



EU eGovernment Action Plan 2016-2020

***Accelerating the digital transformation
at local and regional level***

**European Commission
DG CONNECT H4, eGovernment & Trust Unit**

September 2017, Prague

Fie Hoerbye Jacobsen

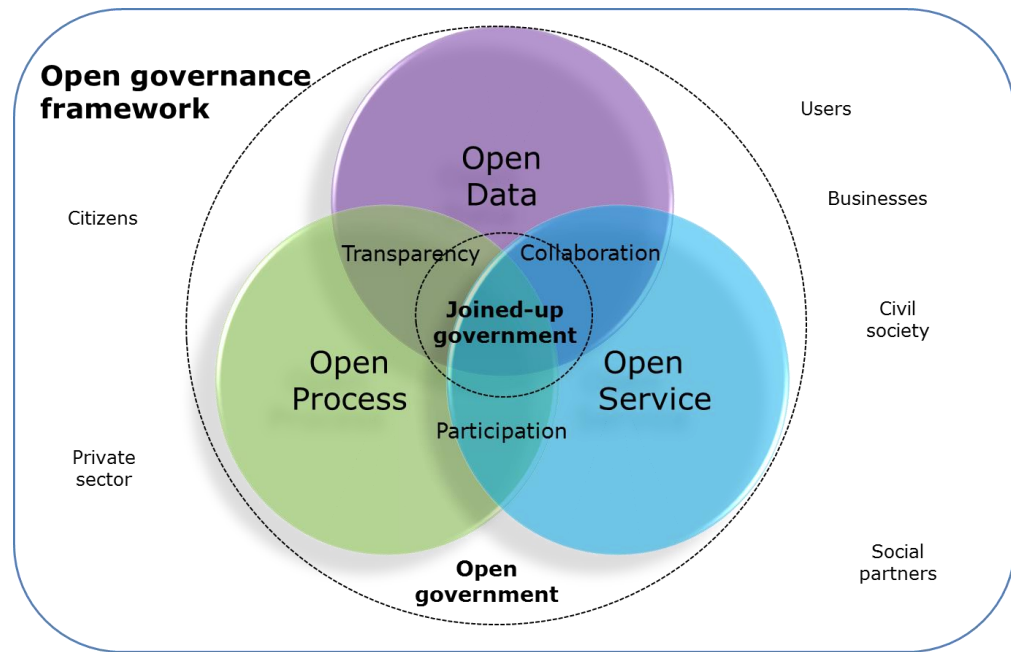
Why modernise public administration?

eGovernment Action Plan 2016-2020

New Approach

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

- Shared digital infrastructure
- (Re)-using data
- Cross-domain and cross-border interoperability
- Bringing together stakeholders from government and from outside government



From eGovernment to (digital) government strategies

- Capturing the value of digital technologies for more **open, participatory and innovative governments**
- Using technology to improve **government accountability, social inclusiveness and partnerships**
- Creating a **data-driven culture** in the public sector
- Ensuring **coherent use of digital technologies** across policy areas and levels of government
- **Reviewing legal and regulatory frameworks** to allow digital opportunities to be seized

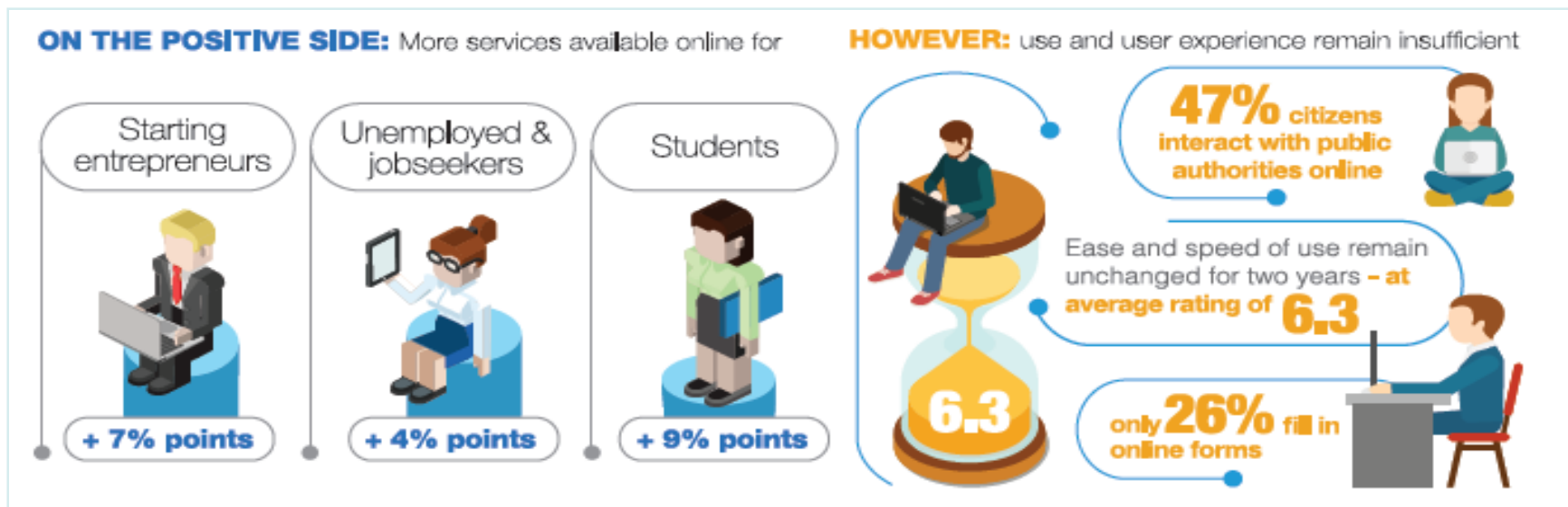
**Efficiency and effectiveness along with economic growth, societal equality, and good governance
(transparency, integrity and citizen engagement)**

New Approach



From *customer services* to *customised services*

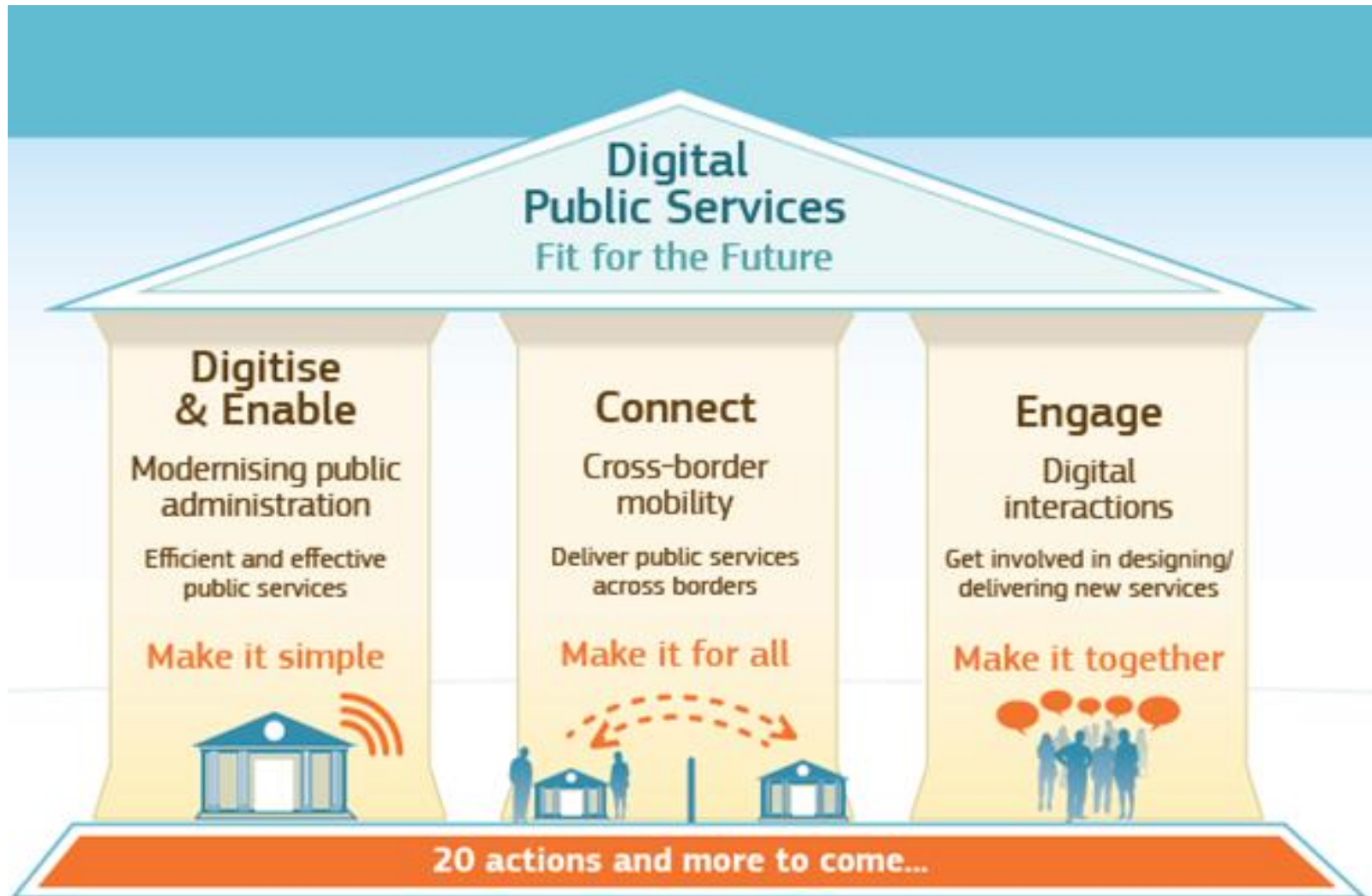
- Removing unnecessary steps in customer journey
- Effective one-stop-shop to users
- Automatically delivered services (or pre-filled forms)
- Mobile devices for further personalisation of services
- Collaboration and feedback from users to increase the quality of the services



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Vision, principles, policy priorities

eGovernment Action Plan 2016-2020



Vision for public administrations in the EU

- **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**
- Public administrations should use the opportunity offered by the new digital environment to **facilitate their interactions with stakeholders** and with each other



01 Digital by default

02 Once-only principle

03 Inclusiveness and accessibility

04 Openness & transparency

05 Cross-border by default

06 Interoperability by default'

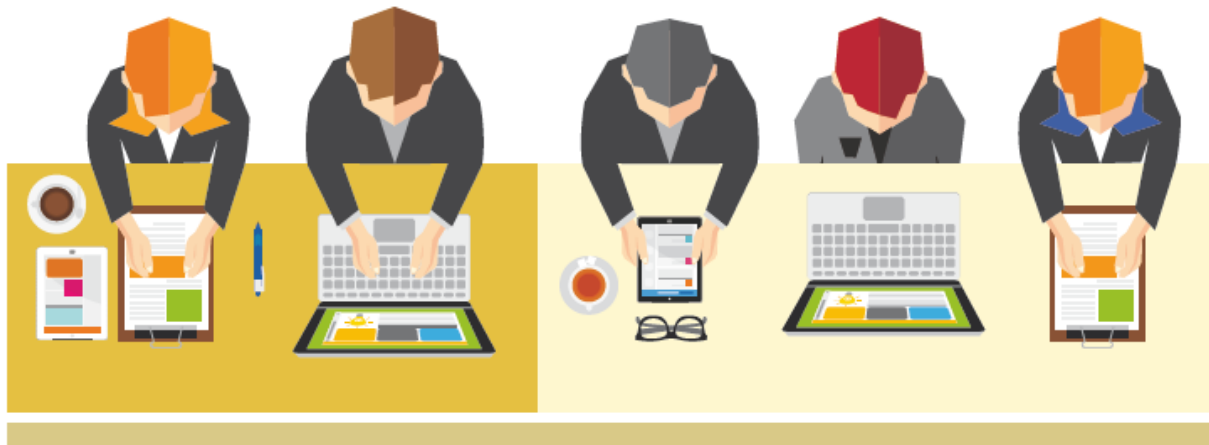
07 Trustworthiness & security

Concrete actions to accelerate the digital transformation of government

1

Modernise public administration with ICT

- Accelerate the transition to **e-procurement**, **e-signatures**
- Take-up of **electronic identification**



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

2

Enabling cross-border mobility through interoperability

- **Digital single gateway:** allowing users to obtain all information & assistance to operate across borders
- Help EU Member States develop **cross-border e-health services**
- Make the **European e-Justice Portal** a one-stop shop for information on European justice issues.



2

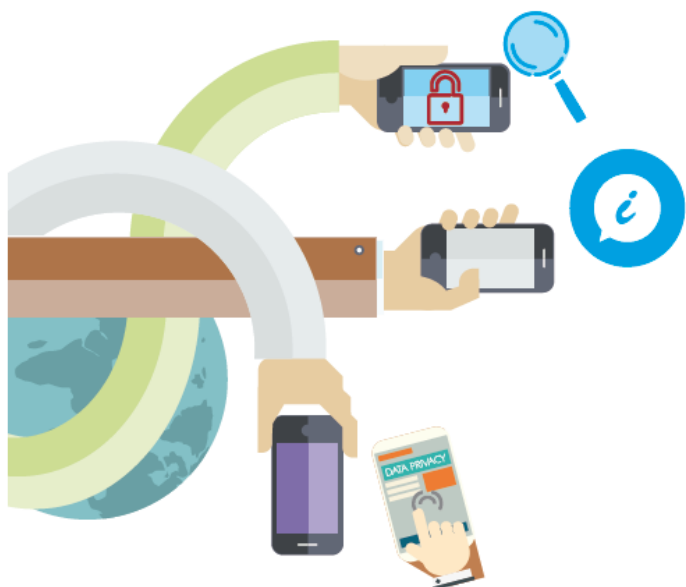
Enabling cross-border mobility through interoperability

- Set up a pilot project to apply the **"once-only" principle for businesses** across borders.
 - Companies will only need to provide paperwork to public authorities in one EU country, even if they operate in other EU Member States.



3

Facilitating digital interaction between administrations and citizens/businesses



- Assess the possibility of applying the **once-only principle for citizens** in a cross-border context.
- Accelerate the deployment and take-up of the **INSPIRE Directive data infrastructure**

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

Opportunities



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

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

Stakeholder engagement platform



European
Commission

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FUTURIUM

eGovernment4EU

European Commission > Futurium > eGovernment4EU



Needs

Discussions

Library

Polls

Events

Blogs

People

Public Administration of the 21st century

Contribute to the eGovernment Action Plan 2016 – 2020: Digital Public Services fit for the future!

This online platform has been set up to gather ideas for new actions and provides a space for all to collaborate and discuss how to improve eGovernment services in the EU.

As a citizen, a business or a public administration what are your needs (which may be expressed by an organisation representing you)?

Let us know, share your ideas and contribute to the efforts to modernise your Public Services (local, regional, national, European).

Quick links

[eGovernment Action Plan 2016-2020](#)

[Actions in the eGovernment Action Plan 2016-2020](#)

[Selection Criteria](#)

[Exchange practices and solutions on eGovernment \(Joinup\)](#)

[Data sources](#)

[Contact](#)

The eGovernment Action Plan 2016-2020 will help to modernise public administrations using ICT.

Describe your needs and propose actions as a:

Citizen

Business

Public administration

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

Connecting Europe Facility (CEF) Telecom to deploy digital public services that work across borders (EUR 77 million in 2017)

Call	Call open	Deadline for submissions
CEF-TC-2017-2 Cyber Security (indicative budget: €12 million)	6 May 2017	21 September 2017
CEF-TC-2017-2 eDelivery (indicative budget: €0.5 million)	6 May 2017	21 September 2017
CEF-TC-2017-2 eHealth (indicative budget: €9 million)	6 May 2017	21 September 2017
CEF-TC-2017-2 eProcurement (indicative budget: €4 million)	6 May 2017	21 September 2017
CEF-TC-2017-3 eInvoicing (indicative budget: €10 million)	28 June 2017	28 November 2017
CEF-TC-2017-3 eTranslation (indicative budget: €6 million)	28 June 2017	28 November 2017
CEF-TC-2017-3 Europeana (indicative budget: €2 million)	28 June 2017	28 November 2017

Horizon 2020 Research & Innovation Programme

Excellent
Science

Industrial
Leadership
(LEIT)

Societal
Challenges
(SC)



Societal Challenge (SC) 6
**Europe in a changing world - inclusive,
innovative and reflective societies**

***Funding research and innovation actions
on ICT-enabled public sector
innovation***

WP 2017

- **CO-CREATION-04-2017:** Applied co-creation to deliver public services
- **CO-CREATION-06-2017:** Policy-development in the age of big data: data-driven policy-making, policy-modelling and policy-implementation
- **CULT-COOP-11-2016/2017:** Understanding the transformation of European public administrations
- **SMEInst-12-2016-2017:** New business models for inclusive, innovative and reflective societies



European Union

European Structural
and Investment Funds

Thematic Objectives 2 and 11:

2. Enhancing access to, and use and quality of information and communication technologies (ICT)

11. Enhancing institutional capacity of public authorities and stakeholders and efficient public administration

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



Thank you!



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

<https://ec.europa.eu/digital-single-market/en/trust-services-and-eid>



eGovernment Action Plan 2016-2020

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



Stakeholder engagement platform

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