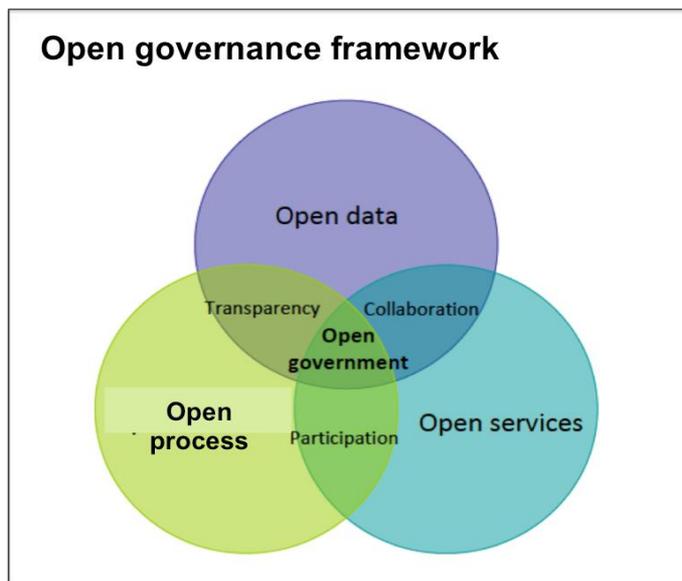


European e-government strategies as a global exemplar



Jeremy Millard

30 October 2017

jeremy.millard@3mg.org

The Juncker Agenda, 2015-2020 →

The Moedas Agenda for innovation ↓

- Open innovation
- Open science
- Open to the world

A New Start for Europe: My Agenda for Jobs, Growth, Fairness and Democratic Change

Political Guidelines

for the next
European Commission

Opening Statement

in the European Parliament
Plenary Session

Jean-Claude Juncker

Candidate for
President of the European Commission

Strasbourg, 15 July 2014

Setting Europe in Motion

Main Messages

Opening Statement

in the European Parliament
Plenary Session

Jean-Claude Juncker

President-elect of the European Commission

Strasbourg, 22 October 2014

Open Method of Coordination (OMC)

The open method of coordination (OMC)

- An intergovernmental means of governance in the EU, based on voluntary cooperation of member states
- Rests on soft law mechanisms, e.g. guidelines and indicators, benchmarking and sharing of best practice
- There are no official sanctions for laggards, but its effectiveness relies on a form of peer pressure and naming and shaming, as no member state wants to be seen as the worst in a given policy area.

For example

- Regular “**Ministerial eGovernment Declarations**” about every 5 years

- Also **bottom-up member state initiatives**, such as by a number of European local governments in 2010 with their pan-European ‘Citadel Statement’ and the ‘Citadel on the move’ initiative, designed to help local governments deliver on the key objectives of the European Malmö 2009 “Ministerial eGovernment Declaration”

- The European Commission has also launched ‘**JoinUp**’ as a collaborative pan-European platform offering services that aim to help e-government professionals share their experience with each other and which also aims to support them find, choose, re-use, develop and implement interoperability solutions



joinup

Share and reuse Interoperability solutions for public administrations, businesses and citizens

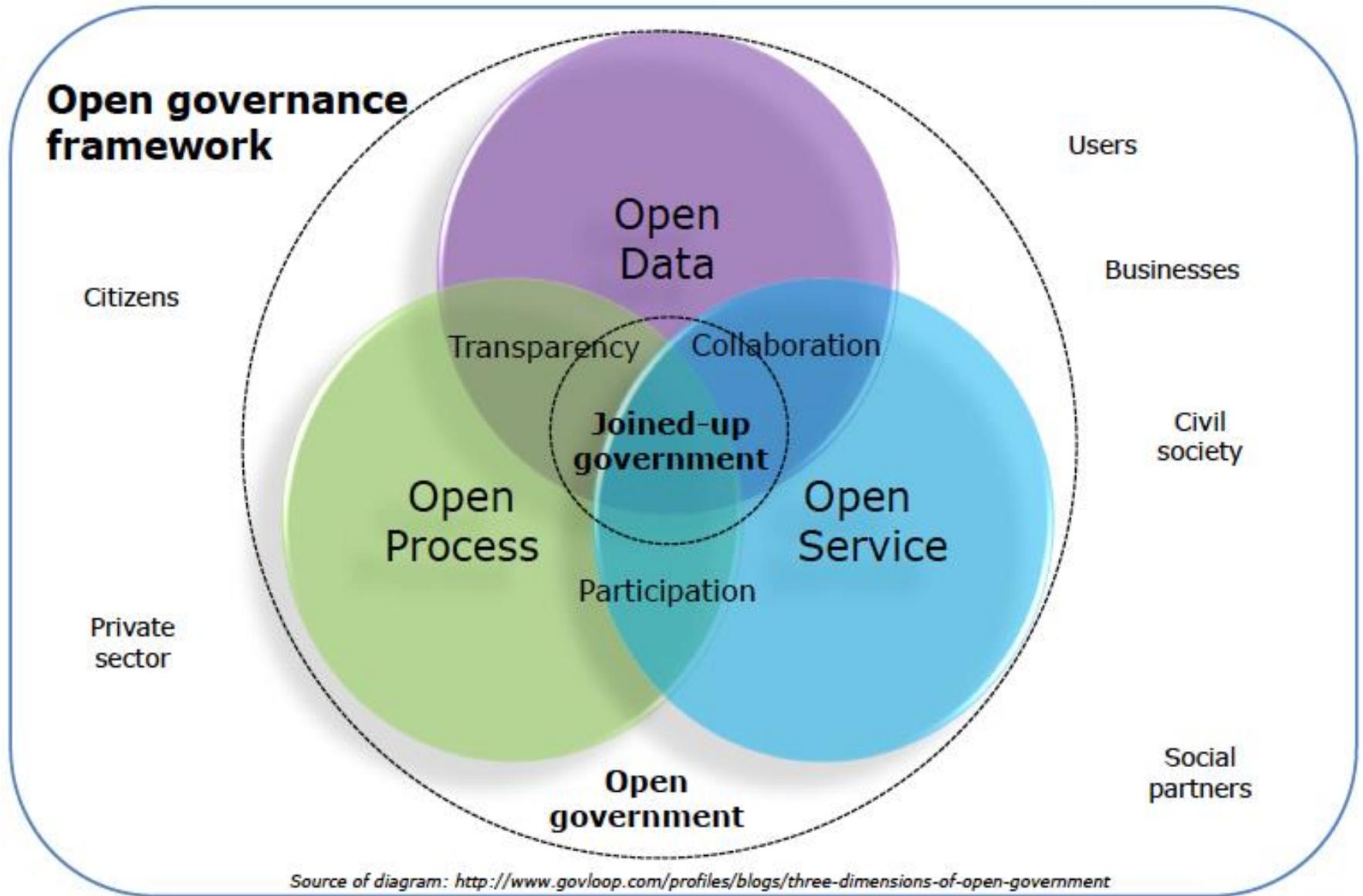
Tallinn Ministerial Declaration on eGovernment

*Committing to More Open, Efficient, Inclusive, Borderless, Interoperable,
Personalised, User-Friendly, End-To-End Digital Public Services*

Building on previous initiatives such as the EU eGovernment Action Plan 2016-2020 and the European Interoperability Framework, the Tallinn Declaration sets out six lines of policy action to **move towards the five-year objectives (2018-2022)** at both national and EU levels:

1. Digital-by-default, inclusiveness and accessibility
2. Once only “for key public services”
3. Trustworthiness and security
4. Openness and transparency
5. Interoperability by default
6. Horizontal enabling policy steps

European open governance framework 2015-2020



European eGovernment Action Plan, 2016-2020

Rationale to promote efficient and effective digital public services as important components of the Digital Single Market, and which together enable cross-border public services with a threefold underlying vision:

- By 2020, European PAs 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
- PAs use the opportunities offered by the new digital environment to facilitate their interactions with stakeholders.

Principles to be observed:

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

Three policy priorities make up the framework of pillars:

- Pillar 1: Modernising public administration with ICT, using key digital enablers
- Pillar 2: Enabling cross-border mobility with interoperable digital public services
- Pillar 3: Facilitating digital interaction between administrations and citizens / businesses for high-quality public services, for example which are modular for re-use, user-friendly and personalised, as well as for better policies based on opening up.

Horizon 2020 – research and innovation for e-government

Work programme 2016-17

CO-CREATION

- User-driven innovation: value creation through design-enabled innovation
- Applied co-creation to deliver public services Co-creation between public administrations: once-only principle
- Policy-development in the age of big data: data-driven policy-making, policy-modelling and policy-implementation.
- Better integration of evidence on the impact of research and innovation in policy making

PROMOTING THE EUROPEAN PUBLIC AND CULTURAL SPACE

- Democratic discourses and the rule of law
- Understanding the transformation of European public administrations
- eGovernment related studies, conferences and other events

Work programme 2018-20

GOVERNANCE FOR THE FUTURE

- Trust in governance
- New forms of delivering public goods and inclusive public services
- Pilot on using the European cloud infrastructure for public administrations
- Digitisation, Digital Single Market and European culture: new challenges for creativity, intellectual property rights and copyright
- ERA-Net Co-fund - Renegotiating democratic governance in times of disruptions
- eGovernment related studies, conferences and other events

STUDIES

- Cross-border Digital Public Services allow achieving the digital single market
- E-government: using technology to improve public services and democratic participation
- E-government for administrative burden reduction

European e-government related studies & programmes

- Cross-border Digital Public Services allow achieving the digital single market
- E-government: using technology to improve public services and democratic participation
- E-government for administrative burden reduction: digital by default & once-only
- Achieving the Digital Single Market: Enabling Cross-Border Services
- The Digital Single Market: state of play



Study on eGovernment and the Reduction of Administrative Burden

FINAL REPORT
A study prepared for the European Commission
DG Communications Networks, Content & Technology



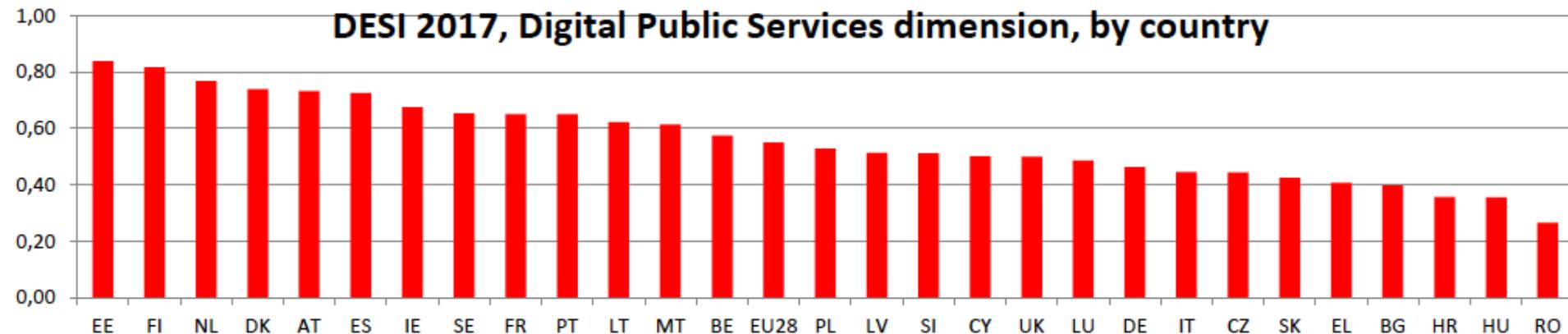
European e-government benchmarking (1)

The **Digital Economy and Society Index (DESI)** is a composite index that summarises relevant indicators on Europe's digital performance and tracks the evolution of EU Member States in digital competitiveness.

Eurostat e-government indicators

- Development of e-government services usage
- E-government services and enterprises
- E-government services and the citizens
 - Use of online services by the citizens
 - Use of online services by socio-economic groups
 - Interest in using e-government services
 - Reasons for abstaining from e-government services
 - Use of e-government services by type of service
 - Use of e-government services by employment situation

DESI 2017, Digital Public Services dimension, by country



Source: European Commission, Digital Scoreboard

European e-government benchmarking (2)

EU eGovernment Report 2015 shows that online public services in Europe are smart but could be smarter

A new study on eGovernment services shows that the users are still asked to fill forms with information already available to the administration in more than half of the cases. Only 57% of the public services are available to cross-border businesses and only 41% to other EU citizens across the border. 73% of the public services websites do not have a mobile-friendly version.



The 12th eGovernment Benchmark report is the third edition of the measurement made according to the new [eGovernment Benchmark Framework 2012-2015](#). This framework provides for the use of mystery shoppers, i.e. researchers that assess government websites and services by simulating citizen's journeys through them.

The report analyses all the related services offered online for the following 7 life events, namely:

- losing and finding a job,
- studying,
- starting a business,
- moving,
- owning a car,
- small claims procedure (i.e. civil litigation for low value claims),
- regular business operations.

A complete measurement of all seven life event takes two years: the former three are measured in even years while the latter four are measured in odd years. Therefore, this year represents the second complete measurement, running across 2013-2014, allowing us to compare progress made with respect to 2012-2013.

Focusing on

- User-centricity
- Transparency
- Cross-border mobility
- Key enablers: eID, eDocuments, authentic sources, eSafe, SSO
- Mobile friendliness of public websites

eGovernment Benchmark 2016

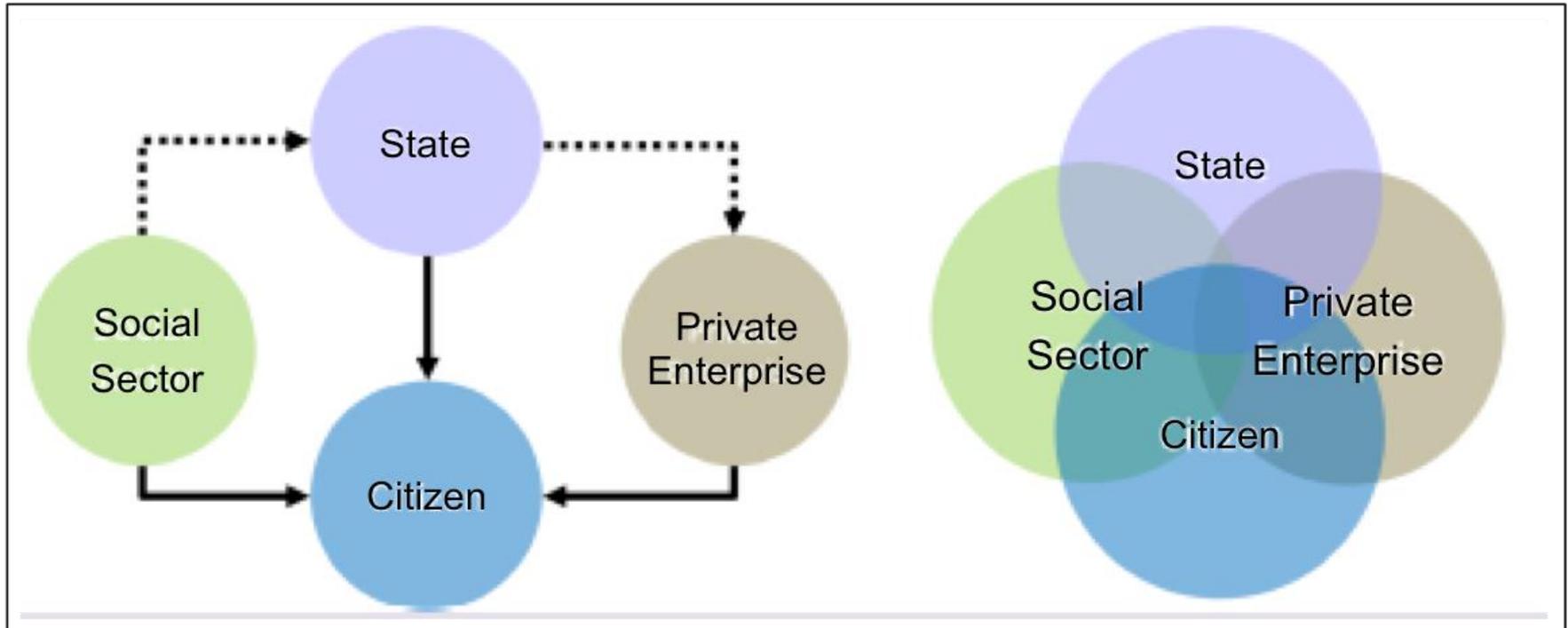
A turning point for eGovernment development in Europe?

A goldfish swimming in clear blue water. The fish is orange and white, and is positioned in the upper right quadrant of the image. The water is splashing at the bottom, suggesting movement and change.

A new study on eGovernment services in the EU reveals that online public services are becoming increasingly accessible across Europe, 81% being now available online. However, deeper analysis of user-centricity, transparency, cross-border mobility and in general quality of use shows that growth is uneven and a substantial number of EU countries are still lagging behind. This sends a clear signal for acceleration, in order to keep up with private sector pressing

European public sector innovation approach

Changing models of forming and delivering public outcomes and value (European context)



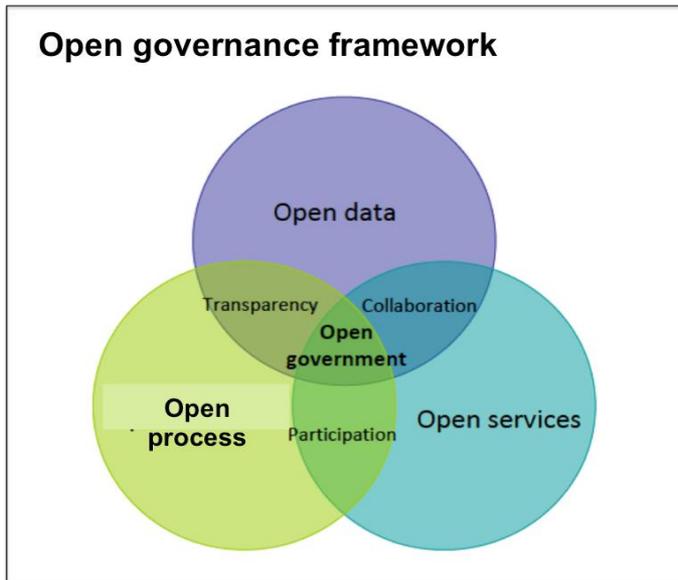
- A European public sector innovation platform
- Mainstreaming public sector innovation across all EU policy areas
- Launching a new public sector innovation movement

In the pipeline for 2020 (research, innovation, policy) →

Emerging technologies for government and the public sector, likely to have in the future, significant impacts on the way governments are organised and operated, as well as on how governments are perceived and used

- **Blockchain** technology as decentralised databases, e.g. for legitimation, registers, participatory decision-making, automatic taxation, social security, counteracting fraud and corruption, fighting crime, etc.
- **Digital fabrication**: the convergence/merging of physical, digital and biological systems, including 3D printing, future of cities/communities, health, agriculture and food, etc.
- **Geo-enabled information and service delivery** : for example on ownership, activities, functions, history, etc., for tourism, traffic and business.
- **IoT**: traffic management, public transport, environmental monitoring, disaster forecasting and management, digital footprint and event monitoring, etc.
- **Big data**, for example for public sector resource planning and real time management based on real time and archived data, for use by the police, hospitals, fire services, the selection of politicians, staff recruitment by algorithm, etc.
- **Artificial intelligence** and semantic computing, such as in personal assistance technology, decision support, expert systems, quality management, process and mediation design and monitoring, etc.
- **Drones** for post, surveillance, climate, environment, the delivery of equipment and supplies, etc.
- **Robotics**, for care, health, elderly and frail people, cleaning and maintenance, as well as component assembly (including components from digital fabrication)
- **Virtual reality**, for education, training, meetings, negotiations, remote interventions, etc.

شكرا جزيلاً



Jeremy Millard

30 October 2017

jeremy.millard@3mg.org