

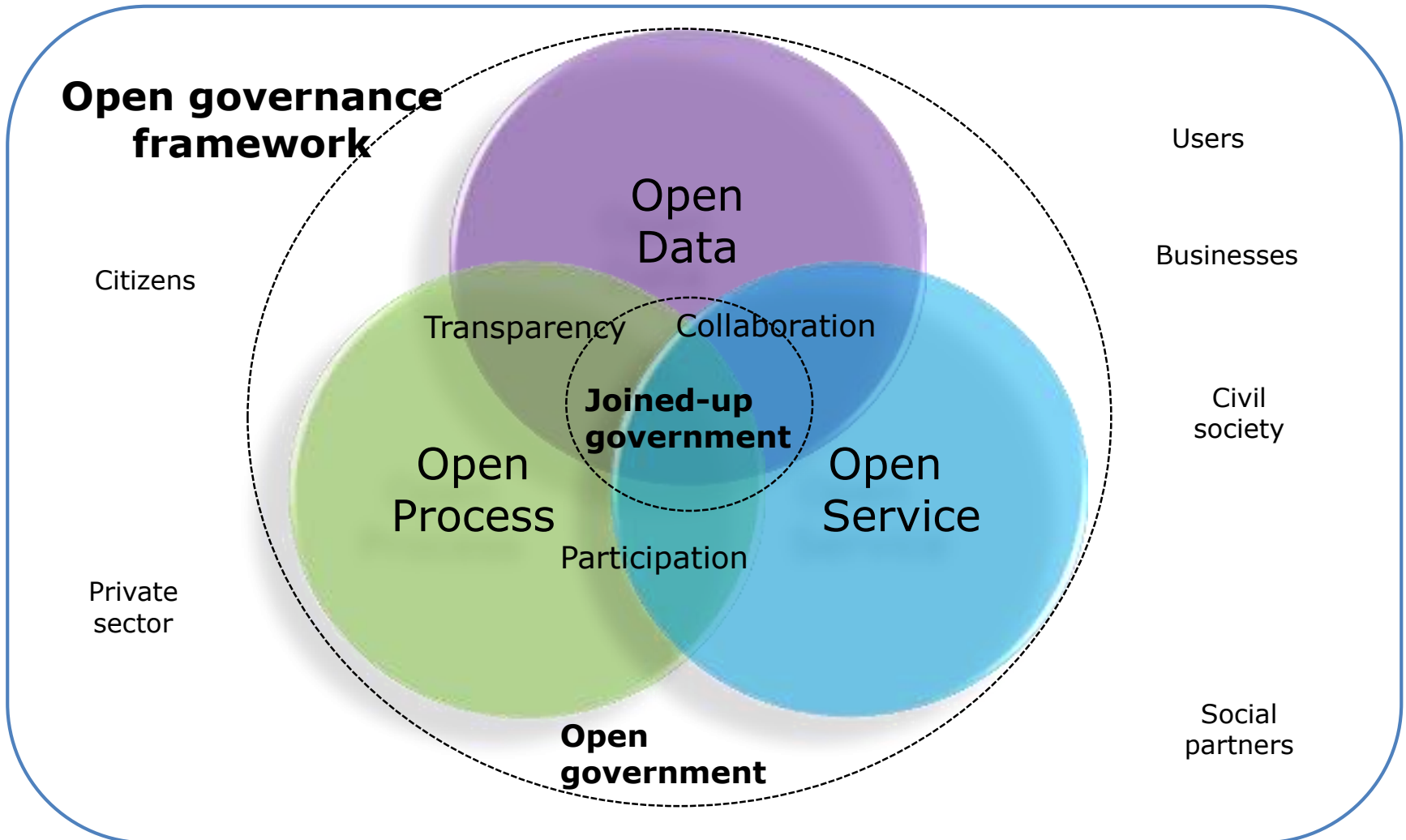


Co-creation of digital public services

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



Vision for public services



'Vision for Public Services':

<https://ec.europa.eu/digital-agenda/en/ict-enabled-public-sector-innovation-through-open-government>



- **Transparent** : Citizens know about service decisions made by government
- **Participatory**: Citizens can participate in government decisions
- **Anticipatory**: Government initiates service delivery to citizens
- **Personalised**: Citizens choose how they wish to receive services
- **Co-created**: Government and citizens engage in collaborative service delivery
- **Context-aware**: Service providers are aware of the service delivery context
- **Context-smart**: Service providers utilize context awareness for better service delivery



EU e-Government relevant initiatives

- Horizon 2020 support and funding
- eGovernment Action Plan 2016-2020
- [eGovernment in local and regional administrations: guidance, tools and funding for implementation](#)



eGovernment Action Plan 2016 - 2020

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**

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



eGovernment Action Plan 2016-2020

**Modernising
public
administration
with ICT, using
key digital
enablers**

**Enabling cross-
border mobility
with
interoperable
digital public
services**

**Facilitating
digital
interaction
between
administrations
and citizens /
businesses for
high-quality
public services**

**20 actions identified in this Action Plan
Further actions may be proposed either by the Commission or by stakeholders,
including Member States.**



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**



eGovernment Action Plan 2016-2020 serves 'as a catalyst to coordinate public sector modernisation efforts' across the EU

COM (2016)179 final

Tallinn Ministerial Declaration on eGovernment
6 October 2017

We will in our countries: *commit to expand and deepen the exchange and sharing of good eGovernment practices and to speed up the digital transformation at **all levels of government***

We will in the next five years (2018-2022) take steps [...] in our public administrations





Building trust in the online world is crucial to accomplish the Digital Single Market. Coupling mobile authentication credentials, such as Mobile Connect, with the identity security provided by eIDs under the eIDAS Regulation, is the way towards this goal

Andrus Ansip

Vice-President of the European
Commission for Digital Single Market

#eIDAS
@eID_EU





Thank you!

