European Dimension of e-Government Development

Results of the 5th Ministerial e-Government Conference

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11th Bled Forum on Europe
Foresight Conference
11-12 March 2010
New EU strategy: Europe 2020

Europe 2020: A strategy for smart, sustainable and inclusive growth
(European commission proposal: 3 March 2010, European council: June 2010)

Seven flagship initiatives:
1. "Innovation Union"
2. "Youth on the move"
3. "A digital agenda for Europe"
4. "Resource efficient Europe"
5. "An industrial policy for the globalisation era"
6. "An agenda for new skills and jobs"
7. "European platform against poverty"
Contribution of ICT to growth and jobs

Information and communication technology (ICT) impact on economic performance:

- Technological progress and use of ICT enhance productivity
- Growth and create new markets
- Investment in ICT drives innovation
- ICT improve business processes and reduce companies’ administrative burden
- ICT increase efficiency in public administration

ICT brings 40% to productivity growth and 25% to GDP growth in Europe

Differences in economic performance: level of ICT investment, research and use
Half of European households and more than 80% of European businesses have a fixed broadband connection (now 250 million in total).

Three quarters of EU citizens are using the internet on a regular basis nowadays every day (in 2008 56%).

Government take-up: 28% of citizens and 68% of business using eGovernment services

More than 96% of European schools are now connected to the Internet; two thirds of them to broadband, up from almost zero in 2001 (information for 2008)
New EU strategy for Digital Agenda (to be adopted in April 2010)

The main elements expected in the digital field:

1. **Invest more** in developing information and communication technology (ICT)

2. **Broadband networks must be extended** and all citizens must have access to them

3. **Confidence and security** must be the key words for tomorrow's digital society

4. Real **ICT education** must be implemented

5. The public sector must practice **open standards** and ensure **interoperability**

6. A **true single market** must be set in place.
Importance of ICT in government

- Numerous examples of eGovernment efficiency:
  - Denmark: eInvoices save 150 M€ (citizens) + 50 M€ (companies) per year
  - Estonia: 65% electronically filled in tax declarations saves thousand of hours
  - Public procurement accounts for 16 % EU GDP (5% on public expenditure and 50-80% on transactions)

- Europe is good but not the best (ref. USA, Canada, Australia, …)
EU Strategic and Action Documents for e-government

- **eGovernment Action Plan i2010 (by 2015)**
  - Ministerial declarations on eGovernment (new 2009)
    - Single European Information Space
    - Innovation & investment in ICT
    - Inclusion, better public services, quality of life

- i2010 (in preparation: Digital Agenda)
- Lisbon strategy (in preparation: Europe 2020)

- Planned for Autumn 2010
- Planned for April 2010
- Planned for June 2010
Ministerial declarations on e-government: Overview

2001: Getting people online, not in line....

2003: How eGovernment could obtain key political commitment

2005: Placing citizens at the heart of the construction of eGovernment

2007: better public services for growth and jobs, participation and transparency, social impact and cohesion and effective and efficient administration

• And 2009......
5th Ministerial Conference on e-Government

Teaming up for the eUnion

5th Ministerial eGovernment Conference
Malmö, 19–20 November 2009
www.egov2009.se
Four political priorities for eGovernment up to 2015

- **Empowering citizens and businesses** - government to connect people in new and innovative ways

- **Reinforcing mobility and reducing the barriers** for businesses to operate across borders through the Single Market

- **The efficiency and effectiveness** of public administrations need strong, continued focus so that back offices are joined up and are able to deliver more for less

- Implementation through use of appropriate key enablers and legal and technical preconditions

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**Objective 1:** Empowering users

**Objective 2:** Single Market support

**Objective 3:** Efficiency & effectiveness

**Objective 4:** Key enablers and preconditions
**Objective 1:** Empowering citizens and businesses

- The need to develop **user-driven and inclusive** services
- Involving public, private and civic parties in the development of services - **collaborative design**
- **Re-using public sector information** by making it available for others
- Reinforce **transparency** and openness of governments
- Actively **involve citizens** in the policy making process
Objective 2: E-government in Support of the Single Market

- Make it easier for European citizen to travel, study, work, retire and reside in all EU countries
- Make it easier for businesses to provide and procure services everywhere in the EU
- Develop cross-border eGovernment services that are based on real social and economic needs
Objective 3: Efficiency and effectiveness

- Reduce the administrative burden of citizens and businesses
- Consider how organisational processes could be developed in order to increase efficiency and effectiveness
- Reduce our carbon footprint
EXAMPLES: Single market support for citizens

A citizen located in country A...

will be able to make tax declarations in country B where h/she is working (commuting)...

will be able to get the pension rights from country D (where h/she worked some years ago) online

will be able to get automatic and paperless reimbursement of health expenses incurred during holidays in country C...
EXAMPLES: Single market support for business

A business located in country A...

will be able to participate in public tenders published in country B...

eProcurement

will be able to get the repayment and refund of VAT expenditures easier in country D...

“one stop shop”

eCommerce

will be able to make safer electronic transactions with clients and suppliers in country C...
Objective 4: Provide necessary key enablers and preconditions

Cross-cutting themes for Objectives 1-3

Cross border recognition of:
- interoperable eID,
- eDocuments
- eSignatures
- eDelivery

Key enablers for Single market support, for empowering users...
Objective 4: Provide necessary key enablers and preconditions

- Create appropriate **preconditions and key enablers** to ensure closer administrative cooperation
- Pay particular attention to the benefits resulting from the use of **open specifications** in order to deliver services in the most cost effective manner
- Regard **innovation** as an integral part of our way of working

Definite economic rationale to European actions in eGovernment

1. The development and implementation of cross-border or joint European eGovernment services will:
   • support the construction of Europe in a way that benefits all Member States,
   • contributing to the Single Market and
   • developing a digital European citizenship

2. Many eGovernment services that have a national focus can be developed:
   • more economically and more effectively by pooling resources at European level
   • making more effective usage of public resources and contributing to reducing public expenditure.
Key uncertainties and barriers

- Financial crisis (own country first),
- Inertia due to changing power structur
- Lack of perceived need for investment in this
- Will it be possible to interest people in actively participating in design of eGovernment services at EU level (and what can be done to influence this)?
- Would increased transparency lead to a more risk-averse attitude of public servants (and, if so, how can this be addressed)?
- How many people would, eventually, be willing to move towards on-line interactions with their government(s)?
- How to ensure compliance and take-up of pan-European standards and joint services in the area of eGovernment?

To be adopted in Autumn 2010

Ministerial Declaration

- **Empowering users**
  - User centric services
  - Collaborative production
  - Re-use of information
  - Transparency
  - Involvement of citizens
  - Personal mobility
  - Business mobility
  - Cross border services

- **Single market**
  - Administrative burden
  - Organisation processes
  - Green government

- **E & E**
  - Key enablers
  - Interoperability
  - Innovation

- **Preconditions**
Three broad types of actions

1. **Reaching commonly defined targets**
   - studies to generate new knowledge, thematic workshops, the exchange of best practice, the formulation of recommendations and guidelines.
   - Evaluation can be achieved through different instruments such as benchmarking, dashboards or self-assessment

2. **Joint development of services**
   - supply and demand of technology, studies, research and development, the setting up of pilots, the collaborative development

3. **Creating conditions**
   - legal instruments, the formulation of rules or guidelines, the setting of norms and standards, the development of enabling technologies and (reusable) technical building blocks, ensuring interoperability
**Action Plan 2011-2015: An example for Objective 1**

<table>
<thead>
<tr>
<th>Deliverables for <strong>User-centric and inclusive services</strong></th>
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<tbody>
<tr>
<td><strong>By 2011</strong></td>
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<tr>
<td>Commitment to reach and adopt the EU <strong>standard on eAccessibility</strong></td>
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<tr>
<td>Definition of clear <strong>guidelines and evaluation criteria</strong> for user centricity and inclusiveness of eGovernment services</td>
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<tr>
<td><strong>Multichannel strategies are evaluated</strong> and exchange of best practices organised</td>
</tr>
<tr>
<td><strong>By 2013</strong></td>
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<tr>
<td>Implementation of the standard on eAccessibility in <strong>at least 25 % of the eGovernment national portals</strong></td>
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<tr>
<td><strong>By 2015</strong></td>
</tr>
<tr>
<td>Availability and full accessibility of all basic eGovernment online</td>
</tr>
<tr>
<td>Additional multi-channel strategies in place</td>
</tr>
<tr>
<td><strong>[Legal proposal for an EU Accessibility Act]</strong></td>
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**Action Plan 2011-2015: An example for Objective 2**

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<tr>
<th><strong>Deliverables for Business Mobility</strong></th>
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<tr>
<td><strong>By 2011</strong></td>
<td>Evaluation of the SPOCS pilot on Simple Procedures Online for Cross-border Services</td>
</tr>
<tr>
<td><strong>By 2013</strong></td>
<td>Full compliance of all eGovernment services in all Member States necessary with the requirements following from the Services Directive</td>
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<tr>
<td><strong>By 2015</strong></td>
<td>Preparatory work for the extension of Services Directive to other areas of business not covered by Directive</td>
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**Action Plan 2011-2015: An example for Objective 3**

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<th>Deliverables for <em>Reduction of Administrative Burden</em></th>
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| By 2011 | • Explore the feasibility of establishing the prevalence of digital communications between businesses and public administrations  
• Reducing or even in some areas eliminating the paper channel |
| By 2013 | Assessment of the effects of the Action Programme to Eliminate Unnecessary Administrative Burdens and assessment, including the definition of new targets  
*Encourage MS to apply the Standard cost Model (SCM)* |
| By 2015 | Evaluation of the efforts of the Member States to reduce administrative burdens |
### Action Plan 2011-2015: An example for Objective 4

| Deliverables for *Key Enablers* |  
|-------------------------------|------------------------------------------------|
| **By 2011**                   | Preparatory groundwork for a European Large Scale Action on eIDM has been done and completion of the STORK pilot |
| **By 2013**                   | Launch of European Large Scale Action eIDM |
| **By 2015**                   | All electronic identity related processes offered in the EU either publicly or privately, locally or cross-border, and between administrations or businesses or citizens should be secure, and rely on authenticated identities *when either needed or desired by one or both parties*, and respecting the privacy protection regulations, ensuring all legal customer safeguards, and mutually recognized at the appropriate level by all MS in the EU. |
Ongoing activities on the EU level: Programme ISA

Objective:
To facilitate the efficient and effective electronic cross-border and cross-sector interaction between EU public administrations

Activities
• Common frameworks in support of interoperability (Policies, strategies, specifications, methodologies, guidelines ...)
• Assessment of ICT implications of Community legislation
• Common services (Applications and infrastructures)
• Generic tools (Demonstrators, shared and collaborative platforms, common components ...)

Interoperability Solutions for European Public Administrations
Ongoing activities on the EU level: CIP ICT-PSP

CIP ICT-PSP Large Scale Pilots (2007-2013)

Simple Procedures Online for Crossborder Services
Corresponding documents on EU and national level

i2010/Digital Agenda


i2010/post i2010 EU eGovernment Action Plan

si2010/new post-si2010


Action Plan on eGovernment Until 2010/2015

New: planned for Autumn 2010

New: planned for April 2010

New: planned for March 2010
New SI Strategy for eGovernment development

Slovenian strategy on IT and electronic services development and connection of official records (adopted in July 2009):

• **Efficient and effective public administration** based with the help of e-government
• **Increasing user take-up** of online e-government services
• **Sharing the infrastructure** among public institutions and reuse of different modules and other horizontal measures
• **Support for cross-border services**
Slovenian Action Plan on eGovernment until 2015

Sectoral projects (Ministries, institution, ...)

- Common policies
- Methodologies
- Horizontal measures
- Shared infrastructure
- Reusable modules
- Etc.

Strateško upravljanje e-poslovanja javne uprave (določitev SREP in meril za doboljšanje potreb po projekti) in sodelovanje s področjem informacijske družbe

Programsko projektne koordinacije: Izvajanje SREP preko AN, nadzor in evaluacija projektov, programsko projektne pisarnice

Poročanje za proračun za področje IKT (načrt informatizacije) z metodološko podporo

Skupna javna naročila s področja IKT

Skupne metodologije in politike: Politike vključenosti in e-sodelovanja, interoperabilnostni okvir, enotna arhitektura, razvoj informacijske varnosti in informacijsko varnostno politika

Skupne storitve: Kontaktni center, EVT, podpora in svetovanje s področja elektronskega poslovanja

Skupni predstavitveni del: Portal e-Uprava, Portal SIC, Portal e-demokracija, Portal za starejše, Portal za otroke

Skupne aplikacijske rešitve: pisarniško poslovanje, podpora odpravi administrativnih ovir, zakonodajni postopek


Skupna centralna infrastruktura: PDC, HKOM, CA, TSA, NIC, e-pošta, internet, IP telefonija, skupni strežniki in gostovanje IS
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