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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 11th 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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[4] <https://ec.europa.eu/digital-agenda/en/news/benchmarking-deployment-ehealth-among-general-practitione->

s-2013-smart-20110033

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

[6] <http://ec.europa.eu/digital-agenda/sites/digital-agenda/files/DAE%20SCOREBOARD%202013%20-%203-INTERNET%20USE%20AND%20SKILLS.pdf>

[7] <https://ec.europa.eu/digital-agenda/sites/digital-agenda/files/DAE%20SCOREBOARD%202013%20-%2003-INTERNET%20USE%20AND%20SKILLS.pdf>

[8] https://ec.europa.eu/digital-agenda/sites/digital-agenda/files/eGov%20Benchmark%202012%20insight%20report%20published%20version%200.1%20_0.pdf

[9] https://ec.europa.eu/digital-agenda/sites/digital-agenda/files/eGov_Benchmark_2012%20background%20report%20published%20version%200.1%20.pdf

[10] <https://ec.europa.eu/digital-agenda/sites/digital-agenda/files/Annex%201%20%28-i-def%20Country%20Factsheets%29%20eGovernment%20Benchmark%20Report%202012.zip>

[11] <https://ec.europa.eu/digital-agenda/sites/digital-agenda/files/complete%20data%20set%20eGovernment%20Benchmark%20Report%202012%20part%201.zip>

[12] <https://ec.europa.eu/digital-agenda/sites/digital-agenda/files/complete%20data%20set%20eGovernment%20Benchmark%20Report%202012%20part%202.zip>

[13] https://ec.europa.eu/digital-agenda/sites/digital-agenda/files/scoreboard_eGovernment_trends_0.pdf

[14] https://ec.europa.eu/digital-agenda/sites/digital-agenda/files/pillar7_101_dae_actions_0.pdf

[15] https://ec.europa.eu/digital-agenda/sites/digital-agenda/files/FINAL%20REPORT%20Dialogic%202010.30%20Internet%20as%20a%20Source%20of%20Statistical%20Data%20%28with%20visual%20ID%29_0.pdf

[16] https://ec.europa.eu/digital-agenda/sites/digital-agenda/files/SUMMARY%20Dialogic%202010.30%20Internet%20as%20a%20Source%20of%20Statistical%20Data%20%28with%20visual%20ID%29_1.pdf

[17] https://ec.europa.eu/digital-agenda/sites/digital-agenda/files/eGovernment%20Benchmarking%20method%20paper%20published%20version_0.pdf

[18] <https://ec.europa.eu/digital-agenda/sites/digital-agenda/files/egovernment.pdf>

[19] https://ec.europa.eu/digital-agenda/sites/digital-agenda/files/egov_report.pdf

[20] <https://ec.europa.eu/digital-agenda/sites/digital-agenda/files/detailed%20dataset%20from%20the%20eGovernment%20Benchmark%202010%20Report.xls>

[21] <https://ec.europa.eu/digital-agenda/sites/digital-agenda/files/historical%20dataset%20%282011-2010%29%20from%20the%20eGovernment%20Benchmark%202010%20Report.xls>

[22] https://ec.europa.eu/digital-agenda/sites/digital-agenda/files/finalreport_open_government_transparency_pilot.pdf

[23] https://ec.europa.eu/digital-agenda/sites/digital-agenda/files/ehealth_benchmarking_3_final_report.pdf

[24] <https://ec.europa.eu/digital-agenda/sites/digital-agenda/files/jrcehealth.pdf>

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