

The agenda of the EU eGovernment policy

Current situation

Dilemmas & challenges

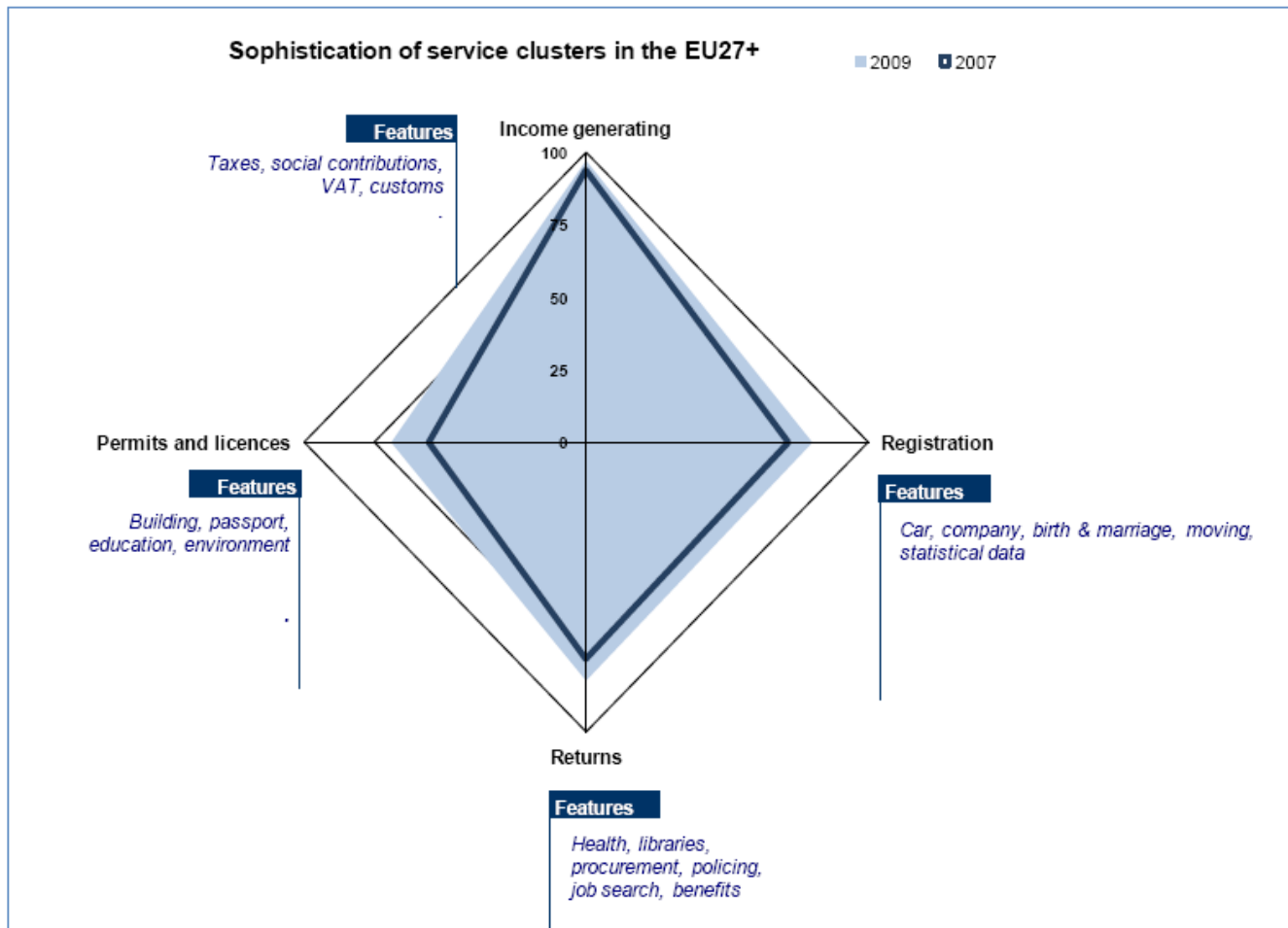
Malmö Ministerial Declaration

Instruments of EU added value

Next phase of eGovernment 2010-2015

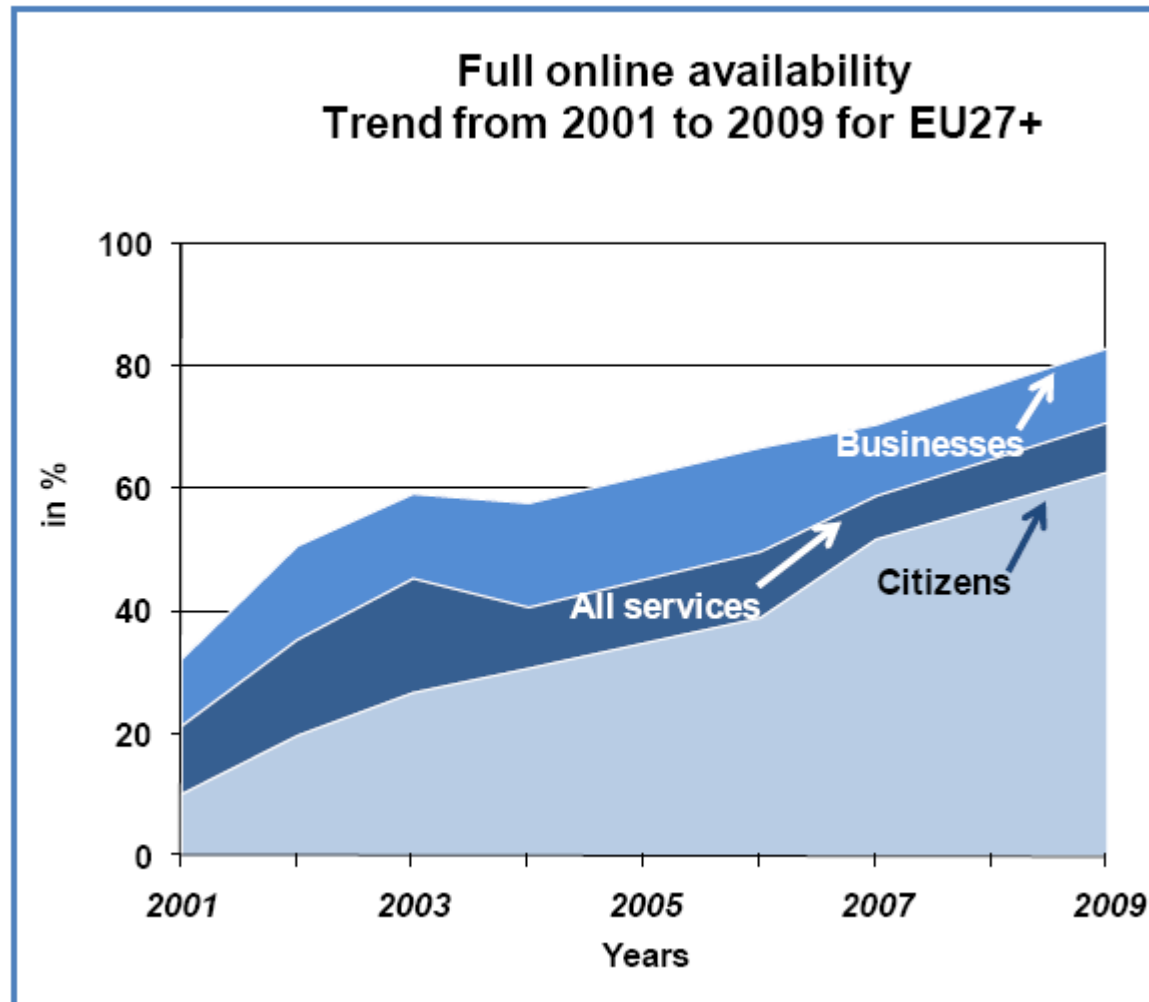
Measuring EU achievements

(20 basic services – 12 for citizens / 8 for businesses)



Measuring EU achievements

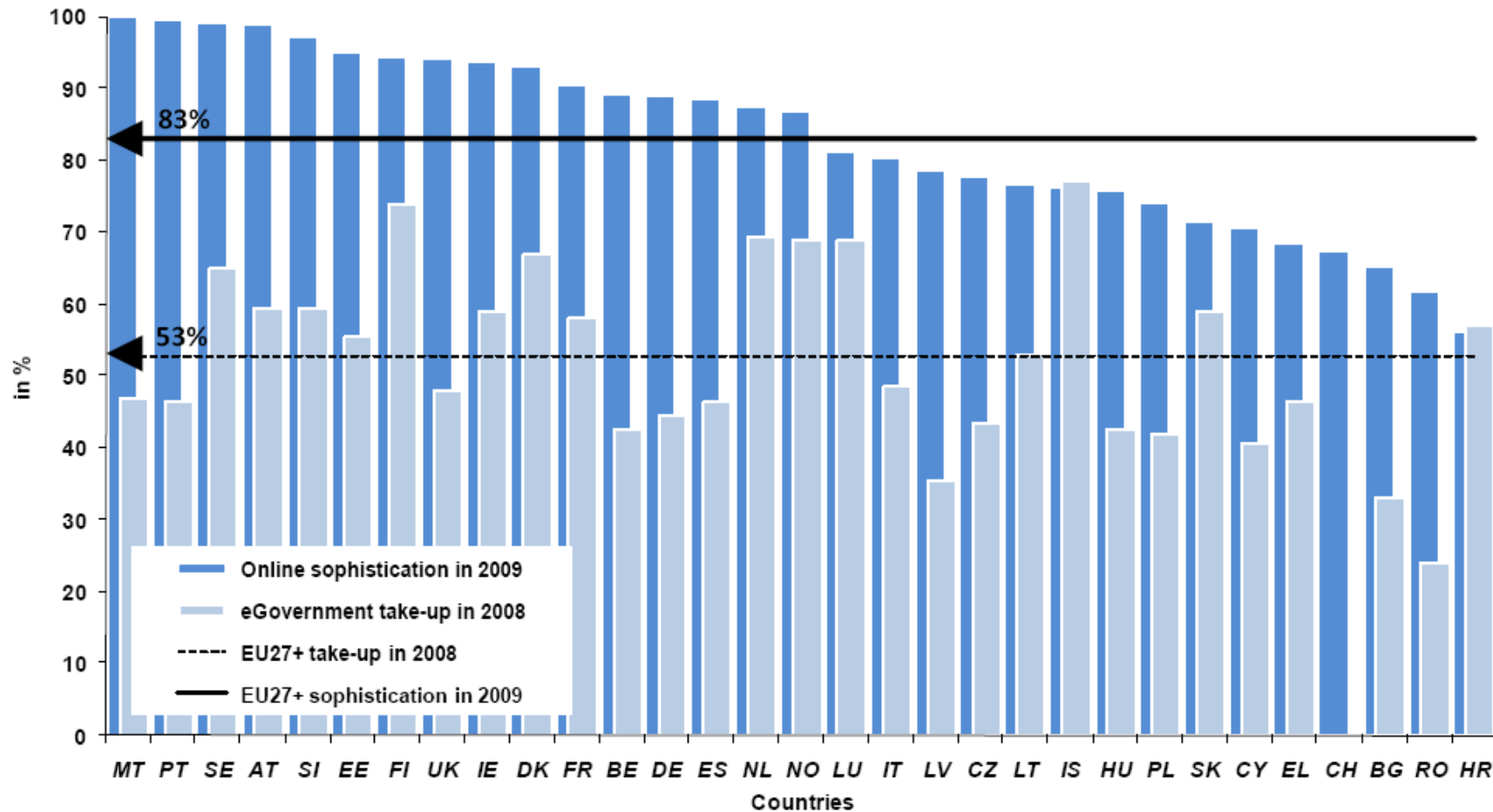
(20 basic services – 12 for citizens / 8 for businesses)



Source: 8th Benchmark Measurement, November 2009

Measuring EU achievements (20 basic services – 12 for citizens / 8 for businesses)

eGovernment take-up gap



Dilemmas & challenges

User-centric services

Moving from 'one size fits all' to 'tailor-made, open and customised public services'

Mobility in the Single Market

Make mobility for businesses and citizens easier

Closing the missing links for a Digital Single Market (eProcurement, electronic identity, eServices / Services Directive)

Sustainable public sector

Delivering better and smarter public services with fewer resources

Participation in the political decision-making process for the next generation governance



Teaming up for the eUnion

5th Ministerial eGovernment Conference
Malmö, 19–20 November 2009

**Malmö
Ministerial
Declaration**

*supported by
CIP/ICTPSP + EIF + FP7 RTD*

**User
empowerment**

Single Market

**Efficiency and
Effectiveness**

Pre-conditions

**User driven
services**

Collaboration

**Reusable
information**

Transparency

Participation

**Business
mobility**

**Citizens
mobility**

**Cross-border
services**

**Administrative
burden**

**Organisational
Processes**

**Carbon
footprint**

Key enablers

**Open
specifications**

Innovation

In 2010: Prepare and adopt the eGovernment Action Plan 2011-2015 according to political priorities agreed with MS



Instruments I. Launching projects

CIP ICT PSP Large Scale Pilots

Support Member States to deliver cross-border public services to citizens and businesses through large scale cross-border pilots achieving interoperability

Borderless eProcurement (PEPPOL)

Mutual recognition of Electronic Identity (STORK)

Support the implementation of the Services Directive (SPOCS)

CIP ICT PSP - other projects

Civil Acts exchange among European administrations (ECRN)



eGovernment Objectives ICT PSP Call 2010

High Impact Services

Objective 5.1: Enlargement of SPOCS



**Pilot
Type A**

Objective 5.2: eJustice Services



**Pilot
Type A**

Key Enablers

Universal eID



**Thematic
Network**



Closing 1st June 2010

Instruments I. Launching projects

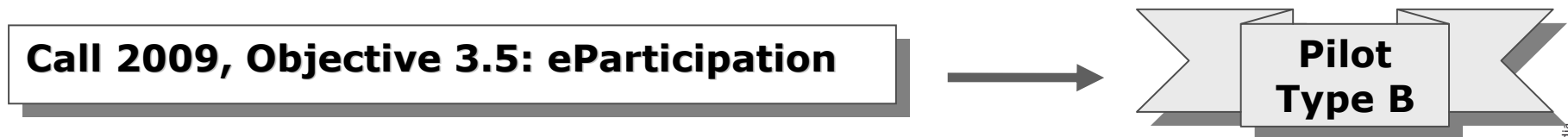
eParticipation

Support the use of ICTs to produce better legislation by integrating citizens in the decision-making process

FP5 & FP6 research funded 39 projects over the last decade

eParticipation Preparatory Action (2006–2008) funded 21 projects

As of 2009, activities in this area continue under the CIP ICT PSP





Instruments I. Launching projects

FP7 - ICT for Governance and Policy Modelling

Support the development of next generation ICT solutions for governance and policy modelling through research

- a) governance and participation toolbox
- b) policy modelling, simulation and visualisation
- c) roadmapping and networking

November 2008:

First call on "ICT for governance and policy modelling"

January 2010:

Start of the 8 selected proposals, total funding 15M€

Instruments II. Sharing of good practices



Where professionals in public administrations, industry and academia meet, share and learn

ePractice statistics

35 Countries	1385 Cases	35279 Members
3910 News	1172 Events	1138 Resources

Knowledge base
Cases submitted
Factsheets
Library
News
Events calendar

Exchange Platform
Communities form
Professionals meet
Blogs
Workshops
Journals

Instruments III.

Stimulation, support and coordination

Coordination with the Member States on the implementation of the eGovernment Action Plan

Studies to generate new knowledge

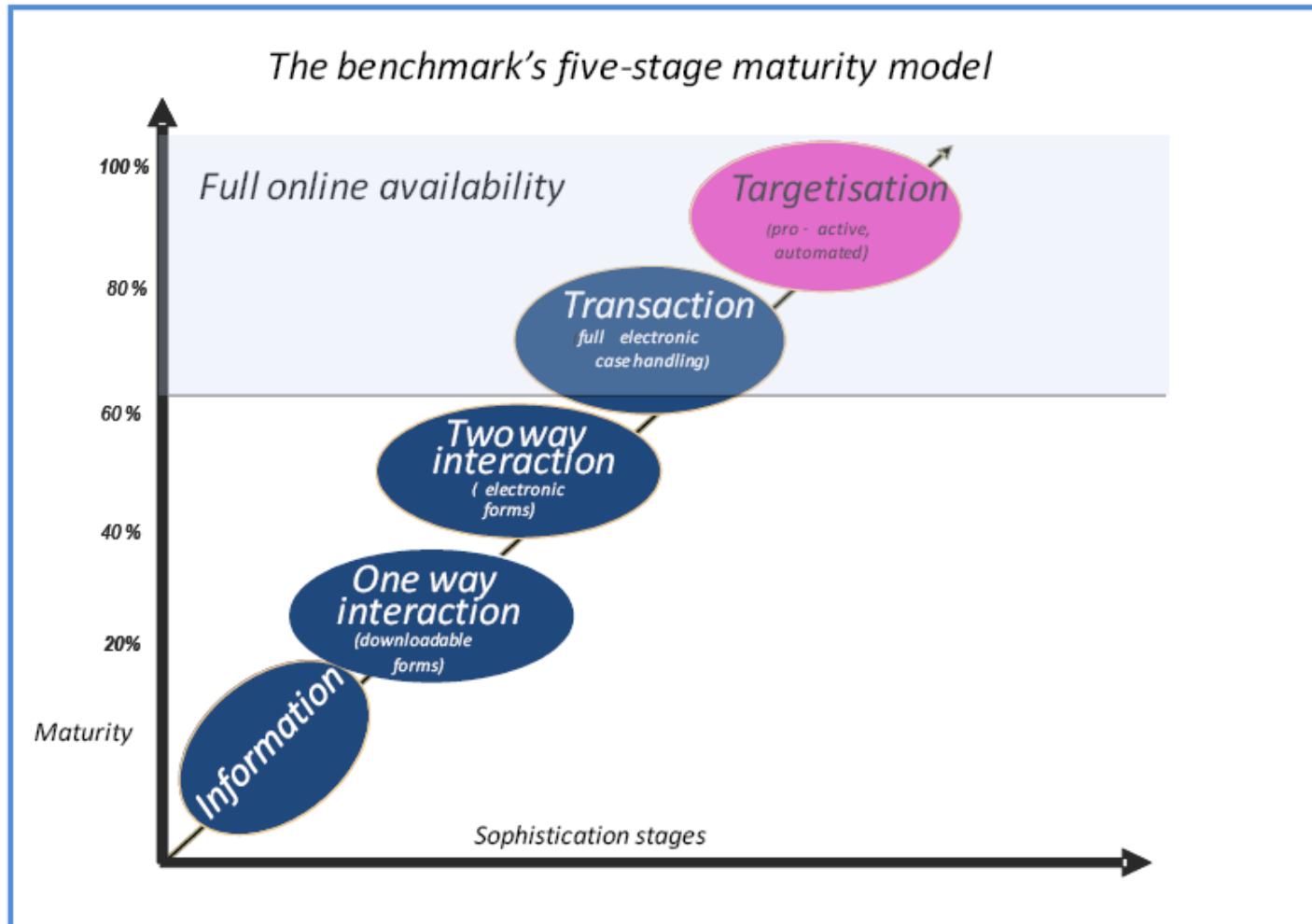
Thematic workshops to exchange information

Benchmarking

Development of policy

Ensuring interoperability

Quality of interaction with user (five-stage sophistication model for online services)



Source: 8th Benchmark Measurement, November 2009

Top priorities in the eGovernment Ministerial Declaration



Source: Ministerial eGovernment Declaration (2009) - www.wordle.net
(without the word eGovernment)

Next step:

Prepare and adopt the eGovernment Action Plan (2010)



Thank you!

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