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Find here the reports and analysis on the trends of ICT-enabled benefits, including studies on eGovernment and eHealth provided by the European Commission. Moreover, you will find also external studies conducted at the request of the European Commission.

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## Documents 2014

- [Developments in eGovernment in the EU 2014 \(ppt/pdf\)](#) [2]
- [EU eGovernment Benchmark Report 2014 \(SMART 2013/0053-3\)](#) [3]  
These reports present the result of the 11<sup>th</sup> eGovernment Benchmark, which is the first complete measurement of online public services (running across 2012-2013).
- [Study for EC: Benchmarking Deployment of eHealth among General Practitioners 2013 - SMART 2011/0033 \(news item inc. final report, summary and annexes\)](#) [4]  
The study was carried out with the objectives of: a) measuring the level of availability and use of eHealth in primary care; b) examining what drives or hampers the overall level of eHealth adoption
- [Study for EC: European Hospital Survey - Benchmarking Deployment of eHealth services \(2012-2013\) - SMART 2011/0020; SMART 2012/0036 \(survey\) \(news item inc. final report, country reports, data\)](#) [5]  
A survey carried out in about 1,800 hospitals in the 28 EU countries plus Iceland and Norway measures the level of deployment and take-up of ICT and eHealth applications in acute care hospitals in Europe.

## Documents 2013

- [See section 3.7 on eGovernment in \[6\]the chapter on Internet use and skills \(pdf\)](#) [7]
- [eGovernment Benchmark 2012 insight report - SMART 2012/0034-2 \(pdf\)](#) [8]  
This "Insight Report" presents the findings of the 2012 eGovernment survey, discusses the implications, and makes some outline recommendations. It is supplemented by a more detailed "Background Report", and openly available "online survey data"
- [eGovernment Benchmark 2012 background report \(pdf\)](#) [9]
- [Annex 1 \(High-definition country factsheets\) \(zip\)](#) [10]
- [Complete data set - part 1 \(zip\)](#) [11]
- [Complete data set - part 2 \(zip\)](#) [12]

## Documents 2012

- [eGovernment trends \(pdf\)](#) [13]
- [Pillar actions overview \(pdf\)](#) [14]

- [Study for EC: Statistical Methods on Internet as a Source of Data Gathering - SMART 2010/030 \(pdf\)](#) [15]

Traditional statistics generally take several years to prepare. By the time they capture the uptake the diffusion could have reached a critical point. It is here that ICT comes to the rescue since it is not only a goal in itself but also a mean to measure the latest trends

- [Executive summary \(pdf\)](#) [16]

### **Additional documents**

- [Study for EC: eGovernment Benchmarking Framework 2012-2015 - SMART 2012/0034-1 \(pdf\)](#) [17]

This Method Paper contains the technical description of the 2012 eGovernment Benchmark project.

## **Documents 2011**

- [Monitoring eGovernment diffusion \(pdf\)](#) [18]

### **Additional documents**

- [Study for the EC: Digitizing Public Services in Europe - benchmark measurement 2010 report - SMART 2010/0040-1 \(pdf\)](#) [19]

One of the flagship studies in measuring public sector performance. The benchmark uses a comprehensive ranking system to identify those European countries that have implemented the most mature eGovernment services

- [Detailed data set \(xls\)](#) [20]

- [Historical dataset \(xls\)](#) [21]

- [Study for EC: Open Government and Transparency - SMART 2010/0040-2 \(pdf\)](#) [22]

The benchmark pilot addresses both the Transparency and collaborative nature of eGovernment service delivery as well as the Openness of policy as a whole in terms of the availability of participative, so-called Web 2.0 policy instruments

- [Study for EC: eHealth benchmarking \(survey of hospitals\) - SMART 2009/0022 \(pdf\)](#) [23]

Study provides an overview of how Europe's acute hospitals use eHealth. It offers empirical evidence from hospital's Chief Information Officers and it gives a sense of the attitudes and motivations of Medical Directors

- [JRC-IPTS report on benchmarking of eHealth deployment \(pdf\)](#) [24]

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- [5] <https://ec.europa.eu/digital-agenda/en/news/european-hospital-survey-benchmarking-deployment-e-health-services-2012-2013>
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