 2016-2020

Vision



- open, efficient and inclusive public administrations, providing borderless, personalised, user-friendly, end-to-end digital public services
- innovative approaches are used to design and deliver better services
- digital environment to facilitate their interactions with stakeholders

Principles

- Digital by Default
- Once only principle
- Inclusiveness and accessibility
- Openness & transparency
- Cross-border by default
- Interoperability by default
- Trustworthiness & Security

Policy priorities

eGovernment Action Plan 2016-2020

**Modernising
public
administration
with ICT, using
key digital
enablers**

**Enabling cross-
border mobility
with
interoperable
digital public
services**

**Facilitating
digital
interaction
between
administrations
and citizens /
businesses for
high-quality
public services**

**20 actions identified in this Action Plan
Further actions may be proposed either by the Commission or by
stakeholders, including Member States.**

- Past achievements
- New eGovernment Action Plan 2016-2020
- Concrete actions to accelerate the digital transformation of government
 - Action launched
 - Possible future actions
- Opportunities

- eProcurement
- Take-up of eIDAS services
- Long-term sustainability of cross-border DSI
- Revision of the EIF
- Catalogue of ICT standards for public procurement
- The Commission to use common building blocks such as CEF DSIs and follow the EIF, gradually introduce the 'digital by default' and 'once-only' principles, eInvoicing and eProcurement and assess the implication of a possible implementation of the 'no legacy' principle.

***Full end-to-end e-procurement
can generate savings between
5 to 20%***



- Single Digital Gateway
- e-Justice Portal
- Interconnection of business registers
- Interconnection of insolvency registers
- Digital technologies throughout a company's lifecycle
- Single Electronic Mechanism for VAT
- 'Once-Only' principle large-scale pilot project



Applying the "once-only" principle in the EU could generate an annual saving of around €5 billion



- Single window for maritime transport and transport e-documents
- Electronic Exchange of Social Security Information
- EURES Job Mobility portal
- Cross-border eHealth services



'Digital by default' strategy at EU28 level could result in around €10 billion of annual savings



- Once-only principle for citizens in a cross-border context
- Deployment and take-up of the INSPIRE data infrastructure
- Transform the Commission (Europa) websites

***Opening-up public sector
information in electronic format is
expected to bring about economic
gains of around €40 billion a year***





20 actions identified, you can propose new ones!

For Citizens

Live, study & work

For Businesses

Make business

For Public Administrations

Be user-friendly

Stakeholder engagement platform

(to be launched in June 2016)

- Call for ideas will be constantly open
- Member States and Commission to select actions to be added to the Action Plan
- Transparency on filtering criteria
- Monitoring of the implementation



- Past achievements
- New eGovernment Action Plan 2016-2020
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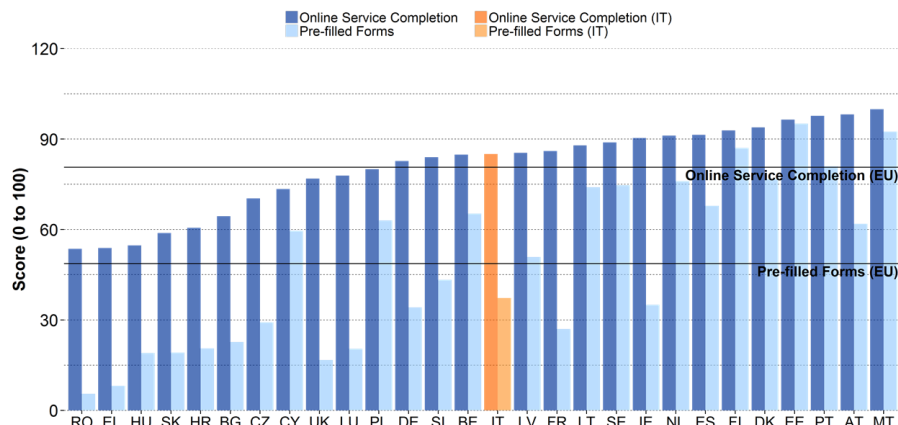


ITALY

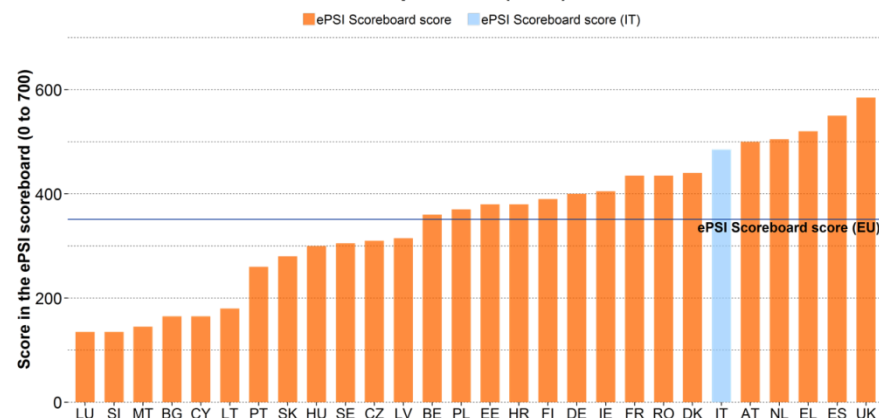
eGOVERNMENT STATE OF PLAY



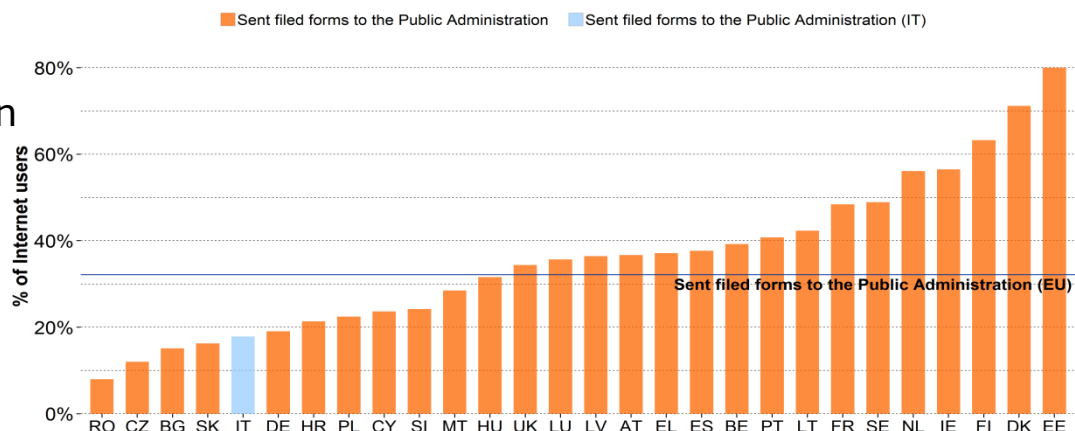
eGovernment Service Sophistication (2015)



Open Data (2015)



**eGovernment Users (2015)
(sending filled forms online)**



Supply of eGovernment services improving (with online service completion going from 78% to 85%)

- > need to further increase take-up (digital skills, usability and re-using information across administrations)

Digital enablers built on strong analogue foundation

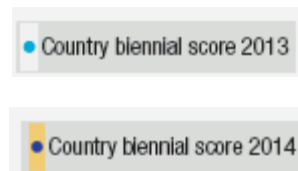
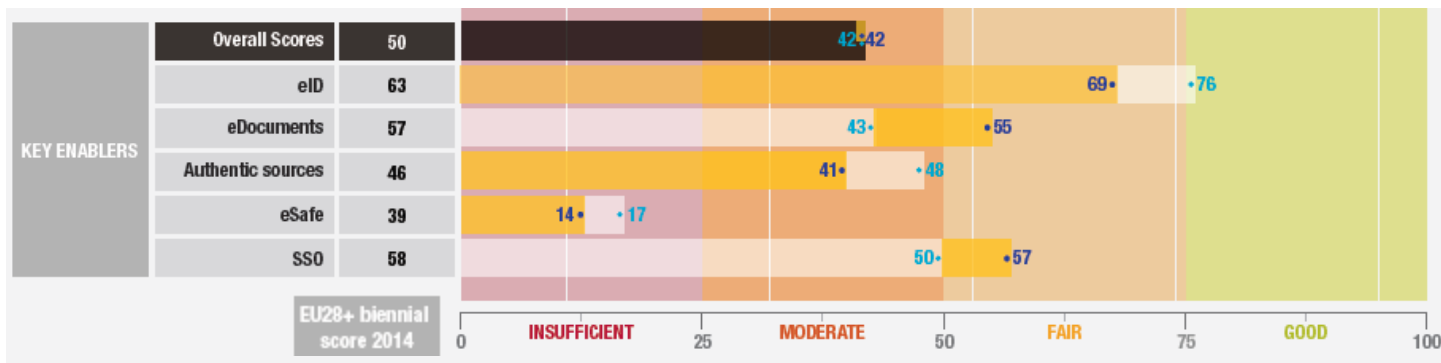
- Streamlining processes (simplification)
- Institutional capacity (objectives, values, management systems and structures)
- Regulatory and administrative reforms (changing laws and management practices)
- Skills (cognitive, social & behavioural and technical)
- Monitoring mechanism

<http://ec.europa.eu/esf/toolbox>



From silos to joined-up and open government

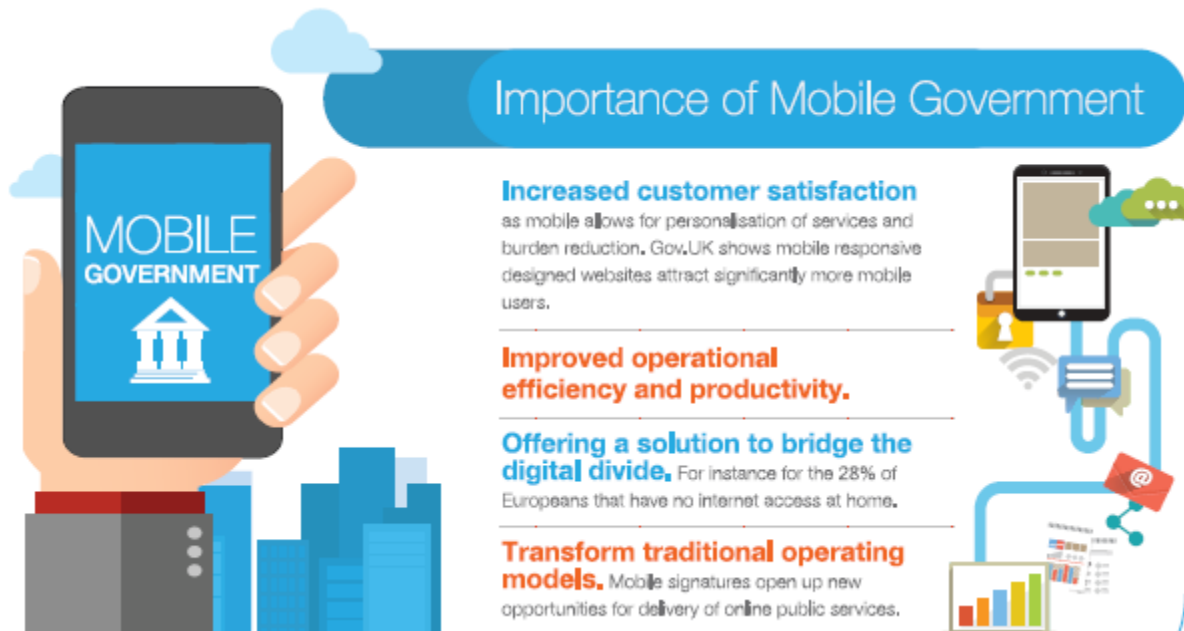
- Re-use existing building block digital service infrastructures (*see the CEF*)
- Consider breaking down business processes and tasks into fundamental (modular) services that can be re-used coupled with other services in different contexts (*start small, agile, flexible*)
- Consider (business) life events (*see eGovernment Benchmarking*)
- Consider the role of (open/big) data (*accountability & collect, connect, analyse*)
- Coordinate among administrations for the implementation of the actions
- Collaborate with other public administrations and launch joint actions



"It is not a matter of realising building blocks. It implies another way of working."

From availability to take-up

- Respect the principles when implementing new actions
- Engage users / stakeholders from the start (Customer Journey, understand needs, raise awareness, facilitation services, feedback mechanism, etc.)





Possible funding instruments & support

- European Structural and Investment Funds (ESIF)
- Connecting Europe Facility (CEF) Telecom to deploy digital public services that work across borders
- Horizon 2020 Research & Innovation Programme
Societal Challenge (SC) 6 - Europe in a changing world - inclusive, innovative and reflective societies (ICT-enabled public sector modernisation)
- Interoperability Solutions for European Public Administrations (ISA²)
- Structural Reform Support Service and Programme (SRSS and SRSP)

NB: The Action Plan will not have a dedicated budget or funding instrument.



Thank you!



Public Services

<http://ec.europa.eu/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>

Staff Working Document

<https://ec.europa.eu/digital-single-market/en/news/staff-working-document-executive-summary-implementation-and-evaluation-report-eu-egovernment>

Cnect-egovernment@ec.europa.eu



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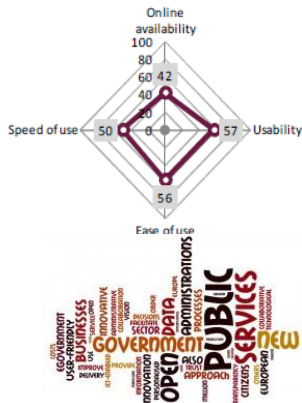
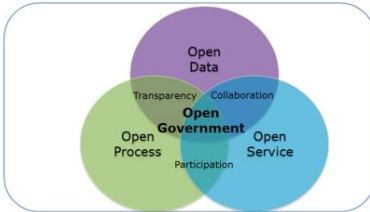


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EU_Public Services





joinup

Vision for public services

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

eGovernment benchmark

<https://ec.europa.eu/digital-single-market/en/news/eu-egovernment-report-2015-shows-online-public-services-europe-are-smart-could-be-smarter>

eGovernment Studies

<http://ec.europa.eu/digital-agenda/en/egovernment-studies>

Quality of Public Administrations – Toolbox for Practitioners

<https://ec.europa.eu/digital-agenda/en/news/quality-public-administration-toolbox-practitioners>

Join'up

<https://joinup.ec.europa.eu/>

