Accelerating the digital transformation of public services

The EU eGovernment Action Plan 2016-2020

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Andrea SERVIDA
DG CONNECT, European Commission
Head of Unit "eGovernment and Trust"
andrea.servida@ec.europa.eu

*'The industrial revolution of our time is digital.… As companies aim to scale up across the Single Market, **public e-services should also meet today's needs**: **be digital, open and cross-border by design**. The EU is the right scale for the digital times.'*

Andrus Ansip,
Vice-President for the Digital Single Market

5 Digital Public Services, by Sub-dimensions of 5 Digital Public Services

5a eGovernment

European Commission, Digital Scoreboard

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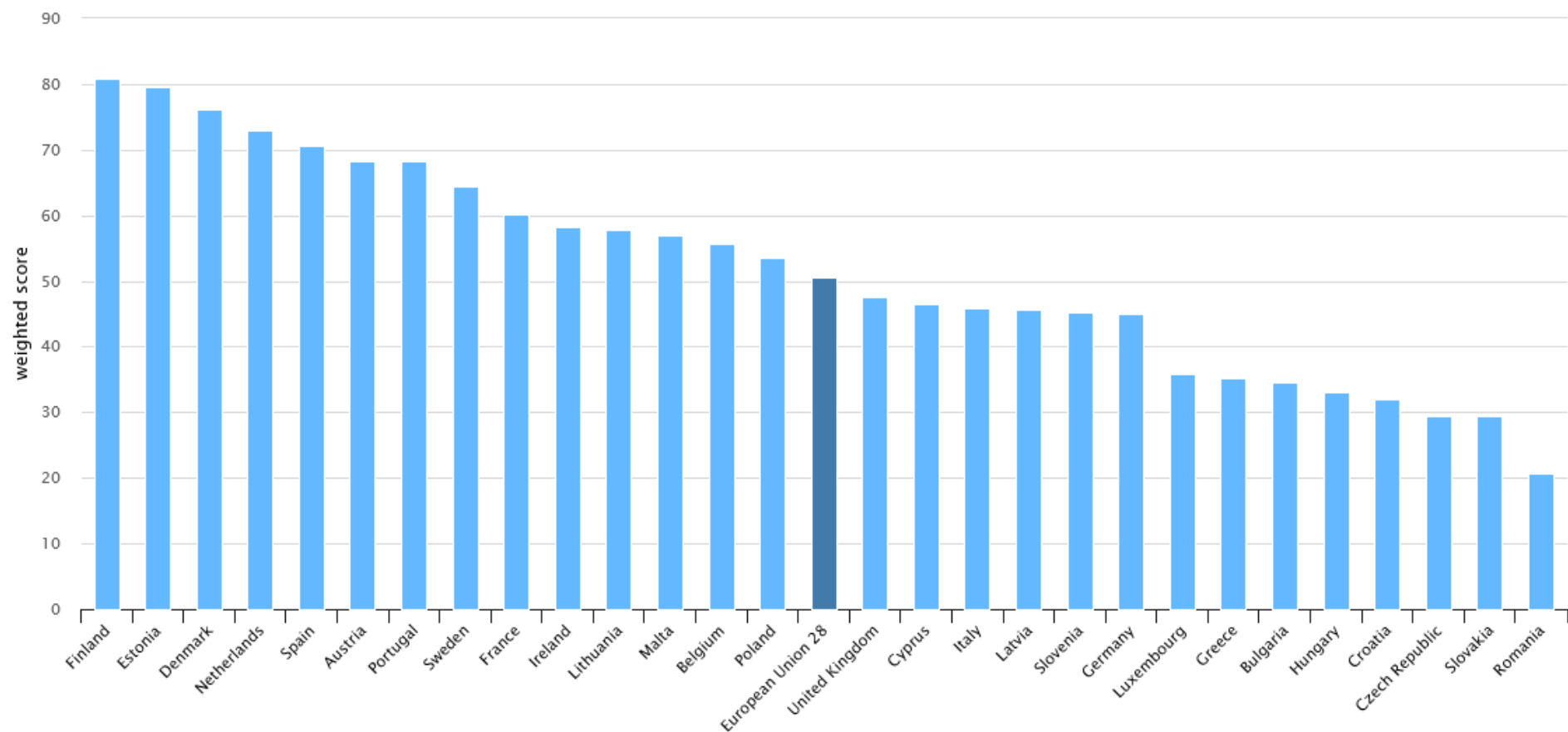
- In the EU, **public expenditure** is approx. 50% of GDP and the public sector represents about 17% of **total employment**;

- Public administrations have a **great buying power**; in the EU, the overall market for purchases of goods, services and works by the public sector accounts for almost 20% of GDP;

- **Opening-up public sector information** in electronic format is a powerful tool to foster data-driven businesses and thereby growth;

- Improving the **framework conditions for businesses**, in particular through eProcurement, improved efficiency of procedures and greater transparency;

- Public services that work across borders can prevent the emergence of new obstacles to the **Single Market,** helping European companies;

- Need to tackle the challenge of **renewing the legitimacy** of policy-making through greater transparency, efficient and accountable public budget management and increased participation;

- Using the available data and evidence in new ways can improve the effectiveness, efficiency and the **quality of decisions** in the public sector.

Total general government expenditure in the EU Member States, 2014
(as % of GDP)

European Commission
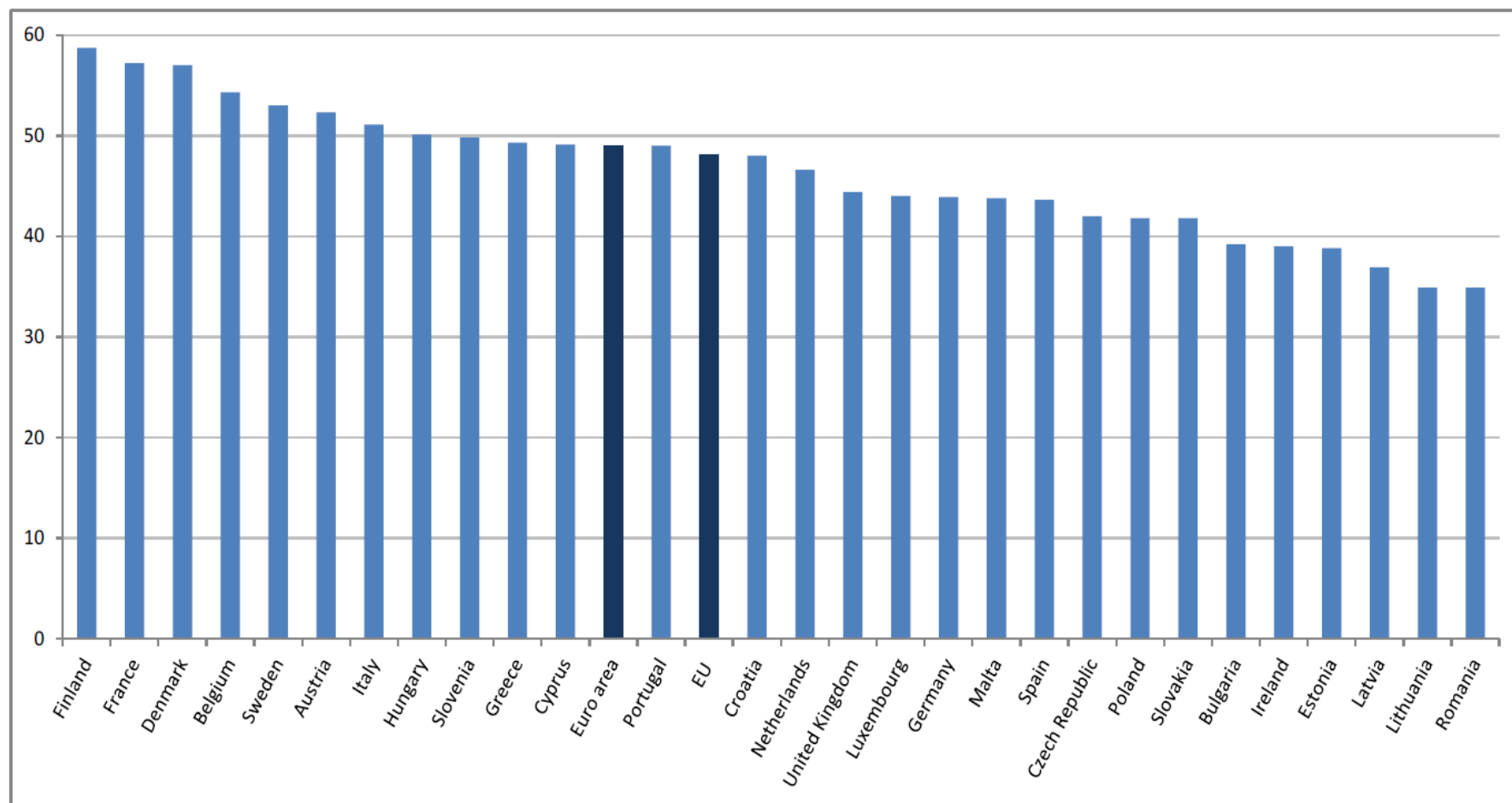
The digital by default strategy at EU28 level could result in around €10 billion of annual savings

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

E-procedures could reduce costs by yearly EUR 19 million for cross-border businesses and EUR 810 million for domestic businesses

Switching from paper to fully automated invoicing can cut the costs of receiving an invoice from 30-50 euro to 1 euro

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

The Vision

- By 2020, public administrations and public institutions in the European Union should be **open, efficient and inclusive, providing borderless, personalised, user-friendly, end-to-end digital** public services to all citizens and businesses in the EU.

- **Innovative approaches are used to design and deliver better services** in line with the needs and demands of citizens and businesses.

- Public administrations use the opportunities offered by the new **digital environment to facilitate their interactions with stakeholders**.

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From eGovernment to (digital) government strategies

European Commission

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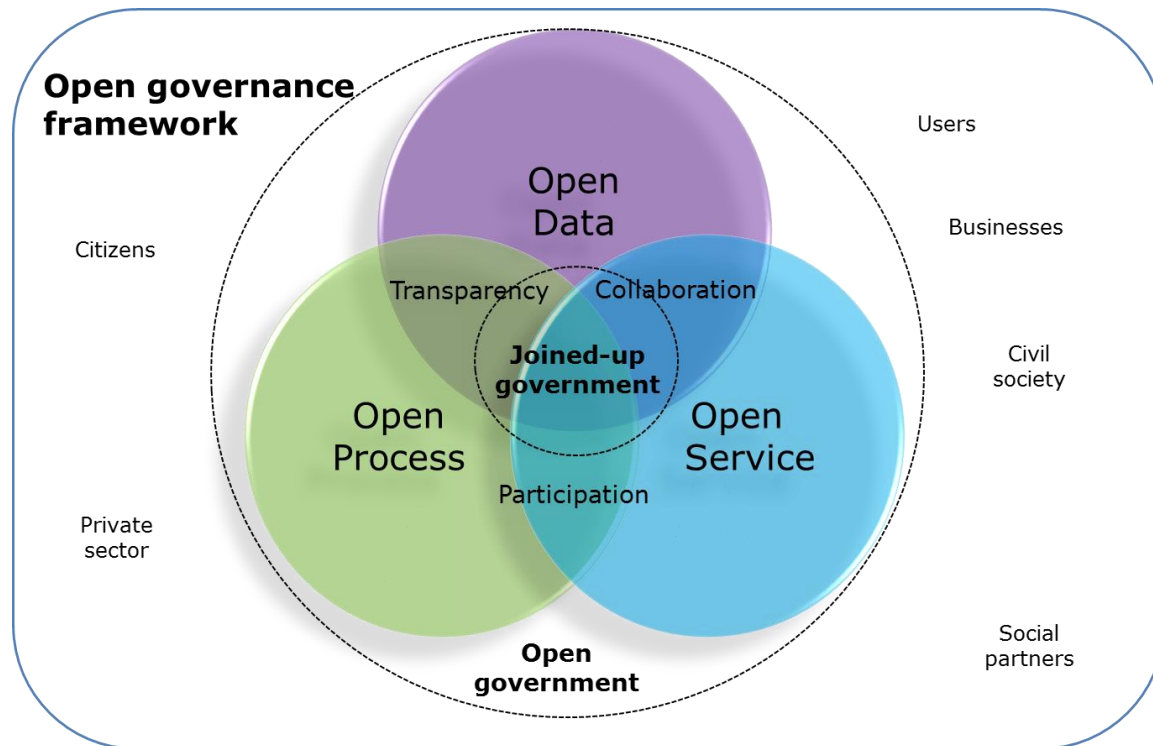> (transparency, integrity and citizen engagement)**

- 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

- Assessing existing assets to guide **procurement of digital technologies**

- **Reviewing legal and regulatory frameworks** to allow digital opportunities to be seized

Source: OECD Recommendation on digital government strategies, 2014

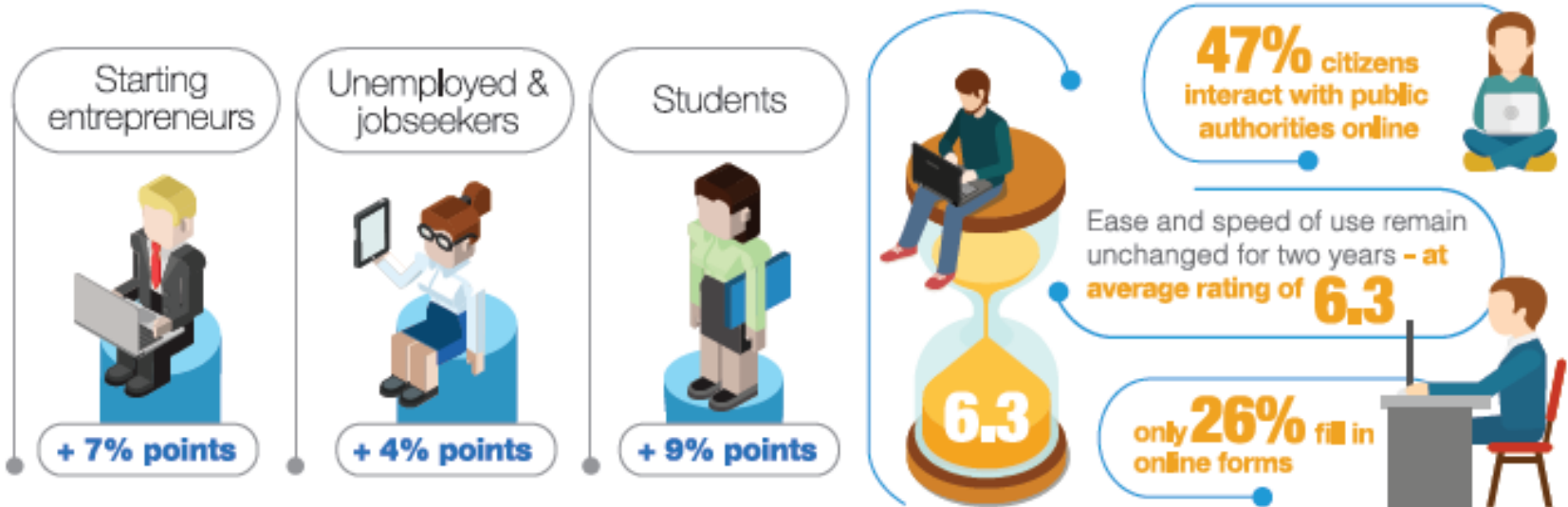# From *silos* to *joined-up and open government*

European Commission

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

Open governance framework

Users

Citizens

Businesses

Open Data

Transparency   Collaboration

Joined-up government

Civil society

Open Process

Open Service

Private sector

Participation

Open government

Social partners

'Vision for Public Services': https://ec.europa.eu/digital-agenda/en/ict-enabled-public-sector-innovation-through-open-government

ON THE POSITIVE SIDE: More services available online for

Starting entrepreneurs	Unemployed & jobseekers	Students
+ 7% points	+ 4% points	+ 9% points

HOWEVER: use and user experience remain insufficient

47% citizens interact with public authorities online

Ease and speed of use remain unchanged for two years – at average rating of **6.3**

6.3

only **26%** fill in online forms

- 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

- Privacy and security (trust) are key barriers to uptake

- 'User listening' (collaboration and feedback)

Source: eGovernment Benchmark, 2015

A new Action Plan to make:

*digital public services **reduce administrative burden** on businesses and citizens by making their interactions with public administrations **faster and efficient, more convenient and transparent, and less costly***

*seamless cross-border and digital public services contribute to **competitiveness** and **make the EU a more attractive place to invest and live in***

public administrations and public institutions** in the EU be **open, efficient and inclusive,** providing borderless, personalised, user-friendly, end-to-end digital public services to **all citizens and businesses in the EU

Actions

Digitise & Enable

1. eProcurement
2. Take-up of eIDAS services
3. Long-term sustainability of cross-border DSI
4. Revision of the EIF
5. Catalogue of ICT standards for public procurement
6. The Commission will use the common building blocks such as CEF DSIs and follow the EIF. It will 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.

Connect

7. Single Digital Gateway
8. e-Justice Portal
9. BRIS
10. Interconnection of insolvency registers
11. Digital technologies throughout a company's lifecycle
12. Single Electronic Mechanism for VAT
13. 'Once-Only' principle large-scale pilot project
14. Single window for maritime transport and transport e-documents
15. EESSI
16. EURES Job Mobility portal
17. Cross-border eHealth services

Engage

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

European Commission

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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

- Member States and Commission to select actions to be added to the Action Plan

- Transparency on filtering criteria

- Monitoring of the implementation

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

European Commission

Published on 03/10/2016 - available here

Accelerators:
growth & absolute score
above EU28+

Steady performers:
absolute score above EU28+
& growth below EU28+

Moderate performers:
growth & absolute score
below EU28+ average

No data available

| 61% | Absolute score EU28+ |
| + 8 | Average growth EU28+ |

Malta   Cyprus
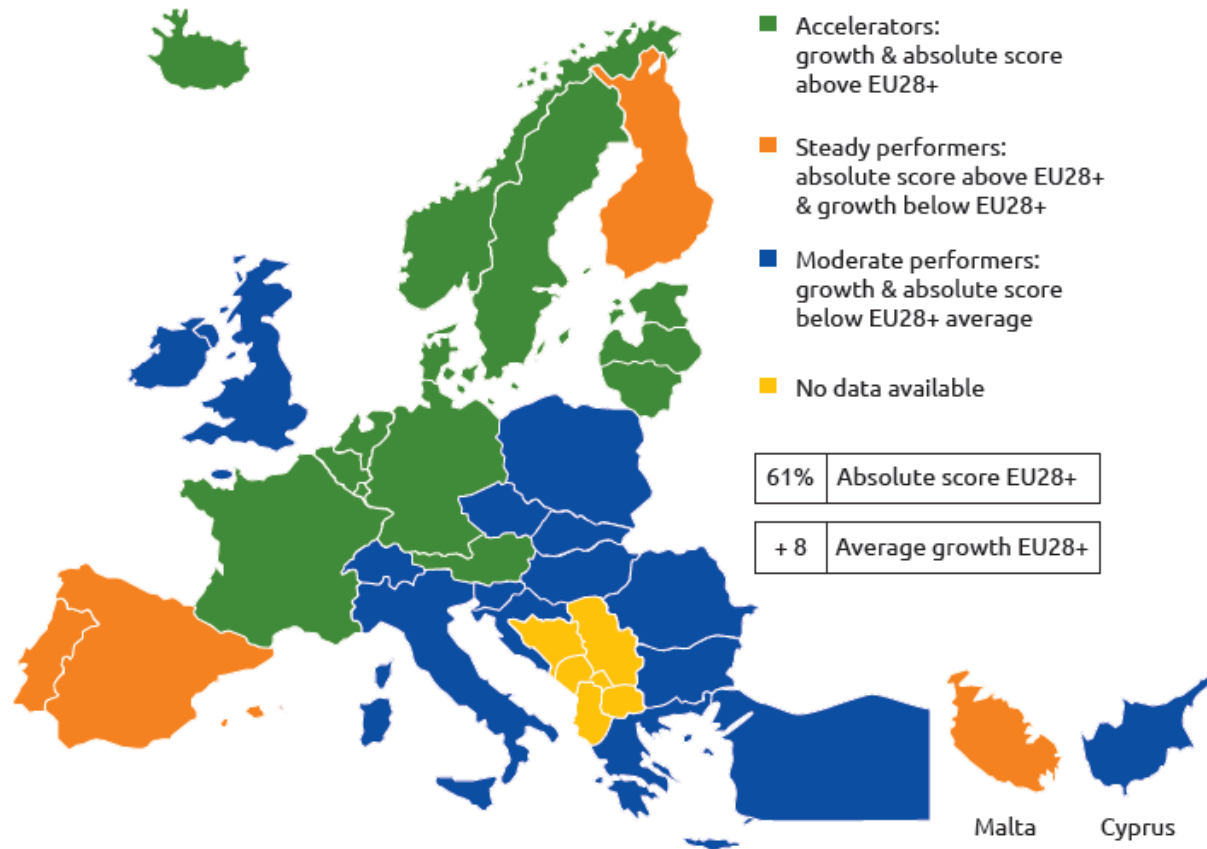
Figure I: Illustration how countries are progressing compared to the EU28+ average[1]

Top-level benchmarks for e-Government

General Progress

- eGovernment Action Plan 2016-2020 published on 19/04/2016

- (Competitiveness) Council Conclusions on DSM technologies and public services modernisation on 26/05/2016

- eGovernment Conference 'Digital and Open Government – next step to maturity' on 02-03/06/2016 + **launch of eGOV4EU platform**

- **Council Conclusions** on the eGovernment Action Plan 2016-2020 adopted on 20/09/2016

- **Committee of the Regions** adopted its opinion on 11/10/2016

- **Economic and Social Committee** adopted its opinion on 22/09/2016

- **European Parliament** INI Report (IMCO is the lead committee + ITRE and JURI) - > voted on 16 May 2017

European Parliament INI Report

Call on the Commission to:

- identify specific, measurable **targets** for the Action Plan
- **report annually** to Parliament on progress
- **report** to Parliament on the results of the **once-only large-scale pilot for businesses**
- **launch** by the end of 2017 a **once-only large-scale pilot for citizens**
- ensure the rapid and full implementation of the **Single Digital Gateway**
- facilitate the exchange of best practices on the use of the **innovation criteria in public tenders**

  ➢ Considers that work on the electronic interconnection of Member States' business and insolvency registers should be stepped up
  ➢ Highlights the benefits of eParticipation
  ➢ Reiterates the need to improve the digital skills of administrative staff

Text adopted on 16/05/2017
http://www.europarl.europa.eu/sides/getDoc.do?pubRef=-//EP//TEXT+TA+P8-TA-2017-0205+0+DOC+XML+V0//EN&language=EN

- Review **progress** towards completing the Digital Single Market
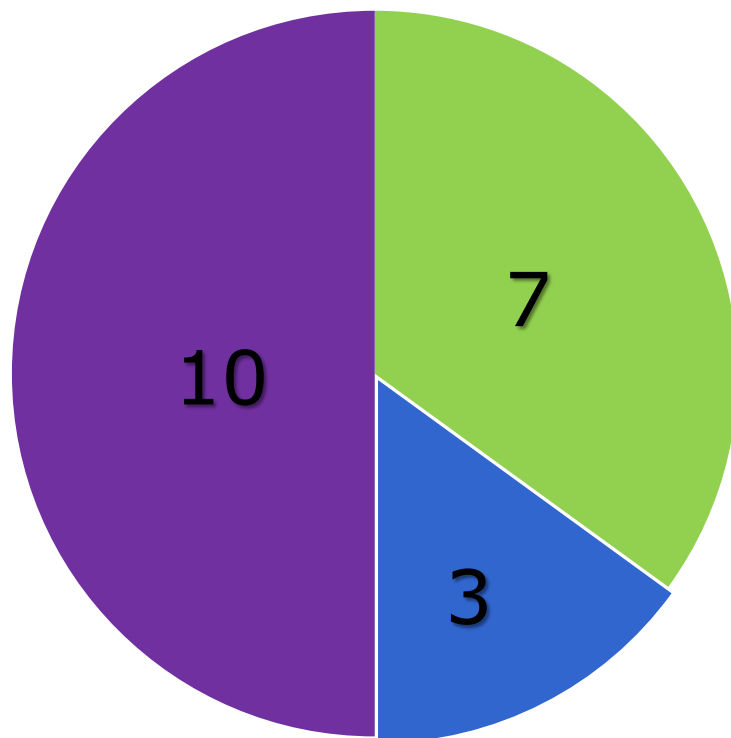
- Analyse potential **effect** of the initiatives under implementation

- Examine emerging trends that need **additional action**

Actions

■ Completed　　■ Target date: 2017　　■ On track

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- eIDAS roll-out
- eJustice portal
- Mini One Stop Shop for VAT
- Once-only principle pilot for businesses
- Once only principle for citizens
- Single Digital Gateway
- European Catalogue of ICT standards

Stepping up effort towards…

- **Single Digital Gateway** draft Regulation including once-only principle

- Once-only principle in eProcurement through the European Single Procurement Document

- The **Once-Only Principle** (TOOP) Large Scale Pilot for businesses

- Once-only principle discussed for citizens (SCOOP4C)

- Accelerating the **take-up of eIDAS**, e.g. European Student e-Card for ERASMUS +

- Revised **European Interoperability Framework** to facilitate cross-border public services

- European **catalogue for ICT standards**, including the CEF building blocks

- The IT platform for exchange of electronic evidence between judicial authorities

- Electronic Official Control for food and plant products

- Enforcement of EU agri-food legislation on internet sales and consumer

- **Digital Government for Citizens Charter**

- **Urban Digital Transition Partnership**

Dynamic eGovernment Action Plan to strengthen the **transformation of public administrations**
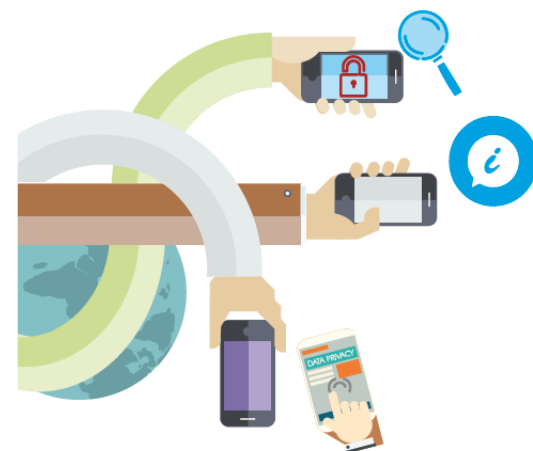
- The Commission will propose amendments to the company law framework, to facilitate **digital solutions throughout a company's lifecycle** (target date 2017)

- **eGOV4EU platform** continues to facilitate the emergence of new ideas for action

- Following the first submissions, Member States are discussing the following **4 themes for further developments**:

  - *User feedback/User experience on digital services*
  - *Public Administrations' electronic payment systems*
  - *Public sector data analytics*
  - *Digital Government for Citizens' Charter*

REALITY

DIGITAL SINGLE MARKET

- The Commission will set **targets** around the following policy indicators to measure progress:
  - *Pre-filled forms*
  - *Availability of cross-border online public services for businesses*
  - *Internet users submitting completed forms to public authorities online*

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

FUTURIUM

Futurium

European Commission > Futurium

Innovation4EU
Crowdsourcing EU innovation.
See what is going-on and share your ideas.

Simplify ESIF
Simplify access to EU structural and investment funds for the beneficiaries. Find here the latest news, share ideas and assess those proposed by others.

Digital4Science
Innovating science in the digital age. Tell us what you expect from the European research in the field of Excellent Science.

eGovernment4EU
You want to have access to modern administration anywhere in Europe to interact from anywhere? You want to participate in the decision process, you want transparency?

eIDAS Observatory
How can we make the cross-border use of eID and trust services in daily transactions a reality? How can we all benefit from digitisation and enjoy seamless, secure and convenient online services?
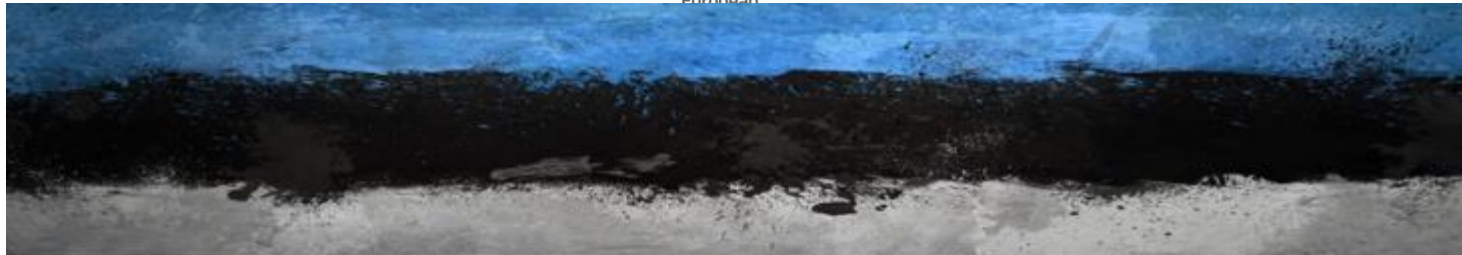
Your ideas for the next Ministerial Declaration on digital government are very much welcomed by 21/6/2017 here: https://ideas4digitalgov.eu/

- Joinup (collaborative platform that helps eGovernment professionals share their experience): https://joinup.ec.europa.eu/

- Observatory of Public Sector Innovation (OECD): https://www.oecd.org/governance/observatory-public-sector-innovation/nome/

- Quality of Public Administration - A Toolbox for Practitioners http://ec.europa.eu/esf/main.jsp?catId=3&langId=en&pubType=434

- eParticipation project clusters https://ec.europa.eu/digital-single-ma ticipation

- ICT for innovative government and public services https://ec.europa.eu/digital-single-market/en/towards-cloud-public-services

- ICT-enabled open government https://ec.europa.eu/digital-single-market/en/h2020-societal-challenge6

- Open government use cases http://opengov.semic.eu:3000/

Thank you!

European Commission

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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