IDA 2004 WORK PROGRAMME (HAMs)
# Horizontal Actions and Measures

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1. TECHNOLOGY SOLUTIONS

1.1. Network Services

1.1.1. Global objectives

The transmission of data is a basic requirement of all trans-European telematic projects, and the provision of networking services that meet the needs of the largest possible number of potential users, implemented in such a way as to maximise synergies, will continue to be the objective of IDA's actions in this field until the end of the programme.

The domain-based approach to TESTA II, the title of the current IDA network project will be maintained until the end of 2004. This foresees that IDA provides a European backbone network for administrative traffic while network coverage in the Member States is local responsibility, TESTA II needs to grow with the needs of its users and has to adapt to the evolving political context. Thus, security and reliability will be increased, and the services will be extended to the Candidate Countries and others with whom European administrations engage in data exchanges.

In parallel, work needs to be undertaken to assure that adequate solutions for transmission of data continue to be available beyond the end-date of TESTA II. The objective to secure continuity of service is all the more important in that a growing customer base relies on IDA's networking services and has developed its applications to interface with these. The dependency on the decision over a follow-up to IDA II needs to be considered.

The preparation of TESTA post-2004 has to ensure that all stakeholders are associated to the debate over options. Defining the future requirements and implementation approach will be a collaborative approach involving Member States, Candidate countries, Community Institutions, EU agencies and sectoral managers.
1.1.2. TESTA II

1.1.2.1. Contact

TESTA II: Pieter Wellens, DG Enterprise, unit D.2 (IDA) (Pieter.Wellens@cec.eu.int), Hans D’hooge, DG Enterprise, unit D.2 (IDA) (Hans.Dhooge@cec.eu.int)

TESTA II/ASSIST: Serge Novaretti, DG Enterprise, unit D.2 (IDA) (Serge.Novaretti@cec.eu.int)

TESTA accreditation: Gzim Ocakoglu, DG Enterprise, unit D.2, (Gzim.Ocakoglu@cec.eu.int)

1.1.2.2. Objectives

(1) Delivery of a secured and reliable communication platform between EU administrations, EU Agencies, EU States and Accession and Candidate Countries up to December 2005

(2) Improve availability of information about sectoral applications accessible through TESTA II

(3) Achieve a formally recognised level of security of the communication platform through a security accreditation process up to at least EU RESTRICTED.

(4) Implement policies and rules as a consequence of the results of the actions that are undertaken under security

(5) Define clearly the responsibilities of the sectors and the local domains, and have a MoU signed with them

(6) Improve quality of the organisational and assistance aspects for sectoral applications with defined security and availability demands.

(7) Provision of consultancy, information and service desk services, as well as assistance for the establishment of service level agreements and security agreements between the European domain and national/local domains

(8) Prepare the migration of the current TESTA II to the new TESTA III environment

(9) Identify and evaluate options for long-term, IDA-independent financing of TESTA.

1.1.2.3. Legal base

Article 4 of Decision 1720/1999/EC, modified by Decision 2045/2002/EC.
1.1.2.4. Users/beneficiaries

The beneficiaries of the communication platform services are the Community Institutions and the administrations that are part of one or more of project listed in annex to decision 1719/1999/EC, revised by decision 2046/2002/EC.

1.1.2.5. Previous achievements

Roll out links to national networks

Most existing national networks in the EU have been connected. Sweden does not have a government secure network for the moment but a national network pilot is in progress and should be connected in 2004. France is similarly planning to connect its existing national network to TESTA in 2004 while the Netherlands is carrying out an impact study on the creation of a TESTA access point.

Roll out links to EU administrations

All Community Institutions except ECB are connected.

Roll out links to EU agencies,

13 EU agencies and EUROPOL are connected. New agencies like European Food and Safety agency and the European Maritime Safety agency are planned.

Roll out links to sectoral administration

A range of sectoral administrations has connected to TESTA II through national networks. This continues to be the preferred connection method, and efforts were renewed to find solutions where sectoral applications could not be addressed via national networks, such as in the case of EudraNet and FIUnet.

Extension of TESTA to acceding and candidate countries

Cyprus, Czech Republic, Estonia, Malta, Poland and Slovenia are connected. Remaining countries will be connected from the moment that a MoU is signed with the European Commission.

Central web repository

A TESTA II portal was set up. A new version with online updated or real time information about information sources accessible over TESTA II and technical information about configurations and network services is available since September 2002. The content and functionality of the portal is improved and updated on a regular basis.

Central platform resiliency

A study in order to guarantee resiliency on the mission critical central platform services was finished. The implementation of the resiliency measures was planned for the 1st semester 2003. The resiliency is related to Mail relay, DNS and the management platform of the cipher devices.

Backup line resiliency
ISDN connections for the connections of the National administrative networks and the European institutions to TESTA are replaced by shadow lines. A failsafe local loop connection with redundant connection, router and cipher device is installed.

**Security accreditation**

A draft baseline security statement for the TESTA EuroDomain and an initial basic business risk analysis have been produced in the first quarter of 2003. These actions have been defined as a result of the first meeting of TESTA security accreditation which was formed in 2002. Subsequently, as a result of the TESTA SAP meeting held in April 2003, a Risk Analysis of the TESTA Local Domain Connection Point has been produced. This report was discussed at the TESTA SAP called on 10 October 2003. During that meeting, a number of basic accreditation documents were be presented for either adoption or for discussion. The objective of that TESTA SAP was to formalise the initialisation phase of the security accreditation procedure of the TESTA network.

**EuroDomain encryption**

TESTA II went through the phase of the evaluation and the selection of the TESTA II EuroDomain encryption device. A pilot phase for the complete EuroDac sector is implemented. The roll out of encryption of access to the remaining national sites, the Community Institutions and the EU Agencies is ongoing. This backbone encryption is a necessary element in the context of the accreditation of TESTA II up until the level of EU restricted.

**Studies for sectoral applications**

Several studies are done: Care II, Tess, ECHO, ECA, EFSA, SOLVIT, migration of Extranet Council, FIUnet integration on national domains, Broadband implementation, VoIP and Video over IP.

**Ongoing studies: CCN;**

**Assistance to the TESTA II project team**

- Improvement of the quality of the “Information and service desk” by the implementation of SLA

- Assisting in several activities like: Mail routing, TESTA II portal database requirements, data collection for the TESTA II Portal, TESTA II application guidelines, TESTA II flash presentation, intrusion detection study, accreditation documentation (phase 1), directories study, assisting migration of direct connected sites, TESTA II MoU.

Ongoing activities are: collecting and updating information for the TESTA II portal, “Information and Service desk”, support project officer daily operations; elaborating a TESTA II manual, assisting in TESTA II accreditation process, support for implementation of Tachonet and Safeseanet applications.

**Preparation of the TESTA post 2004 communication platform**
– A strategy document on the future of TESTA was prepared and discussed with sectors and Member States.

– Preparation of the technical and administrative specifications for the launch of the tendering procedure is planned for February 2004, and this will be followed by a consultation of Commission services.

– Organisation of co-ordination meetings with TESTA II technical experts and sectoral representatives.


1.1.2.6. Actions and measures

Actions and measures related to operational EuroDomain services

**Action 1:** Extension of the duration of Trans European communication services up to 15/11/2005. It concerns the EuroDomain off-net services (ports, leased lines, routers, backup and management) for connections to:

– National Networks

– Community Institutions

– Aaccessing and Candidate countries

– European Agencies.

It also includes

– project and service management

– central site firewall services

– consultancy and one-off documentation

– IPVPN ports for direct connected sites

**Action 2:** Extension of the duration of TESTA II generic services up to 15/11/2005. It concerns generic applications available on the EuroDomain like

– Mail relay, web platform (portal), encryption services, FTP services, NTP services, resiliency on mission critical generic applications like DNS and mail relay, dialup connections, strong authentication for dial-up services.

Actions and measures related to Local Domain services

**Action 3:** Extension of the duration of local domain communication services up to 15/11/2005. It concerns the Local Domain services (leased lines, routers, backup and management) for

– all European Agencies,

– Accessing and Candidate countries
Actions and measures related to general assistance services

**Action 4:** Extension of the duration of assistance services up to 31/12/2005. The assistance contract gives the possibility to carry out a number of studies and to deliver services directly to Member State administrations and sectoral projects. Currently a number of studies for the definition of baseline security standards for the EuroDomain and the local domains are ongoing. The recommendations of these studies will be implemented with the help of the assist team.

Assistance services to Member State Administrations and to sectoral projects to carry out the migration from TESTA II to TESTA III to develop the migration planning and to provide support so that impact may be minimised.

Actions and measures in relation to the accreditation of TESTA

**Action 5:** The TESTA security accreditation panel (SAP) will finalise the scope of the various actions. The next phases of the security accreditation process include the pre-certification and the evaluation/certification and the accreditation phases as defined in the Security Accreditation Strategy. This will include, but will not be restricted to, the preparation of the system-specific security requirement statement (as defined in Council's security regulations) and more in-depth risk analysis of specific areas.

Actions and measures in relation to the preparation of the TESTA post-2004

**Action 6:** Preparation of a strategy document. Preparation of the technical and administrative specifications for the launch of an open call for tender procedure. Organisation of evaluation and co-ordination meetings with TESTA II technical experts and sectoral representatives. Preparation of the migration to the future TESTA network.

Actions and measures in relation to the migration of networks that are currently not hosted on TESTA to the future trans-European communication platform

**Action 7:** Preparation of the migration of the Schengen Information System network to TESTA. The SIS will be replaced in 2006. IDA is actively participating in the SIS project PMB.

**Action 8:** Ongoing assessment efforts for the possible future migration of the customs sector's Common Communication Network (CCN).

1.1.2.7. Expected deliverables and benefits

- Secured electronic communications between public administrations in the EU and in all accession Countries.
- Integration of new applications and to follow up and support applications integration on TESTA II.
- Formal accreditation of the TESTA EuroDomain.
- Improved provision of information about sectoral applications accessible via TESTA II.
- Signed MoU describing responsibilities, service level agreements and security between EuroDomain and national domains.

- New contracts for a duration of 6 years (4+1+1) for the delivery of Trans European secured communication services.

- Preparation of the migration planning to migrate TESTA II to TESTA III, including every kind of support actions and measures for the migration on the basis of the previous experience in the migration to TESTA II.

- Document on options for long-term, IDA-independent financing of services after TESTA II.

1.1.2.8. Project schedule


Approval of security accreditation of the TESTA EuroDomain: May 2004

Final version tendering specifications: March 2004

Publication of call for tenders: May 2004

Preparation of Migration TESTA: October 2004

MoU with MS: 1st quarter 2004

1.1.2.9. Funding

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Previous funding

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1.1.3. Multi-channel delivery of services

1.1.3.1. Contact

Hans D’hooge, DG Enterprise, unit D.2 (IDA) (hans.dhooge@cec.eu.int)

1.1.3.2. Objectives

This action is a preparatory study to assess the usage of a multi-channel approach to the delivery of services and how to ensure a seamless interoperability between the different channels.

The study will examine initiatives in this field in the Member States\(^1\) to identify best practices and to issue practical guidelines and recommendations in defining channel strategies.

This action supports the eEurope 2005 action plan objective of stimulating services, applications and content covering both online public services and e-business. The provision of interactive public services, accessible for all, and offered on multiple channels is one of the key targets. Mobile technology, info-kiosks and digital tv are examples of such alternative delivery channels which should be analysed.

1.1.3.3. Legal base

Article 4 of Decision 1720/1999/EC, modified by Decision 2045/2002/EC.

1.1.3.4. Users/beneficiaries

Commission Services, Member States Administrations involved in trans-European Government services and IDA sectoral projects (PCIs), notably in sectoral policy areas where there could be a higher interest to implement a multi-channel based delivery approach.

For eGovernment related services the ultimate beneficiaries are enterprises and citizens.

1.1.3.5. Previous achievements

None. This initiative started in 2003 and is still ongoing.

1.1.3.6. Actions and measures

The work will consist of conducting a preparatory study to assess the impact of a multi-channel approach to the delivery of user-centred services and applications.

The study will focus on the identification of user requirements with particular attention on how the emergence of alternative access platforms will facilitate e-inclusion. IDA’s Portal of the EU Administration will be considered as a potential pilot for the implementation and evaluation of multi-channel services. The study may also identify other opportunities for pilot implementations within the IDA.

Programme, notably in the field of projects of common interest/eGovernment applications.

1.1.3.7. Expected deliverables and benefits

The deliverable is a report with recommendations and guidelines on how to implement a multi-channel approach to the delivery of services within the IDA Programme, taking into account the pan European dimension of applications and services offered by the IDA Programme. The result will be used in the IDA interoperability and architecture guidelines and eGovernment applications.

1.1.3.8. Project schedule

June 2004 : Final report / Recommendations on possible future actions

1.1.3.9. Funding

No funding required in 2004

Previous funding

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1.2. Hosting services

1.2.1. ISH-DC (IS Hosting in the Data Centre)

1.2.1.1. Contact
Declan Deasy, DG ADMIN, unit DI.6 (DC)(Declan.Deasy@cec.eu.int)

1.2.1.2. Objectives
The objective of this one-time action is to answer to the growing need for hosting services for IDA-funded information systems, for which no alternative financing is currently available. A great number of such systems are being hosted at the Commission’s data centre, including Prociv-net (ENV), Adns, Europhyt, Euphin, NF-Net (SANCO), 14 Points (ECHO), IPM, Solvit (MARKT), Care2 (TREN), Stadium3 (ESTAT), Ofis (AGRI) and in the near future Safeseanet, Tachonet (TREN), Traces (SANCO). The purpose of this action is to put in place a secure hosting environment for projects of common interest which provides a seamless integration with IDA generic services, in particular with TESTA and IDA PKI, while ensuring full compliance with the current EC security regulations. This environment will ensure:

1. Delivery of a secure, redundant and highly scalable platform to host IDA PCI information systems with specific security and availability requirements, such as for example Prociv-net (ENV), or Safeseanet (TREN);

2. Integration of such a platform with the most recent DC infrastructure in order to offer disaster protection, especially a fail-over platform and a contingency plan.

3. Platform integration with TESTA network services and IDA security services.

4. Provision of a level of service appropriate to the information systems.

1.2.1.3. Users/beneficiaries
The beneficiaries of the ISH-DC hosting environment are the Community Institutions and the Member States administrations that are users of information systems developed in the framework of the IDA programme.

1.2.1.4. Legal base
Article 4 of Decision 1720/1999/EC, modified by Decision 2045/2002/EC.

1.2.1.5. Previous achievements
None, this is a new one-time action.

1.2.1.6. Actions and measures
Architecture study to determine the platform configuration.

Set-up of a redundant infrastructure for the current critical systems and integration with IDA generic services.

Reinforcement of the service operation.
1.2.1.7. Project schedule

1\textsuperscript{st} quarter 2004: Architectural study

2\textsuperscript{nd} quarter 2004: Full availability of the hosting environment and its integration with IDA generic services.

1.2.1.8. Funding

€ 60000 for the study to determine the architecture required to achieve full integration with TESTA and IDA security services.

€ 480000 for server and storage infrastructure. The infrastructure provided will cover an environment for production, test and acceptance, and often training. The production environment will include a fail-over platform. Infrastructure costs are based on number of users and required storage.

Previous funding

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1.3. Middleware

1.3.1. Global objectives

In an environment of distributed public sector information and segregation of responsibilities, the provision of eGovernment services requires middleware solutions that locate and negotiate access to the data systems at various layers of government in Europe. These middleware solutions encompass software and systems which interface with the applications that assemble composite data to a service and which enable the proper interoperability between these. While the requirements for middleware solutions exist already at national level, not all countries have developed such solutions and the provision of trans-European services necessitates an interoperability across borders.

In IDA, middleware is in particular concerned by the applications involved in the different data exchange models as defined in the architecture guidelines (data collection, dissemination, sharing, exchange and alert systems), as well as by the business processes being involved in trans-European eGovernment services.

The primary objective of IDA’s actions in the field of middleware will be to elaborate common technical specifications for back-end transaction applications for the public sector and to identify and/or develop common middleware tools to be used by IDA sectoral project and Member State administrations. In particular, solutions for one-stop-shop eGovernment services developed nationally will be assessed and reused where opportune.

The activities dealing with the middleware systems and the means to exchange data complement the activities on interoperability guidelines, which deal with the proper data content that is handled and carried over the middleware systems.
1.3.2. **IDA e-Link**

1.3.2.1. **Contact**

Christian Devillers, DG Enterprise, unit D.2 (IDA) (Christian.Devillers@cec.eu.int)

1.3.2.2. **Objectives**

In the field of middleware, the IDA activities on eLink start from a Swedish national set of generic specifications for exchange, dissemination and collection of data, primarily between authorities in the public sector, but also between Swedish citizens and the public sector, and Swedish enterprises and the public sector.

A study has been performed by IDA to consider the possibility to apply the Swedish concept in a pan-European context in IDA.

On the basis of the positive results of the eLink study, the concepts will be implemented into detailed IDA eLink specifications, an eLink toolkit and some demonstrators (pilots).

1.3.2.3. **Legal base**

Article 5 of Decision 1720/1999/EC, modified by Decision 2045/2002/EC.

1.3.2.4. **Users/beneficiaries**

Member States Administrations involved in trans-European Government services and IDA sectoral projects (PCIs)

1.3.2.5. **Previous achievements**

IDA has undertaken an assessment of the applicability of the Swedish Government tool to IDA projects. A project is ongoing to develop the IDA eLink specifications, to set-up the toolkit and run demonstrators (pilots); final deliverables are expected by mid-2004.

1.3.2.6. **Actions and measures**

As a follow-up to the current project, the action concerns the evolutive and corrective maintenance of the toolkit and of the specifications. It includes as well the proper packaging of the toolkit (including the documentation).

1.3.2.7. **Expected deliverables and benefits**

IDA eLink technical specifications, pilot projects and IDA common tools, based on open source software.

1.3.2.8. **Project schedule**

<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
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<tbody>
<tr>
<td>2004</td>
<td>Quarterly expert meetings</td>
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<tr>
<td>Mid-2004</td>
<td>Pilot(s) phase completed;</td>
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<tr>
<td>Mid-2004</td>
<td>Revision of the specifications, second release of a toolkit;</td>
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November 2004: If relevant, plans for continuation of action, including financing.

End 2004 Availability of specifications, application, documentation and license.

Mid-2004 to Mid-2005: evolutive and corrective maintenance.

1.3.2.9. Funding

€ 50000

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1.3.3. **eDFMS**

The “electronic Dataflow Management System” is based on the results of two IDA projects (DCUG and DSIS) and is a merge of two sectorial products to provide a complete solution for collecting, following up and managing dataflows and the associated metadata through Internet and TESTA.

1.3.3.1. **Contact**

Vincent Tronet, Eurostat, unit B3, (Vincent.Tronet@cec.eu.int)

Hubertus Cloodt, Eurostat, unit B3, (Hubertus.Cloodt@cec.eu.int)

1.3.3.2. **Legal base**

Article 5 of Decision 1720/1999/EC, modified by Decision 2045/2002/EC.

1.3.3.3. **Objectives**

The purpose of eDFMS is to provide a simple generic solution for a transparent, effective and reliable exchange of dataflows using an advanced control system with acknowledgements, reminders, notifications, content validation and processing of dataflows through a specific workflow system.

Full EDI approaches should also be possible in this context.

1.3.3.4. **Users/beneficiaries**

Users of the system will be in first place Eurostat and DG-AGRI and their partners. In addition, DG-FISH, DG-TAXUD, OPOCE and the EEA have also shown an interest in eDFMS developments.

Eurostat will use the system for the reception of data from the network of national statistical institutes and other competent national authorities providing statistical information.

Within DG AGRI the system will be used by the Clearance of Accounts directorate. The network consists of the Co-ordinating bodies of the different Member States.

1.3.3.5. **Previous achievements**

The “Dataflow Management System” is based on the results of two IDA projects (DCUG and DSIS). The Data Collection User Group (DCUG) was established under IDA. DCUG had the mandate:

- to identify common tools and techniques currently in use or planned in the area of data collection,

- to enhance the awareness regarding data collection issues,

- to identify and present data collection requirements of the community of IDA participants.
DCUG has met on several occasions. The latest group meeting took place in September 11th, 2002, attended by data collection project representatives of Eurostat, DG-AGRI, DG-FISH, DG-TAXUD, OPOCE and the EEA. Organisation of data collection and solutions put in place at Eurostat, DG-AGRI, OPOCE and the EEA were presented.

Participants agreed that there are common issues related to data collection that should be properly addressed, including data integrity, confidentiality, workflow procedures at the ‘back office’ level. The project eDFMS resulted as the practical proposal of the last meeting of DCUG. It proposes to adapt mainly two sectorial products (EDIFLOW and STADIUM) from DSIS to provide a sector independent solution for collecting, following up and managing dataflows and the associated metadata through Internet and TESTA II. eLink specifications will also be taken into account in the concept of eDFMS.

1.3.3.6. Actions and measures

Based on the first release of the Dataflow Management System and based on end user requirements this year's main objectives will be:

– to develop an EDI portal which will allow a direct upload of data (CIRCA like approach) and an access to dataflow management information

– To develop an integrated eDFMS kernel which purpose would be to implement the main features requested by the users. These features should satisfy the majority of the data providers and could be the basis for further developments.

– to add a data validation component to eDFMS. This component will provide a mechanism for validating the data before transmission. It will thereby increase the productivity and efficiency for both sides of the transmission process. It will contribute to a higher quality of the information transmitted. It will also facilitate the implementation of full EDI approaches by improving the possibilities for automatic importation of incoming data into databases

– to adapt the eDFMS components, if appropriate, in the light of the results of an eLink pilot project in which eDFMS will be involved.

1.3.3.7. Expected deliverables and benefits

– Updated Functional requirements report
– Updated Technical requirements report
– Implementation plan accompanied by training and support facilities
– Fully operational versions of the EDI portal
– Fully operational versions of the integrated eDFMS kernel.

1.3.3.8. Project schedule

July 2004: Detailed specifications for the EDI portal and eDFMS kernel (including validation features) components
November 2004: If relevant, plans for continuation of action, including financing.

End 2004: Version 1 (fully operational) of the EDI portal and eDFMS kernel.

Quarter 1 2005: Version 2 (fully operational) of the EDI portal and eDFMS kernel.

1.3.3.9. Funding

€ 185,000 analysis and development of EDI portal

€ 185,000 analysis and development of eDFMS kernel

Previous funding

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1.3.4. STATEL

1.3.4.1. Contact

Vincent Tronet, Eurostat, unit A02, (Vincent.Tronet@cec.eu.int)

1.3.4.2. Objectives

STATEL’s objective is to provide common telecommunication interfaces for trans-European applications whilst ensuring complete protocol independence to applications in their file transfer tasks.

1.3.4.3. Users/beneficiaries

Two sectors (Agriculture and Statistics) currently use STATEL in production and one other sector (Research) is studying the product for a possible use.

1.3.4.4. Legal base

Article 5 of Decision 1720/1999/EC, modified by Decision 2045/2002/EC.

1.3.4.5. Achievements

By far more than 100 administrations are linked to Eurostat through STATEL. The system is used for the transmission of thousands of data files per year. The network of DG AGRI comprises all national co-ordinating bodies responsible for the clearance of the agricultural accounts.

In 2002, a Data Collection Tools Market Analysis was carried out and confirmed STATEL as the most appropriate solution fulfilling above indicated objectives.

Nevertheless, depending of the satisfaction of the user needs, Statel may progressively migrate or converge towards eLink.

Developments in the year 2003 concerned mainly the improvement of various services offered to the network of external STATEL users.

1.3.4.6. Actions and measures

The main actions foreseen are in terms of developments:

– Review the current architecture of the product

– Adaptation and integration with new development frameworks

– Implement the STATEL protocol in XML format

– Improvement of the existing tools

– Develop a comprehensive remote management infrastructure

In terms of services, it is foreseen to

– continue providing second level of support
– Test with new or modified access points in TESTA II and Internet such as the new ones which will be installed for accessing countries
– Support to project managers who want to use STATEL in the sectorial projects

1.3.4.7. Expected deliverables and benefits

In terms of development:
– improvement in term of maintenance and evolution thanks to XML
– support of new development frameworks to have STATEL more widely available
– to facilitate the management of the nodes

In terms of services:
– increase use of the tool in the administration of Member States, eligible Candidate Countries and National Banks

1.3.4.8. Project schedule

Actions have started at the end of 2003 and will end in December 2004

November 2004: If relevant, plans for continuation of action, including financing.

1.3.4.9. Funding

Actions listed above financed on year 2003 budget.

Previous IDA funding

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1.3.5. **eServices toolkit for authoring and dissemination**

(Previously Toolkit for collaborating portals)

1.3.5.1. **Contact**

Michel Vlietinck, Publications Office, (Michel.Vlietinck@cec.eu.int)

1.3.5.2. **Objectives**

The global objectives are the support of IDA specific sectors in the development of multilingual public eServices meeting the eEurope action plan criteria through the provision of a common toolkit, by integrating, generalising and enhancing existing tools based on open source software. The toolkit will be used in operational environments, in particular by small and medium administrations willing to concentrate their limited resources on editorial and public service activities toward citizens and business without investing in a highly evolving technology.

1.3.5.3. **Legal base**

Article 5 of Decision 1720/1999/EC, modified by Decision 2045/2002/EC.

1.3.5.4. **Users/beneficiaries**

The users and beneficiaries of such a toolkit are:

- Administrations (EU Institutions, agencies, associates bodies, pan-European, state, regional, and local levels) who need to offer multilingual webs and eServices to corporate users, citizens and businesses. The toolkit will offer major improvements to editorial teams, content providers and publishers who will be able to have direct control on what is published, when and to whom. Webmasters and technical teams will be relieved from daily operations related to content.

- Several Community Institutions and Agencies have expressed their interest in such a toolkit for web dissemination: DG-PRESS (representations in the Member states), DG-JAI, Publications Office, Court of Auditors, European Economic and Social Committee, Committee of the Regions, European Environment Agencies, OSHA.

- Citizens and businesses will benefit from better multilingual web sites, more accessible (WAI compliance), more user friendly, more consistent and homogeneous in their content and navigation.

1.3.5.5. **Previous achievements**

Work has been undertaken to identify the most common requirements of small and medium-sized administrations for web-authoring services, and based on this a first

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2 The Publications Office is leading an Interinstitutional Committee – Multimedia Publishing – Methods and tools where all these issues are discussed and validated. It is also the co-chair of the Europa 2nd Generation – Infrastructure and services committee in charge of preparing and making available the publishing tools and services requested by author services located in the various General Directorates of the Commission to ensure that Europa is meeting the eEurope action plans (see eGovernment).
version of the toolkit for collaborating portal was developed and in 2003 enhanced with the following functionalities:

- basic authoring facilities (e.g. allowing authors to create, edit, publish, customise on their own, pages);

- authoring workflow facilities to allow correction and validation of the content before publications

- publishing templates for news, agenda, press release, FAQ, documents and links.

Towards the end of 2003, a presentation of the functionalities of the pilot implementation was made to national administrations, and a distributable version of the tool was developed that will be made available to interested parties early in 2004.

1.3.5.6. Actions and measures

Based on the pilot implementation of the toolkit, the challenge will now be to review and modify the capabilities of the toolkit, in order to ensure that it meets the widest possible needs of small and medium-sized administrations. To allow these potential users to assess the application, demonstrators will be put in place early in 2004, and the application itself will be made available for download. Furthermore, a developers’ day is planned for

Possible enhancement to the eServices toolkit could

- integration of search facilities based on the result and recommendation of the IDA “Global search” which has studied open source search products;

- integration of multi-channels facilities, based on the IDA study “multi-channel delivery of services”

- open LDAP support and customisation for easier integration in different user authentication environments

- integration with machine translation facilities

- personalisation and customisation facilities ("Corporate website", "My website", …), support of group wise home pages (user group targeted homepages)

- publishing templates improvements

- discussion forum with facilities for moderation

- customisable authoring workflow

- notification and alert services.

However, decisions on these possible extension to the eServices toolkit will be taken only once feedback from the user community has been received.

The overall purpose of the 2004 program is to streamline and integrate various eServices and results from other IDA activities and to make them available as a coherent and modular set of eServices covering the full life cycle from authoring to
dissemination. This set of eServices will be based wherever possible on open source solution.

1.3.5.7. Expected deliverables and benefits

- a coherent and modular set of eServices with functionality similar to commercial web content management system and dissemination services

- the IDA community of users (e.g. mainly content owners) will be able to select the tools they need to build their own corporate "state of the art" web based system for authoring and dissemination without investing in a highly evolving technology.

1.3.5.8. Project schedule

Early 2004: Developers’ day
March 2004: Start of the project
June 2004: Identification and specification of the components and eServices to be incorporated in the eServices toolkit
November 2004: If relevant, plans for continuation of action, including financing.
December 2004: Packaged eServices toolkit.

1.3.5.9. Funding

€ 240000

Previous funding

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1.4.Security

1.4.1. Global objectives

The development of eGovernment services requires the re-organisation of the administrative back-office processes and the definition and implementation of measures in support of interoperability. As processes are automated, the security of services, i.e. their availability and the confidentiality and integrity of information, must encompass the information technology systems that support them. Where before the security of government was based on common sense, general instructions and guidelines and often implemented automatically in administrative processes, in eGovernment security aspects must be broadened and deepened to cover new risks and new effects of a security breach or other failure.

As the provision of most eGovernment services is a national responsibility, so is the provision of security for these services. However, the provision of eGovernment services by national and European public administrations at the pan-European level relies to varying degrees on common solutions at the European level, such as the IDA communications platform. To fulfil its role as trusted mediary between national infrastructures, this platform must not only be protected with security measures that are agreed by all Member States; the trustworthiness of the interconnected national infrastructures must also be verifiable and mutually recognised if the interoperability of national eGovernment services is to be assured.

There are two (non-disjoint) main areas in which to improve security and fulfil article 7 (Reference legal and security practices) of the IDA interoperability decision: In services offered directly to sectoral projects such as the communication platform and in services aiming to make national security solutions interoperable or promote interoperable security solutions. This covers not only technical measures but just as much organisational and procedural measures.

The two main objectives for the security activities in both these areas are to supply the sectors with the services needed and to harmonise offered services and build on the commonality of the sectoral networks to achieve secure and well accepted solutions.

Whenever necessary or appropriate, provided measures should be accredited against the Council's Security Regulations (COUNCIL DECISION of 19 March 2001 adopting the Council's security regulations, 2001/264/EC) or the Commission Provisions on Security (COMMISSION DECISION of 29 November 2001 amending its internal Rules of Procedure, 2001/844/EC, ECSC, Euratom). Apart from offering a service which is necessary for networks exchanging EU Classified information, the accreditation is also a way of proving through an agreed process that a system is secure up to a certain and agreed level.
1.4.2. **Authentication policy**

1.4.2.1. Contact

Gzim Ocakoglu, DG Enterprise unit D2, (Gzim.Ocakoglu@cec.eu.int)

1.4.2.2. Objectives

The objective is to finalise and distribute an authentication policy, which can serve as a basic policy for establishing the appropriate authentication mechanisms in sectoral networks and in horizontal security-related projects.

1.4.2.3. Legal base

Article 7 of Decision 1720/1999/EC, modified by Decision 2045/2002/EC.

1.4.2.4. Users/beneficiaries

All sectoral networks and IDA projects with authentication requirements, in particular in relation to PKI based solutions.

1.4.2.5. Previous achievements

Definition of the guiding principles for an IDA authentication policy.

1.4.2.6. Actions and measures

Complete a project to first of all identify current authentication policies allowing administrations to carry out business electronically in Member States and based on this input establish an IDA policy (or recommendations) for authentication.

1.4.2.7. Expected deliverables and benefits

The expected deliverable is an IDA authentication policy. Such a policy would directly give important input to all PKI related projects within IDA, notably the Bridge CA. It would also be an important guide for sectoral IDA applications, most of which are hosted by the Commission.

1.4.2.8. Project schedule

March 2004: Draft IDA authentication policy.

June 2004: Final version of the IDA authentication policy.

1.4.2.9. Funding

€ 0 (funded on previous year’s budget)

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1.4.3. **PKI services**

1.4.3.1. **Contact**

Gzim Ocakoglu, DG Enterprise unit D2 (Gzim.Ocakoglu@cec.eu.int),

1.4.3.2. **Objectives**

Based on the authentication policy, the Commission Provision on Security/Council's security regulation and IDA best practice guidelines the objective is to support sectoral networks with PKI services such as the provision of personal and/or functional certificates within closed user groups, provision of server certificates, and related services.

1.4.3.3. **Legal base**

Article 7 of Decision 1720/1999/EC, modified by Decision 2045/2002/EC.

1.4.3.4. **Users/beneficiaries**

All sectoral networks and users who need to implement/use electronic signatures, confidentiality or other services which can be enabled with X.509 certificates and a PKI.

1.4.3.5. **Previous achievements**

The IDA PKI has been put in place to provide electronic certificates to closed user groups in the context of telematic projects between administrations. Both normal and qualified electronic certificates, as defined in Article 2 of Directive 1999/93/EC of the European Parliament and European Council, can be provided. However, to date, only non-qualified electronic certificates have been requested.

As the IDA PKI is limited to offer the PKI services, i.e. the provision of X509 certificates and associated management procedures, most potential customers want to do technical (and in some cases also procedural) testing before implementing a closed user group or signing up to an existing one. During 2002 much of the individual PKI projects were focused on PKI interoperability testing. This was the case for the European Court of Auditors, DG Fisheries, DG Justice and Home Affairs, Eurostat and the Council Secretariat. Operational closed user groups were implemented for the Council Secretariat and the Justice and Home Affairs (Eurodac). In 2003, a number of Closed user groups were set up, notably in the SG (Greffe 2000), EMEA (European Agency for the Evaluation of Medicinal Products), and again in Justice and Home Affairs (Dublinet). In addition, a set of standard procedures, Certificate policies, etc... for a standard IDA PKI CUG was developed.

1.4.3.6. **Actions and measures**

In addition to support of existing certification services it is expected that 5 standard IDA PKI CUG would be created during 2004. In addition, it is expected that 2 specific PKI policies will need to be created for sensitive areas. This estimate is based on some preliminary studies and requests made in 2003.
1.4.3.7. Expected deliverables and benefits

The expected benefit of providing the certification services is to provide sectors with an available technology which can meet security requirements, notably in the area of electronic signature and confidentiality at application level.

1.4.3.8. Project schedule

1Q2004: Implementation of DG REGIO PKI Pilot

November 2004: If relevant, plans for continuation of action, including financing.

1.4.3.9. Funding

€ 220,000

2004: € 60,000 (for 3 to 5 test or Standard PKI) + € 160,000 (for 2 CUG PKI implementations)

Previous funding

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1.4.4. Security studies

1.4.4.1. Contact

Gzim Ocakoglu, DG Enterprise unit D2, (Gzim.Ocakoglu@cec.eu.int).

1.4.4.2. Objectives

Based on the authentication policy, the Commission Provision on Security/Council's Security Regulations and IDA “guidelines (best practices)” (to be developed) the objective is to support sectoral networks or IDA horizontal actions with security studies and risk analyses which can range from how a PKI can be implemented in an existing or new system to what is needed for a system to handle EU Classified information. By providing this service as a horizontal action will ensure that measures and recommendations are harmonised between various networks and that results are reused as much as possible. This type of service should be seen as a complement to security studies done at the sectoral level.

1.4.4.3. Legal base

Article 7 of Decision 1720/1999/EC, modified by Decision 2045/2002/EC.

1.4.4.4. Users/beneficiaries

All sectoral networks and IDA projects needing security recommendations.

1.4.4.5. Previous achievements

To date PKI feasibility / user requirements studies have been carried out for DG Regional Policy, the Secretariat Général of the European Commission (Greffé 2000), European Council working groups, EMEA (European Agency for the Evaluation of Medicinal Products), the Eurodac network of DG Justice and Home Affairs, the SG (Greffé 2000), the Council working groups. In 2003 Studies were also carried out for DG Competition and DG Fisheries, and a request was introduced by DG Agriculture. A specific study on the risk analysis of the TESTA Local Domain Connection Point was also carried out in 2003. A risk analysis of the EudraVigilance network of EMEA was performed.

1.4.4.6. Actions and measures

Like the PKI services most actions are based on demands from sectoral networks. Currently a study is expected to be carried out for a sectoral network managing structural funds for DG Regional Policy. A number of additional studies are expected.

In addition to the generic security studies to be covered, this action will also deliver security self-assessment instruments for use by all new PCIs proposed as of 2004, as well as mini risk-analysis against the guidelines for system accreditation, if required. One of these instruments, to be developed with the inputs from existing tools within the national administrations, is a self-assessment security questionnaire, with an appropriate interpretation guide. The results of these could help validate an overall security assessment policy. Given the relevance of these instruments also for their administrations, Member States will be asked to comment on these (via the Working...
Group on Horizontal Actions and Measures), prior to further distribution. Given the relevance of these documents also for their administrations, Member States will be asked to comment on these (via the Working Group on Horizontal Actions and Measures), prior to further distribution.

1.4.4.7. Expected deliverables and benefits

Risk analyses and other ad-hoc reports supporting sectoral networks and IDA projects.

Instruments for the security self-assessment of PCIs.

1.4.4.8. Project schedule

2\textsuperscript{nd} quarter 2004 Self-assessment security questionnaire

2004 Risk analyses and ad-hoc studies

1.4.4.9. Funding

\texteuro{}460000

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1.4.5. **Gateway / Bridge CA**

1.4.5.1. **Contact**

Gzim Ocakoglu DG Enterprise unit D2, [Gzim.Ocakoglu@cec.eu.int](mailto:Gzim.Ocakoglu@cec.eu.int).

1.4.5.2. **Objectives**

The basic issues of the mutual recognition and the establishment of trust between the CAs (certification authorities) of Europe’s public administrations have yet to be adequately addressed. These issues, which are at the heart of the IDA authentication policy, are crucial for the establishment of pan-European interactive services and for the provision in the Member States of interactive services that are open to enterprises and citizens that possess electronic issued by the CAs of other national administrations.

To allow the use of electronic certificates issued by their national CAs (i.e. CAs contracted to provide certification services to public administration) in trans-European (i.e. cross-border) applications a mechanism must be found whereby trust can be established between these CAs. Such a mechanism is a ‘gateway / bridge CA’.

1.4.5.3. **Legal base**

Article 9 of Decision 1720/1999/EC, modified by Decision 2045/2002/EC.

1.4.5.4. **Users/beneficiaries**

The users/beneficiaries of an IDA gateway / bridge CA would be public servants, participating in IDA networks, that would be able to use electronic certificates issued by their national CAs for authentication of identity and for the secure exchange on information at the pan-European level.

A gateway / bridge CA would also ensure the continuation of authentication and security of communications at the pan-European level on the termination of the IDA II programme in 2004.

1.4.5.5. **Previous achievements**

In July 2002 IDA produced a report ‘A bridge CA for Europe’s public administrations – feasibility study’[^3], that examined the feasibility of establishing an intermediate trust infrastructure (a ‘bridge’ CA between the certification authorities (CAs) authorised by the Member States for use by their public administrations). This report was the subject of a meeting of national security experts in June 2002 and was distributed to the TAC and made publicly available in July 2002.

Subsequently (July 2003), IDA investigated further the technical and organisational issues related to developing a gateway / bridge CA for use in IDA networks. This recommended the use of the finalised ETSI TS STF 220-1 (TSL) standard as Trust List Standard for usage within the gateway / bridge pilot project. Alternatively, if the timeframe envisaged for the pilot could not wait the finalisation of the ETSI TS STF 220-1 standard and the adoption of this standard within the certification services of

the Member States’ national public administrations that a pragmatic approach (i.e. the use of a signed zip file to transport trusted certificates) should be considered.

Additional documents (e.g. Memorandum of Understanding, Requirements for participating CAs) on proposed organisational and administrative aspects of the gateway / bridge CA were also produced.

1.4.5.6. Actions and measures

To implement a pilot gateway / bridge CA for the establishment of trust and confidence between the certification service providers approved for use by their national administrations by the Member States.

1.4.5.7. Expected deliverables and benefits

Pilot – proof of concept – for a gateway / bridge CA to establish trust between the certification service providers used by the national administrations participating in IDA networks.

This to include the set-up of a test bed bridge CA; the collection of and distribution in a secure way of trusted certificates to the participating CAs; the use of these certificates in tests of the SSL and S/MIME protocols; and then their use in a ‘virtual IDA network’ to demonstrate that electronic certificates issued by the CAs of the national administrations can be used in IDA networks and that relying parties can establish trust in these certificates via the gateway / bridge CA.

1.4.5.8. Project schedule

February 2004: Start of action.

June 2004: Report on the outcome of the PKI pilot and technical recommendations for the set-up of a bridge CA.

November 2004: If relevant, plans for continuation of action, including financing.

1.4.5.9. Funding

€ 175,000

Previous funding

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1.5. Interoperability Guidelines

1.5.1. Global objectives

Aside from the software solutions that IDA is providing in support of interoperability (in particular in the middleware category) IDA will continue providing guidelines that address the heterogeneous environment in which telematic administrative systems are constructed. The purpose of these is to outline the organisational and technical preconditions for data exchanges between public administrations and with citizens and enterprises.

Public administrations are organisationally autonomous: they determine their own internal processes, how these are implemented and how technology is used in support. The domain-based approach, which is the guiding principle of IDA, postulates that when public administrations engage in the exchange of data with one another the impact of this on their internal IT systems should be held as low as possible. To respect organisational autonomy on the one hand and allow data to be passed and processed from administration to administration on the other requires that standards are defined regarding the way the involved parties interface to each other. To the extent that interactions with the public sector involve citizens and enterprises these, too, should conform to a set of standards and guidelines that ensure the openness, accessibility and transparency of the public service.

The subject matter addressed in IDA’s guidelines on interoperability ranges from the technical to the procedural. When data is exchanged between two entities more is involved than simply the act of data transmission. The data has a structure, a format, a significance that is specific to the context in which it is generated and in which it is read. Its usefulness and validity may depend on its timeliness, its quality and integrity.

Thus, IDA’s guidelines need to address these issues, too, the more so the more the provision of eGovernment services requires the linking up of business processes. With the technical standards and guidelines recommended by IDA having reached a certain stability, the focus until end 2004 will be on addressing the requirements stemming from transborder eGovernment services, building on national interoperability frameworks. It will also trial work on the harmonisation of business data formats, and where these affect industry or citizens, a major element of this will be to establish the co-ordination fora.
1.1.1. Interoperability Framework

1.5.1.1. Contact
Christian Devillers, DG Enterprise, unit D.2, (Christian.Devillers@cec.eu.int)

1.5.1.2. Objectives
In the context of the eEurope 2005 Action Plan, the European Interoperability Framework addresses the interoperability of e-government at a pan-European level. Based on the premise that each Member State has, or is in the process of developing, its national Government Interoperability Framework (GIF), this European Interoperability Framework focuses on supplementing, rather than replacing, national interoperability frameworks by adding the pan-European dimension. It will be the reference document for interoperability of the future IDAbc programme.

The purpose of this action is to take the existing Government interoperability frameworks and using them as a basis, develop and maintain, in consultation with the Member States, an European interoperability framework for pan-European eGovernment services, to be used in the context of Administration to Administration, Administration to Business, and Administration to Citizen interactions at a pan-European level.

In addition to technical issues, the European Interoperability Framework addresses high-level policy issues such as cultural, legislative and linguistic challenges. It consists of a multilateral set of guidance for administrations of Member States as well the European Union.

1.5.1.3. Legal base
Article 9 of Decision 1720/1999/EC, modified by Decision 2045/2002/EC.

1.5.1.4. Users/beneficiaries
Public administrations at all layers of government in the Member States and Acceding and Candidate Countries; Community Institutions and agencies.

IDA project managers, MS officials involved in ICT development and procurement, ICT companies working with EU public sector.

Projects of common interest and other sectoral networks (as identified in Decision 1720/99).

1.5.1.5. Previous achievements
First version of the framework will be available by the end of 2003.

1.5.1.6. Actions and measures
Considering the rapid rate of developments in technology, the national interoperability frameworks need to be updated promptly and regularly. This also holds for the European Interoperability Framework. In addition to technology-related aspects, more work needs to be undertaken on the question of governance, i.e. the
long-term ownership of the EIF. Given the centrality of open standards to the EIF, any related considerations should also reflect on the role of standardisation bodies. A realistic timetable should ensure that the framework is updated once a year.

The action concerns one update of the Framework by the end of 2004.

1.5.1.7. Expected deliverables and benefits

European Interoperability framework maintained and updated.

1.5.1.8. Project schedule

1st quarter of 2004: Expert group meeting.

December 2004: New release of the European Interoperability Framework
Expert group meeting.

1.5.1.9. Funding

€ 50000

Previous funding

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1.5.2. Architecture Guidelines

1.5.2.1. Contact

Christian Devillers, DG Enterprise, unit D.2, (Christian.Devillers@cec.eu.int)

1.5.2.2. Objectives

The IDA architecture guidelines describe concepts and references for the implementation of a Trans-European Service for telematics built on a well-defined common architecture. This architecture is the basis for a trans-European infrastructure that will enable easy and reliable interchange of data and ensure the achievement of a high interoperability within and across different administrative sectors and, also, with the private sector and the citizens.

1.5.2.3. Legal base

Article 5 of Decision 1720/1999/EC, modified by Decision 2045/2002/EC.

1.5.2.4. Users/beneficiaries

The target audience for the guidelines is 3-fold: IDA project managers, MS officials involved in ICT development and procurement, ICT companies working with EU public sector.

Direct beneficiaries are the projects of common interest and other sectoral networks (as identified in Decision 1720/99).

1.5.2.5. Previous achievements

In 2002, two different releases were produced (final version 6.1 was published in July and a draft version 7.0 was distributed at end of the year). The new releases are now more focused on the real business requirements for IDA projects and actions; in particular version 6.1 has introduced detailed roadmaps covering from the analysis of business requirements to the implementation of the applications. Version 7.0 has been further streamlined and updated.

In 2003 version 7.1 is finalised for publication. Work on version 8.0 is started to take into account the need from the sectors to have a more balanced approach on architectures based both on the use of Internet and of TESTA II as communication platform (notably when the security requirements allow so). This is the so called 2-legs approach. The structure of the document will also be reviewed to be aligned with the Interoperability Framework.

1.5.2.6. Actions and measures

In 2004, it is planned to finalise and publish version 8.0.

1.5.2.7. Expected deliverables and benefits

Final release of version 8.1.
1.5.2.8. Project schedule

1st quarter 2004: Final release of 8.1.

1.5.2.9. Funding

No additional funding for 2004.

**Previous funding**

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1.5.3. **Content interoperability strategy**

1.5.3.1. **Contact**

Emilio Castrillejo, DG Enterprise, unit D.2 (IDA) (Emilio.Castrillejo@cec.eu.int)

1.5.3.2. **Objectives**

The objective of this initiative is to establish a content interoperability strategy for the IDA programme, to ensure a harmonised and consistent approach in content and semantic management of future IDA developments.

1.5.3.3. **Legal base**

Article 4 of Decision 1720/1999/EC, modified by Decision 2045/2002/EC.

1.5.3.4. **Users/beneficiaries**

Public administrations in Member States and Candidate Countries; Community Institutions and agencies, Sectoral networks, Private sector.

1.5.3.5. **Previous achievements**

This is a new action. However, multiple actions related to interoperability have been undertaken before by IDA. Those most related with semantics are:

- EDIFACT/non-EDIFACT Interoperability. A guideline to convert EDIFACT into XML.

- Model Requirements for the Management of Electronic Records (MoReq). A guideline on the management of electronic files.


- Promoting an open document exchange format. A preparatory action for an IDA policy on open document formats.

- Middleware/XML. A study on the opportunity to use ebXML and other XML frameworks in the implementation of IDA networks.

1.5.3.6. **Actions and measures**

- Drafting a working paper to define a global strategy in content interoperability.

- Establishing a collaboration framework with other Commission projects.

- Analysing Member States ongoing initiatives.

- Analysing standardization bodies and international organizations initiatives in the field.
- Organisation of a workshop with the member states and other relevant players.

1.5.3.7. Expected deliverables and benefits

- Working paper with a definition of global strategy in content interoperability for IDA.

1.5.3.8. Project schedule

1\textsuperscript{st} quarter 2004: Analysis of Member States and International organisations initiatives.

2\textsuperscript{nd} quarter 2004: Workshop

3\textsuperscript{rd} quarter 2004: Presentation of the content interoperability strategy

1.5.3.9. Funding

€ 0

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1.5.4. Mobility case study

1.5.4.1. Contact

Gavino Murgia, DG Enterprise, unit D2, (Gavino.Murgia@cec.eu.int)

1.5.4.2. Objectives

The goal of the project is to conduct a feasibility study on how mobility across borders can be enhanced by exchanging data between civil registration authorities and similar offices. Also, self-service functions for citizens and business should be covered. The feasibility study should include an outline for one or more pilot projects, pointing the way for future actions.

1.5.4.3. Legal base

Article 9 of Decision 1720/1999/EC, modified by Decision 2045/2002/EC.

1.5.4.4. Users/beneficiaries

This action would prepare the ground for the possible implementation of trans-border eGovernment services. If realised these services would improve the life of citizens, especially those wishing to move or take up activity in another Member State. Beyond the immediate personal benefits, increased mobility is a key to a dynamic internal market.

1.5.4.5. Previous achievements

Although actions in this area have already been carried out by national authorities, this is the first such measure at European level.

1.5.4.6. Actions and measures

A case study on the administrative processes and requirements related to mobility will be carried out. This will look at the business case for trans-border data exchanges and the legal issues to consider and develop proposals in this regard as well as with respect to implementing technology. The expected outcome of the feasibility study is to issue proposals for further action.

The case study will assess the needs for data communication when a) a person moves from one place to another in a different country and b) when a person maintains more than one place of residence in two countries and has to modify personal data.

Data communication requirements

A. The business case

The study should identify regions with an above-average demand for trans-border eGovernment mobility services (EUREGIO, Öresund or others) and assess the benefits of implementation of data exchanges between civil registration authorities, civil registration authorities and other agencies, for example social security agencies, and between these authorities and citizens. Queries of citizen registers for business may also be considered.
B. Law/Legal Background

Legislation governing mobility and the access to information will have to be considered. While there may be a need to achieve harmonisation of legislation, experimental cases provide be a temporary work-around.

C. Technology

Proposals for implementation of trans-border eGovernment services should build on other results of the IDA programme and focus on a loosely-coupled architecture (focussing on message exchange across borders with multiple parties). The application should address standard-GUI requirements, use the eLink-Middleware being developed by IDA and reuse available XML-schemas for semantic description of data. PKI services for authentication of partners will be required. The proposal may also have to look at payment mechanisms.

D. Proposals for Pilot Projects

The case study should recommend candidates who would have the most to gain from pilot implementations and recommend the various technical, legislative, organisational etc. measures to undertake.

1.5.4.7. Expected deliverables and benefits

A proposal for the implementation of trans-border eGovernment services, as well as an assessment of the expected associated challenges. Validation of IDA recommendations and tools, including eLink.

1.5.4.8. Project schedule

February 2004 Constitution of the project management board and decision on region(s) to be assessed

June 2004 Identification of the main organisational, legal, technical, semantical etc. issues to be addressed

November 2004 Implementation proposal

1.5.4.9. Funding

€ 150000

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1.5.5. **Promoting an open document exchange format**

1.5.5.1. Contact

Bernhard Schnittger, DG Enterprise, unit D.2 (IDA)
(Bernhard.Schnittger@cec.eu.int)

1.5.5.2. Objectives

Interoperability between office application programmes is currently at an insufficient level for efficient e-government. This is due to the lack of support for open and standard exchange formats. Electronic documents should be exchanged among authorities and between authorities and citizens in a format that does not force the use of specific software products and that ensures the permanent readability of the documents. The purpose of this action is to prepare an IDA policy on open document formats.

1.5.5.3. Legal base

Article 10 of Decision 1720/1999/EC, modified by Decision 2045/2002/EC.

1.5.5.4. Users/beneficiaries

Since this action is in preparation of a policy on open document formats, the initial target group of this action are the IDA committee (TAC).

1.5.5.5. Previous achievements

In 2003, several expert group meetings were held to discuss technical requirements on a common data format. A first policy debate took place at the June 2003 TAC meeting.

To look at the availability of open document formats a specific project was launched. Since very valuable work on the technical requirements and possible solutions has been done by the German BSI the focus of the IDA study was shifted to issues related to industry uptake. Results of this study will be available in autumn 2003.

1.5.5.6. Actions and measures

The focus of action will be on the policy-level discussions of ways to encourage their uptake by industry.

This activity will involve primarily the TAC and national organisations involved in IT co-ordination. Assuming that functional satisfactory open standard document formats exist the objective of this policy-work will be to leverage public sector purchasing power to encourage industry implementation of one or more open standards.

It is proposed that a conference on the issue should be held, the outcome of which should be visible and provide a reference to higher levels of policy-making. Such a
conference should, however, take place after industry has been consulted on the feasibility of implementation.

Support for the standardisation process is expected to come from other financing source than IDA.

1.5.5.7. Expected deliverables and benefits

Policy endorsement of an open document format.

1.5.5.8. Project schedule

February 2004 Endorsement of open document format by TAC.

September 2004 Public event on open document format.

1.5.5.9. Funding

None (carried out on 2003 budget)

Previous funding

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2. BUSINESS APPLICATIONS

2.1. Workgroup tools

2.1.1. Global objectives

CIRCA is the IDA collaboration tool for closed user-groups. It is a generic service used by several thousands of users that are either members of EU committees managed by the Commission or part of sectoral networks. It is used by the EIONET network and by the 6th Framework Programme and is distributed under license agreement to several Member States Administrations for their own use.

CIRCA is available as a service and as a tool. As a service, the high levels of operational quality required from a mission critical system need to be assured, user requirements need continuously to be considered and its security provisions must at least support EU-restricted documents. As a tool, CIRCA should be modular, scalable and open (standardised interface to external applications). An important question remains that of distribution and the licensing scheme that implements this. This concerns in particular the question of whether CIRCA should remain limited to EU administrations or whether it should be generally provided as open source software.

Finally, the long-term sustainability of application maintenance and support needs to be addressed and viable alternatives to continued funding by IDA need to be identified.
2.1.2. **CIRCA**

CIRCA is the collaborative software of IDA. Fully based on Open Source software, the application provides information, library, meeting, newsgroups, and further services to working groups and committees. Free software licences for Member State administrations are available.

2.1.2.1. **Contact**

Declan Deasy, DG Administration, unit DI.6 (Declan.Deasy@cec.eu.int)

Christian Devillers, DG Enterprise, unit D.2 (Christian.Devillers@cec.eu.int)

Grzegorz Ambroziewicz, Enterprise, unit D.2 (Grzegorz.Ambroziewicz@cec.eu.int)

2.1.2.2. **Objectives**

To continue maintaining and improving CIRCA as a generic group-working tool to the IDA community of users.

2.1.2.3. **Legal base**

Article 5 of Decision 1720/1999/EC, modified by Decision 2045/2002/EC.

2.1.2.4. **Users/beneficiaries**

CIRCA is used by around 400 working groups and committees with over 40000 registered users. 30 additional instances of CIRCA are being operated by the European Environment Agency and in 25 licensed installations run by Member States' administrations.

2.1.2.5. **Previous achievements**

CIRCA has been running for several years as an IDA generic service and is being used by the majority of IDA sectors. The ever-increasing usage of CIRCA shows the extraordinary acceptance of CIRCA.

CIRCA, in its current architecture (version 3.x) is stable and highly performing; it is fully based on Open Source software.

Due to several legal issues and delays in the call for tender procedure, the development of CIRCA under a new architecture (CIRCA version 4.0) was not realised in 2003.

2.1.2.6. **Actions and measures**

**CIRCA help desk and support:**

This action is aimed at continuing the support to the use of CIRCA provided to the CIRCA leaders and administrators. This covers training, manuals and quick guides for new users or new versions, bug reporting, collecting the enhancement requests from the users, promotion and help desk.
CIRCA maintenance/development:

Continued maintenance of CIRCA 3.x as a generic service.

Following discussions in the IDA-TAC-WHAM and at the CIRCA Development Conference the future development of CIRCA will be decided in 2004.

CIRCA hosting:

CIRCA server: Provide a fail-over and scalable infrastructure based on open source software (LINUX), in order to increase the availability and performance of the tool.

2.1.2.7. Expected deliverables and benefits

- Better performance and stability of CIRCA
- Improved usability and easier customisation by administrations having decided to use CIRCA
- Software-supported load balancing and disaster recovery (due to replication service)
- High-availability infrastructure with load balancing based on LINUX servers
- Continued helpdesk and support services

2.1.2.8. Project schedule

CIRCA is an operational generic service, which must be up-and-running until the end of the IDA II programme (at least).

2004: Developers' conference

November 2004: If relevant, plans for continuation of action, including financing.

2.1.2.9. Funding

Maintenance: € 100000

Helpdesk and support: € 300000

Hosting – CIRCA server: € 130000

Previous funding

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2.2.eProcurement

2.2.1. Global objectives

The eEurope Action Plans 2002 and 2005 have set ambitious goals concerning "Government online: electronic access to public services", requiring efforts by public administrations at all levels to exploit new technologies to make information as accessible as possible and improve their services and interaction with citizens and businesses.

Public procurement is one of the key areas where the use of electronic means can greatly improve and simplify the way government procurement operates, making it easier for businesses to identify contact opportunities and to supply their goods and services across the European Internal Market thus contributing to the strengthening of Europe’s competitiveness and economic growth. This double benefit and the pervasion of government procurement activities throughout the economy and public administrations provide IDA with a good opportunity to contribute to the eEurope objectives.

A legislative framework for electronic public procurement procedures in the EU was adopted in 2004 as part of the legislative package of public procurement Directives. Member States will have to implement this new framework the latest by early 2006. By this date, procurement entities in Europe should be ready to perform procurement procedures electronically in compliance with the new Directives. Strong coordination between eProcurement policy actors and IT actors is necessary to achieve this goal, and a set of horizontal and complementary actions should be instigated, closely managed and monitored.

With the aim of facilitating the efficient introduction of eProcurement solutions in compliance with the forthcoming European public procurement regulatory framework, the objectives of IDA in line with Community policy should contribute to:

- Achieving a high degree of interoperability in electronic public procurement and assist efforts for developing concrete measures to overcome potential obstacles to the smooth functioning of electronic procurement across Europe;

- Facilitating electronic public procurement by providing common specifications, common tools or generic services for the awarding entities and also for the suppliers to enable easy access to public procurement opportunities in different Member States;

- Promoting the use of eProcurement in Europe by creating awareness of transborder eProcurement benefits and opportunities.

To reach these objectives the ongoing actions must be continued and some new ones should be launched:

1. Interoperability is not a simple issue in the eProcurement world. Different initiatives at EU and national levels are already performing interesting work in this area but differences in practices and tools or concepts could raise barriers to
conducting procurement electronically across Europe. In relation to interoperability
IDA actions should pursue, namely:

1.1. Guidelines for common technical specifications or standards for developing
eProcurement systems or services in line with the forthcoming legislative framework.
This should help (and may prove necessary) to ensure interoperability between
systems or services that procurement entities are developing in different Member
States across Europe. Such common specifications guidelines should be compared
with existing eProcurement systems in Europe and tested to ensure interoperability.
A comparison with solutions developed by the EU’s main trading partners should
complete this work. This action will be a continuation and extension of the previous
feasibility study.

1.2. The study and elaboration of recommendations to revise and improve the
existing Community Procurement Vocabulary (CPV) in order to adjust it to the needs
of electronic procurement and to facilitate the notification and search of procurement
opportunities in the electronic age;

1.3. The identification and definition of both eProcurement processes (with UML
diagrams, …) and common data formats (XML) for exchanging information and
enabling effective communication between buyers, suppliers and electronic
procurement systems, including actions enabling the user acceptance of such
solutions (e.g. software, tools, service, benchmarking, standard compliance, quality
assessment, technical support, …);

1.4. With reference to EU legislation (existing or forthcoming) and using work
already done in this area, the development of a pragmatic approach to address
practical issues of security, authentication and encryption affecting eProcurement.

2. eProcurement tools commonly available to European public administrations can
act as catalysts for eProcurement in Europe by helping awarding authorities to
develop eProcurement system for their own needs, in line with the forthcoming
legislative framework. The availability of common tools or services customisable to
meet specific project needs, would also be useful, especially for small awarding
authorities which have not the skills or resources to put in place their own
eProcurement systems.

2.1. Some services may also need to be co-ordinated at the European level (both for
administrations and suppliers). Examples of this concerns key services in
eProcurement (such as e-Notices, e-Tendering and the provision of supplier legal
information), which ideally should be available for repetitive/simultaneous use by a
supplier and where common agreements or even shared services may be required to
grant the concerned administrations secure access to this information.

2.2. Demonstrators or pilots should contribute in achieving these objectives and will
influence public authorities at a larger scale, in order to optimise and standardise
their processes. The demonstrators or pilots will be closely integrated with other
operational services, in particular SIMAP (http://simap.eu.int) and TED (Tenders

3. Creating awareness is an equally contributing factor of success: it is important to
communicate eProcurement benefits and opportunities, added value (both to buyer
and supplier), of a clear EU transborder eProcurement strategy, and the
organisational change it imposes. Workshops, eLearning programs, dissemination of best practices, and collecting cost/benefit information of existing eProcurement systems should be part of this objective
2.2.2. **eProcurement**

2.2.2.1. **Contact**

Project officer: Serge Novaretti, DG Enterprise, unit D.2 (IDA), (Serge.Novaretti@cec.eu.int)

In co-ordination with:

Byron Kabarakis, DG Internal Market, (Byron.Kabarakis@cec.eu.int),

Philippe Lebaube, Publications Office, (Philippe.Lebaube@cec.eu.int)

2.2.2.2. **Objectives**

The global objectives are mentioned in the text above but it is essential to underline that 2004 and 2005 are two years to prepare and build eProcurement systems compliant with the new legislative framework. This work aims at making the most out of the transitional period in order to avoid the development of several non-interoperable solutions across Europe which could fragment the Internal Market and would be serious obstacles to the take off of e-technologies in this key area.

2.2.2.3. **Legal base**

Article 5 of Decision 1720/1999/EC, modified by Decision 2045/2002/EC.

2.2.2.4. **Users/beneficiaries**

The beneficiaries are both:

- Procurement entities (at pan-European, national, regional, and local levels) who could benefit from work already done at the European level in the implementation of their own systems, and who could have access (thanks to improved interoperability) to a broader supplier base;

- companies keen to trade across borders, who could have improved and easier access to public procurement opportunities in different Member States.

2.2.2.5. **Previous achievements**

- **General activities**

  In 2001 and 2002, three workshops took place in Brussels (Dec. 2001, Feb & June 2002) for information dissemination and discussions on eProcurement activities at the European level (the minutes are available on CIRCA).

  - WP 2001 (eProcurement was a new entry in the IDA WP at this time)

  A study on trans-border eProcurement barriers and enablers was carried out and provided a list of recommendations. This study is published on CIRCA. € 120,000

  - WP 2002
A feasibility study was launched in November 2002 and achieved in May 2003, the final results are available on CIRCA. €120,000

This feasibility study assessed the possibility to generalise common specifications (from the German eProcurement platform: BeschA) and to pilot implementations in MS. As the results showed that the pilot phase couldn’t be performed because of several barriers (legal, technical, financial, etc.) in reusing the German platform, the study concluded in elaborating “guidelines for common specifications” using a “state of the art” and with the help of “learning demonstrators”

An eNotices service has been developed by the Publications Office collecting public procurement notices to be published in the Supplement of the Official Journal. €200,000

- WP 2003

Several actions were launched and are still in hand:

A specific working group has been created by the Commission to co-ordinate all the IDA eProcurement actions and measures. The TAC nominated two experts in co-ordination with DG Internal Market and the Publications Office working group experts involved respectively in developing public eProcurement policy and in operational issues regarding notices publication.

The starting elaboration of guidelines for common technical specifications focuses on assessing the best translation of the forthcoming legal framework into clear technical requirements to facilitate its correct and uniform implementation across the EU. This study is carrying out together with the development of the learning demonstrators which will allow the validation of the common technical specifications.

A study would have been launched in order to propose a revision and improvement to the common procurement vocabulary (CPV) codes in order to take advantage of e-technologies and integration with eCatalogues for example. This study will be carried out in 2004 due to internal budgetary issues.

An XML study aiming at collecting, elaborating common XML schemas along public eProcurement process is in progress focusing mainly both on the eOrdering/eInvoicing processes and on the eTendering process.

The Publications Office is setting up an eTendering service pilot for demonstrations and learning purposes. This service will be used by Community Institutions, agencies and associated bodies.

A workshop should be organised early 2004 aiming at showing IDA eProcurement results and sharing experiences across Europe.

2.2.2.6. Actions and measures

At least four meetings of the IDA eProcurement working group will be organised in 2004.

1. Interoperability
1.1. Common specifications

The action launched at the end of 2003 will be continued in order to improve the first version of the common specifications taking into account the results of the learning demonstrator (first static ones then dynamic ones).

1.2. Coding systems used in eProcurement

The study planned in 2003 by DG MARKT will be launched this year.

1.3. XML schema and forms

As the scope of this study is very large, it should be useful to extend/improve the first set of UML diagrams and XML schemas or to plan a pilot phase.

2. Common tools, generic services and pilots

2.1. eProcurement Demonstrators

According to the WP 2003 and the results of the feasibility study the development of the learning demonstrator will be continued in 2004 in association with the action 1.1.: Guidelines for common technical specifications.

2.2. eTendering service pilot

The Publications Office pilot will be improved in 2004 with the user feedback (see http://forum.europa.eu.int/Members/irc/opoce/etender/home) including the associated Awarding Authority Directory.

The pilot should be fine-tuned with addition of the following functions:

(a) Multilingual handling of content and graphical User Interface to cope with enlargement (20 languages or more) and localisation requirements;
(b) customisation for EU institutions (“corporate eTendering”) in providing a toolbox;
(c) packaging of the current SIMAP eTendering Services Open Source Software in order to improve its reusability by others;
(d) assessment of the results of the standardisation works in relation with the use of XML and implementation wherever possible;
(e) assessment of the outcome of other IDA projects and studies, in particular regarding eProcurement and way forward for reuse and/or implementation wherever possible;

3. Awareness

3.1 Workshop

IDA will organise at least one workshop in 2004 for administrations and the private sector to disseminate results of ongoing works, to present best practices and to learn from private sector initiatives. This workshop could be enlarged with a CIRCA electronic forum proposing some specific subjects to be discussed.

3.2 State of the art

The state of the art elaborated within the WP 2003 should be updated in order to have at any time the best view of all interesting initiatives in Europe and also to identify
some trends in this field. This state of the art should include some information on the
benefits of performing eProcurement systems within Administration.

3.3 Guidelines on eProcurement project management

The technical aspects in an eProcurement projects are essential regarding especially
interoperability across Europe but as a lot of IT projects how to manage such a
project is crucial, building a new system on existing processes and procedures result
often on a short term success but for long term sustainability a better approach should
be followed. eProcurement projects may modify the internal organisation of an
awarding authority, may change relationship with the private sector, … These
consequences should be assessed as earlier as possible in order to be taken into
account by the system development team. Based on national, regional or local
initiatives guidelines should be useful is this area.

In summary:

Actions from the 2003 WP to be continued or launched without new funding:

- 1.1 Common specifications and 2.1 learning demonstrators managed together as a
  whole action.
- 1.2 CPV study
- Actions from the 2003 WP to be continued or launched with new funding:
  - 1.3 Modelling eProcurement processes and setting XML schemas
  - 2.2 eTendering pilot
- 3.1 Yearly workshop
- 3.2 State of the art update

News actions especially regarding awareness activities:

- 3.3 Guidelines on eProcurement project management

2.2.2.7. Expected deliverables and benefits

1. Interoperability

1.1. Common specifications
  - Guidelines for common technical specifications

1.2. Coding systems used in eProcurement
  - Recommendations, pilot

1.3. XML schema and forms
  - Definition of processes model diagrams (UML) and common data formats
    (XML).
2. Common tools, generic services and pilots

2.1. eProcurement demonstrators

- Demonstrators, guidelines, methodology, assessment of the functional common technical specifications, identification of eProcurement software component, good practice.

2.2. eTendering service pilot

- Pilot service, demonstration environment, eProcurement software components, good practice.

3. Awareness

- Workshop eProcurement project management guidelines, dissemination of best practices.

- Project schedule

  Ja, May, Sept, Dec  Meetings of experts
  Mid 2004: state of the art, first version of common specifications and static eProcurement demonstrators, XML study results
  November 2004: If relevant, plans for continuation of action, including financing.
  End of 2004: eTendering service pilot, Completion of studies on common specifications, results of CPV codes study, dynamic eProcurement demonstrators and eProcurement project management guidelines

Funding

1. Interoperability

1.1 Common specifications: € 0

1.2 CPV codes: € 0

1.3 XML study: € 100,000

2. Common tools, generic services and pilots

2.1 eProcurement demonstrators: € 0

2.2 eTendering service pilot: € 150,000 (after validation of the 2003 WP version)

3. Awareness activities:

3.1 Workshop: € 50,000

3.2 State of the art update: € 50,000

3.3 Guidelines on eProcurement project management: € 50,000
Total: €400,000

### Previous funding

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2.3. Translation Support

2.3.1. Global objectives

The accessibility of Europe and the transparency of its policies depend to a large extent on information being available in the languages of the Member countries. That is one of the reasons why EU legislation must be published in all of the EU's official languages: because it becomes national law and thus directly binding on them, all EU citizens must be able to read and understand it in their own languages. But well before that point, proposals must be aired for the widest possible debate at all levels - European, national and local - in forms accessible to non-linguists and non-diplomats. It is a question of transparency and democracy.

At the same time, translation requires substantial resources. In 2001, close to 1.3 million pages were translated by the European Commission's Directorate-General for Translation alone; and with enlargement, the number of official languages will double. In this context, computer translation tools could offer some support, allowing administrators to obtain rough translations of texts for browsing purposes and permitting translators (under certain conditions) to make efficiency gains by cutting out part of the more repetitive work.

Demand for the Commission's machine translation (MT) service has increased sharply over the past few years, with some 800,000 pages being channelled through the system in 2001. Moreover, user statistics show that requests come not only from Community institutions, but also from national administrations. In explanation, an IDA-financed study indicated in 2002 that there is strong demand among national administrations for access to user-friendly, quality MT tools. IDA's objective is therefore to provide or help finance the technical solutions that can make these services more accessible to national administrations.
2.3.2. **IDA-MT**

2.3.2.1. **Contact**

Francine Braun-Chen, Directorate-General for Translation of the European Commission, (Francine.Braun-Chen@cec.eu.int)

2.3.2.2. **Objectives**

This proposal aims at improving the Commission's MT service, thereby reinforcing the multilingual dimension of IDA networks. Multilingualism is an essential feature of the European interoperability framework for the delivery of pan-European eGovernment services to public administrations.

EC Systran currently offers the automatic translation of documents for 26 language combinations. Translation quality varies according to the complexity of the languages involved, text type and length of development. Eight of these combinations are still prototypes, and two new ones from Danish and Swedish into English will be available at the end of 2003. Further investment would be necessary in order to raise them to the quality level of the more developed combinations and thus increase user satisfaction.

2.3.2.3. **Legal base**

Article 4 of Decision 1720/1999/EC, modified by Decision 2045/2002/EC.

2.3.2.4. **Users/beneficiaries**

IDA projects and Member State administrations.

2.3.2.5. **Previous achievements**

EC Systran is accessible to all Community institutions via the Intranet (IntraComm) and is used as a browsing, drafting and translation tool. In 2002, 122 300 requests were made and 740 000 pages translated. This continues the trend of the last decade: the turnover in pages has increased sevenfold since 1993, when the system became generally available to staff and the introduction of PCs led to an explosion in electronic documents. More than three quarters of MT requests in 2002 came from administrators as opposed to translators.

With a view to overcoming language barriers between EU Member States (and in line with Information Society initiatives), the system has been made freely available to EU public administrations and bodies, including government ministries, national parliaments, regional authorities and universities. As a result, the Commission's MT system is used throughout the German and Luxembourgish public administrations. For other Member States, users come from diverse ministries such as Agriculture (A, S), Health (B), Economics and Finance (B, F, FIN, IT), Customs (B, UK), Education (EL, FIN), Employment and Social Security (ES, F, P), EU affairs (IT), Foreign Affairs (DK, NL), Statistics (A, L) and Transport (IRL). EU regional liaison offices (Andalusia, Corsica, East Midlands, Flanders, Helsinki, Odense, Scotland, Stockholm, Tuscany, etc.), the Universities of Westminster, Brussels and Saarbrücken, and Madrid city council figure amongst other users. In 2002, Germany and Spain were the main Member State requesters.
2.3.2.6. Actions and measures

Action 1 - Study on the provision of Finnish <-> English MT

A series of tests on Kielikone's Finnish-English TranSmart system were organised within the Commission by DG Translation. However, due to the lack of resources, the results were not conclusive enough as to whether this system would be a viable long-term solution to the coverage of Finnish-English for the benefit of European public administrations. It was, for instance, not possible to assess the actual potential of the system in terms of linguistic improvability and technical integrability into the Commission's MT production environment.

It is therefore suggested that a feasibility study with a broader scope be conducted in order to identify and compare the various MT products currently available not only for the Finnish-English combination, but also for English-Finnish. This should take into account the work already done in this area by Kielikone and Systran S.A.

In addition, the study should analyse the legal situation of the MT systems on offer, quantify the investments necessary for acquiring and developing them, provide a cost/benefit analysis, evaluate their technical and linguistic quality and potential as well as their usability in the Commission environment, etc.

Action 2 - Study on availability of MT for 11 Languages of Acceding & Candidate Countries

Although the IDA-MT survey focused on the MT needs of current EU Member States, the Final Report recommends that the Commission should already prepare for the accession of future Member States and conduct a market study in order to identify and evaluate MT products offering the languages of the EU acceding and candidate countries.

In view of the countries joining the EU in 2004 and 2007 and according to the priority given to the three EU working languages - English, German, French - as target languages by the survey participants, DG Translation proposes that this study examine the availability of MT from 11 languages into English, German and French, with emphasis on English. The 11 languages concerned are: Czech, Estonian, Hungarian, Latvian, Lithuanian, Maltese, Polish, Slovak, Slovene, Bulgarian, Romanian.

Apart from exploring the market in order to find MT systems from the 11 enlargement languages into English, German and/or French, the study should evaluate the technical and linguistic quality and potential of each system on offer, assess its usability in the Commission environment, analyse its legal situation, quantify the investments necessary for acquiring and developing it, provide a cost/benefit analysis, etc. It should also quantify the likely savings if languages with linguistic affinities are developed in parallel on the same system.

2.3.2.7. Expected deliverables and benefits

Action 1: Feasibility study on provision of FI<->EN MT

Action 2: Feasibility study on MT for 11 languages of acceding & candidate countries
2.3.2.8. Project schedule

November 2004: If relevant, plans for continuation of action, including financing.

End 2004: Feasibility study on provision of FI<->EN MT

Feasibility study on MT for 11 languages of acceding & candidate countries

2.3.2.9. Funding

Action 1 (Feasibility study on FI<->EN) € 30000

Action 2 (Feasibility study acceding & candidate countries) € 140000

Total € 170000

Previous funding

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2.4. Guides to Legislation

2.4.1. Global objectives

Since the 70-ies Member States have been developing legal databases and have provided online access to electronic information on national legislation. In parallel, the European Commission created the EUR-Lex system as a portal to European Union law, giving electronic access to the complete collections of EU legal texts in all the official languages.

After the failure of a number of attempts to simplify access to national legal information system, the Council Working Party on Legal Data Processing in 2001 asked the institutions to create a directory of legal online information services in Member States and to develop a standard search interface for legal information retrieval. Important efforts have already been carried out on establishing a list of national legal databases. However, a common search interface to these databases needs to be developed, and towards the end of 2003 the Council Working Party noted the significant added value of the Nat-Lex developments and asked the Commission to continue work.
2.4.2. Nat-Lex

2.4.2.1. Contact
Pascale Berteloot, OPOCE/DG, (Pascale.Berteloot@cec.eu.int)

2.4.2.2. Objectives
Development of a single point of access (with a standard search interface) to legal online information services in Member States, as requested by the Council Working Party on Legal Data Processing.

2.4.2.3. Legal base
Article 4 of Decision 1720/1999/EC, modified by Decision 2045/2002/EC.

2.4.2.4. Users/beneficiaries
Preliminary discussions concerning EULEX and general users questions on EUR-LEX / CELEX tend to show a growing interest in national law of other Members States in the framework of studies, free movements of goods, free establishment of or interest for measures implementing EU law in other Member States. Users would thus be widespread from democratic circles (citizens, national parliaments) to the commercial and industrial sectors, national administrations and universities (research). This interest has been confirmed by delegates in the Council Working Party on Legal Data Processing.

2.4.2.5. Previous achievements
The feasibility of a standard search interface appeared as a by-product of the EULEX-2 project (July 1999 till April 2001) in the framework of the “Communication of official documents” part of IDA. A standard user interface (with a set of 11 common search criteria) was created to enable users to retrieve information in 4 legislative databases (Germany, France, Italy, UK) and in 2 case law databases (Italy, Germany). This part of EULEX-2 amounted to less than 50,000 EUR (of a total 170,000 EUR for the whole project).

The first stage of the Nat-Lex project (from 17/08/2002 to 23/04/2003) developed the Web user interface (common search mask) to cover 6 target services from Finland, Austria, France and United Kingdom. The major achievements of this stage are :

− Definition of architecture for the Nat-Lex service (technical approach)
− Definition of the Nat-Lex fields to be used in the Nat-Lex search mask
− Definition of the targets services concerning the online legal documentation services to be covered in the second phase of the Nat-Lex first stage realisation project.
− Project plan for Nat-Lex phase II (developments).

Achievements were presented to the Council Working Party on Legal Data Processing late in 2003, which noted the significant added value of a single interface
to national legal databases. It called on the Publications Office to continue work on the project in order to overcome remaining interoperability problems to some national technical environments.

2.4.2.6. Actions and measures

Following the guidance of the Council Working Party on Legal Data Processing, the actions foreseen under the next phase aim

– to extend the implementation of the current search interface to legislative databases of all Member States,
– to study the possibility of harmonising the formats in which the search results (legal texts) are displayed by the different target services,
– to improve and adapt the interface and the help texts, according to requests of the Working party.

For this second phase of developments an amount of 200000 € was granted. for 2003.

2.4.2.7. Expected deliverables and benefits

Release into production of corrected and improved system.
Finalised screen design.
Integration in the system into the EUR-Lex portal.
Harmonisation of the formats in which the search results (legal texts) are displayed by the different target services.

2.4.2.8. Project schedule

| May 2004: | Release of the beta version of the final developments, i. e. a common search mask applicable to legislative data bases of all Member States with help texts |
| November 2004: | If relevant, plans for continuation of action, including financing. |
| December 2004: | Release of the final version of stage 1 and access via Internet for national delegations in the Council Working Party on legal Data and specific groups determined by them. |

2.4.2.9. Funding

€ 120,000

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2.5. Portal to Services of Public Administrations

2.5.1. Global objectives

The aim of this action is the provision to European citizens and enterprises of public online information and services with a cross-border dimension. Services should be offered to both EU citizens and enterprises in real-life situations (for example citizens wishing to work or study in another MS, or EU enterprises wanting to move or open a new branch in another MS). The portal will therefore assist EU enterprises and citizens wishing to settle in another Member State or to perform their activity in a pan-European context.
2.5.2. **Portal of the EU Administration (Your Europe)**

2.5.2.1. **Contact**

Gavino.Murgia, DG Enterprise, unit D.2 (IDA) ([Gavino.Murgia@cec.eu.int](mailto:Gavino.Murgia@cec.eu.int))

Luc Joosten, Internal Market DG, unit A.3 ([Luc.Joosten@cec.eu.int](mailto:Luc.Joosten@cec.eu.int))

2.5.2.2. **Objectives**

The final objective of the Portal of the EU Administration is to implement a one-stop shop for the provision from the EU public administrations of pan-European online information and services to both EU citizens and enterprises. The final product should be **interactive, multilingual, offer user-centred services and be both reliable and complete**. In a sentence: it should become the reference portal for citizens and enterprises interested in cross-border activities.

The current phase is a pilot one, a sort of "laboratory for analysis and design", showing different solutions to users’ needs. It prioritises functionality (focusing on a certain number of e-services selected with the active collaboration of the national experts). Furthermore, the pilot should facilitate the establishment of a common framework for collaboration between different initiatives undertaken at national, regional or European level.

The pilot phase will continue through 2004. The operational phase is planned to start in 2005. It is expected that the operational phase will cover both the provision of information and of the selected pan-European eGovernment services. To this purpose, priorities for the services to be included in the Portal will have to be discussed and agreed beforehand between the MSs and the Commission.

2.5.2.3. **Legal base**

Article 4 of Decision 1720/1999/EC, modified by Decision 2045/2002/EC.

2.5.2.4. **Users/beneficiaries**

Direct beneficiaries are EU citizens and enterprises, as well as citizens and enterprises from EEA countries and Candidate Countries participating to IDA. The services offered through the portal should cover real life situations in a pan-European cross-border context.

2.5.2.5. **Previous achievements**

In 2001 a preliminary study to assess the situation at EU level was conducted, and the type of services to be provided through the portal were identified. It was agreed that work would be centred around life events related to cross-border movements. The detailed findings of the study are published on the IDA web site ([http://europa.eu.int/ISPO/ida/export/files/en/730.pdf](http://europa.eu.int/ISPO/ida/export/files/en/730.pdf)).

In 2002 the pilot phase was started, leading to a definition of the content for a first summer release (both in terms of topics and interface to the end-users). In this context an online dynamic demonstrator and a decentralised authoring tool were made available to the pilot's participants since June 2002.
The pilot portal was then officially launched at the IDA conference on pan-European eGovernment services on 19.9.02: URL http://europa.eu.int/public-services.

A first strategic document was drafted in September 2002 and revised in June 2003.

An ex-ante evaluation report was finalised in May 2003.

At mid-2003, 13 MSs and one EEA country are present on the pilot Portal. There is also a rich section on European Union content.

Following a recommendation of the ex-ante evaluation, a formal Editorial Board (with the participation of the MSs) has been set up and started functioning in September 2003.

2.5.2.6. Actions and measures

The need for a clear strategic vision that would ensure better focus and facilitate the commitment of all stakeholders has been recognised. This is now being addressed, in parallel to the development of the pilot.

During 2004 the pilot is expected to be further extended with the participation of the new MSs.

In this first phase the portal will deal with information services and propose some limited interactivity at the front-office level (like user profiling).

A major action to be finalised in 2004 is the consolidation of the pilot portal by merging with the pre-existing sites Dialogue with Citizens and Business. The new portal will be named ‘Your Europe’ and will represent the main EU portal in support of cross-border users. The information coming from Dialogue with Citizens covering a large number of topics (around 80 fact sheets per country), the content part for the Citizens section should be easily completed. More work will still be necessary for the section that addresses enterprises. Taking advantage of this consolidation the structure of the content will have to be reviewed; this will have to be done taking into account the recommendations of the ex-ante evaluation and with the full involvement of the Editorial Board.

In parallel to the pilot, the possibility of working on more advanced interactive pan-European e-services (to be integrated in the portal) will be examined in collaboration with the sectors. A current candidate is the Cowebs project in the area of social security for migrant workers.

2.5.2.7. Expected deliverables and benefits

The pilot is to be continued through 2004, aiming at achieving a full operational service by the end of 2004. ‘Your Europe’ will represent a major step forward in achieving a single point of access, since it will integrate and consolidate the main 3 existing EU sites.

A second-generation portal platform is planned to be developed during 2004, following an impact assessment to be launched at the end of 2003 (focusing on metadata and content harmonisation, advanced personalisation features, multichannel features and simple back-office interoperability features).
A particular promotion effort (targeted to the general public) is planned for the second half of 2004, following the successful launch of ‘Your Europe’ and in coordination with the Editorial Board.

2.5.2.8. Project schedule

Expert meetings: January, March, May, September - November 2004

Decision by the TAC on a revised strategy, including on services and data collection.

Launch of a new consolidated portal (Your Europe): Q3 2004

Launch of a promotional campaign: second half 2004

Development of the new technical platform (second generation): Q4 2004

If relevant, plans for continuation of action, including financing: November 2004

Promotion and inclusion of the relevant results of other IDA actions (notably EIF, multichannel study, MT, MIReG): on-going through 2003 - 2004

2.5.2.9. Funding

€ 200000 for the content-related support activities for the pilot portal.

€ 100000 for the provision of translations facilities for the introductory texts (mainly into English, French and German).

€ 100000 for the preparation of enlargement

€ 250000 for the development of a new technical portal platform (following the results of the impact analysis), including migration and implementation costs.

€ 100000 for a promotional campaign (covering 27 countries).

**€ 750000 total**

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2.6. Interactive Policy-Making

2.6.1. Interactive Policy-Making

2.6.1.1. Contact

Anthony Dempsey, Internal Market DG, unit A.03 (Anthony.Dempsey@cec.eu.int).

Karel De Vriendt, Personnel and Administration DG, unit DI.4 (Karel.De-Vriendt@cec.eu.int).

2.6.1.2. Objectives

In the context of the Interactive Policy Making initiative, the Commission identified the need to develop an Internet application that allows:

(1) To collect spontaneous information from citizens and businesses about their daily problems relating to different EU policies. About 250 intermediaries (such as Euro Info Centres, European Consumer Centres and the Citizens Signpost Service) throughout the EU, EFTA countries and soon acceding countries (to be included in the networks during 2004/2005) collect problematic cases occurring every day and record them in the Commission's Feedback database. This listening device allows for a constant monitoring of the application of existing legislation and provides concrete input for new policy initiatives;

(2) The creation of on-line, structured questionnaires, which, on the Internet, can be answered by anyone interested in the subject of the questionnaire and from which we can obtain views and feedback on a particular policy-related issue. In comparison to traditional consultations, an on-line consultation is both much easier to take part in and more useful to the Commission services in the sense that it vastly reduces the amount of time needed for gathering and analysing the results. Also it can handle structured questions in multiple languages. We hope that this will result in policy making that from the outset takes better account of the views of all stakeholders.

2.6.1.3. Users/beneficiaries

This Internet tool will be at the disposal of the Commission and national administrations. The Commission will use this tool in the context of the Interactive Policy Making initiative. Member States can use this tool in order to set-up interactive consultation with the general public or with well-defined target groups, as well as a to collect feedback data from citizens, business or other target groups on specific issues or policy areas within their areas of responsibility.

Member States and Commission can use this application jointly or independently. The data collected independently remain under the responsibility of each party.

Citizens, consumers and businesses benefit by being actively involved in the policy-making process, being enabled to give input to new initiatives (by participating in open consultations) and giving feedback on the application of existing legislation.
The active role of intermediaries allows people who have no direct access to Internet or who do not wish to participate actively in consultations the possibility to have their relevant practical experiences recorded and made available to policy-makers (while protecting anonymity). The intermediaries are actively involved in the dissemination of information about the feedback mechanism or about ongoing consultation.

2.6.1.4. Previous achievements

The main achievement concerns the development of both the IPM Feedback application (Feedback mechanism) and the IPM On-line consultation application (On-line consultation mechanism).

194 European Information Centres, 13 European Consumers Centres and 34 Citizens Signpost Service legal experts now use the fully developed IPM Feedback Mechanism, launched in February 2003. Today, more than 40,000 cases have been collected, covering 33 different EU policy areas. DG MARKT, as the first end-user of the database, has initiated in-depth studies analysing cases within a specific area and collected since the beginning of the project. These studies will be used as additional source material for policy development. Other services, including DG ENTR, will start to use feedback for evaluation and monitoring of existing policies. Some of the participating Euro Information Centres have also begun to use this feedback in their contacts with decision makers at national, regional and local level.

38 On-line consultations have generated 22,700 reactions. 11 different Directorates General have already launched or are preparing to launch consultations using the tool. The wide range of DGs using the tools (EMPL, ENTR, SANCO, JAI, MARKT, REGIO, RTD, EAC, OPOCE, ENV, AGRI) clearly demonstrates the horizontal nature of this action. Since DG MARKT started monitoring the usage of results from on-line consultations, a significant increase in efficiency has been noted regarding the analysis of the responses.

DG MARKT is elaborating a best practise model of the use of the two IPM tools in order to allow for a comprehensive understanding of needs being reported by stakeholders on the ground.

The development of the European Business Test Panel (EBTP), a joint project between the European Commission and Member States, is ongoing. The application to register the participating companies to the Panel (“registration database”) has already been developed, including local and national country co-ordinator interfaces. 2200 candidate companies have already registered, out of a projected 3000. The national co-ordinators contribute to each consultation by monitoring qualitative and quantitative aspects of the consultation. A first EBTP-based consultation was launched in September 2003 and so far 715 companies have replied. As the panel is completed it will provide a representative cross-section of EU companies and a-cost-efficient way of obtaining business input on specific EU initiatives. Full development of the tool will also enable Member States to consult national panels should they so wish.

A link between the IPM Feedback mechanism and SOLVIT (“Effective Problem Solving in the Internal Market”) is being developed. (The SOLVIT centres, which are located within the administrations of each Member State, provide an alternative to
formal complaints procedures or legal action for citizens and businesses who encounter a problem in the exercise of their Internal Market rights.) This will enable an IPM intermediary to transfer problematic cases reported by citizens on EU policy application directly to the appropriate SOLVIT centre.

The experience from this first phase of exploiting the tools has helped to clarify further needs of technical development.

Preparatory work (feasibility studies, high level architectural work) has started for the redesign of the IPM tools, the creation of data analysis / data mining utilities and the migration towards open source software (OSS). The result of that preparatory work will be available end 2003 and be the basis for decisions on further work.

2.6.1.5. Actions and measures

- Corrective and evolutive maintenance of the existing applications, including the support for additional languages (enlargement) and the inclusion of suggestions by the present users of the tool. The two IPM concepts of structured on-line consultations and direct feedback from the market are new. Adapting the tools in the light of the experiences of early users is therefore essential for the further utilisation and success of the tool.

- Architectural redesign of the application. In order to support the Interactive Policy-Making initiative as early as possible, the present tools still has many characteristics of a prototype. Learning from the first experiences with the tool, it becomes clear that some major redesign work will be needed. Apart from a complete redesign of the database, an important area of improvement is the support for the preparation and administration of questionnaires.

- Complementing the existing tools with data analysis / data mining utilities. Considering the amount of feedback we are receiving, powerful tools for analysing the feedback received are needed. The exact requirements for these utilities still need to be determined. Exporting to existing data analysis / data mining tools will be considered.

- Migration to open source. On the request of the IDA TAC, we are presently investigating the possibilities. Migration to open source will make it much easier for Member States Administrations to use the tool.

- Improve documentation.

2.6.1.6. Expected deliverables and benefits

- Regular maintenance releases, taking into account the first experiences in the field.

- A redesigned version of the tool, of industrial quality. Main beneficiaries will be the Administrations (the Commission and any other administration wishing to use the tool) using the tool.

- Data analysis / data mining utilities. Again, the main beneficiaries will be the Administrations using the tool.
An OSS version of the tool. Beneficiaries will be Administrations that cannot afford to invest in commercial middleware (BEA Weblogic as J2EE server) or databases (Oracle).

2.6.1.7. Project schedule

Setting up or making use of an existing expert group, inviting Member States to participate with a view to providing guidance to the project.

Corrective and evolutive maintenance are ongoing activities, likely to result in two or three new releases.

The adaptation of the tools to the needs of enlargement must be realised early in 2004, allowing the extension of the IPM feedback mechanism to the intermediary networks in the new Member States next year.

Final decisions (exact content and timing) about the various new developments described above will be taken on the basis of the results of ongoing study work. These results will be presented for discussion at a workshop to the IPM and IDA communities early in 2004

November 2004: If relevant, plans for continuation of action, including financing.

2.6.1.8. Funding

(1) € 100000 for corrective and evolutive maintenance.

(2) € 50000 for a complete analysis of the data analysis / data mining utilities needed.

Subtotal: € 150000

The following estimations are provided for information only. Subject to the discussions with national experts a number of additional activities may need to be carried out. The following estimations indicate what order of magnitude might be requested

(3) € 200000 for the redesign/redevelopment of the IPM tools as described above.

(4) € 100000 for data analysis / data mining utilities.

(5) € 200000 for migration towards open source software.

For items (3), (4) and (5), only rough estimations can be given at present. Final estimations can be made available once the ongoing preparatory work is finalised (end 2003). Combining items (3) and (5) may save money.

Subtotal: € 500000.

These amounts are in line with the financial statement that supported the Commission Decision that launched the Interactive Policy Making initiative (C(2001) 1014).
## Previous funding

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3. **SPREAD OF GOOD PRACTICE**

3.1. Dissemination

3.1.1. Global objectives

The IDA legal decisions (1720/1999 Article 10) foresee actions to ensure general awareness of the achievements and benefits of the IDA programme. The Community should also ensure co-ordination and the exchange of views, knowledge and experiences within and across sectoral networks and other stakeholders (standardisation bodies and Community standardisation-related initiatives). The channels for this in 2003 will be: The IDA report, the IDA web site and IDA information days and initiatives toward public media to raise the general awareness of the programme and its achievements.

Taking into account that the amendment of the IDA Decision requires also the organisation of conferences, workshops and other types of events in order to ensure general awareness of the achievements and benefits of the IDA projects and actions and encourage a broad discussion on the future direction and priorities of the IDA programme.
3.1.2. Dissemination

3.1.2.1. Contact

Cristina Gimenez-Estol, DG Enterprise, unit D2 (IDA), (Cristina.Gimenez-Estol@cec.eu.int)

3.1.2.2. Objectives

To increase visibility of the IDA programme, to demonstrate its achievements and to disseminate these to the appropriate target audiences.

3.1.2.3. Legal base

Article 10 of Decision 1720/1999/EC, modified by Decision 2045/2002/EC.

3.1.2.4. Users/beneficiaries

The main target group for this action will be Commission services and Administrations of participating countries in the IDA Programme. In addition, European policy makers and public service administrators at senior level will also be targeted. With reference to the amended Decision, citizens and enterprises become also a target group.

3.1.2.5. Previous achievements

IDA-Report: 4 issues in 2003, the IDA Project Catalogue, IDA Seminar-Workshop for Acceding/Candidate Countries in Warsaw (February 2003) and Sofia (November 2003), IDA Information Days in Malta, Poland, Bulgaria, Turkey and Slovakia. Revamping of the IDA-Web-site, IDA Communication Strategy, Production of IDA Information Packages for events, Several Press Releases.

3.1.2.6. Actions and measures

- Issue of 4 IDA-reports;
- Organisation of an IDA Concluding Conference and presentation of the new IDA/orc Programme;
- Production of audio-visual material for distribution to the media, use at presentations, etc.;
- Update of information material (IDA brochures, IDA Catalogue of Projects);
- Maintenance and upgrade of the IDA web site;
- Production of information material tailored to the needs of different IDA audiences.
- Information material covering the new IDA/orc Programme.
- IDA Information Days and workshops.
3.1.2.7. Expected deliverables and benefits

Four issues of IDA-report (Issues in March, June, September and December 2004) – dissemination of the latest developments and awareness of relevant issues of interest to different IDA stakeholders and/or beneficiaries;

IDA Concluding Conference/Launching of IDA new Programme – Dissemination of IDA best practice and strategic input from stakeholders.

Production of audio-visual material – Dissemination for a larger public – Raise awareness of the services provided by the IDA Programme – June 2004.

Update of information material – Increase use of IDA products and opportunities (continuously throughout 2004).

Maintenance and continuous upgrade of IDA Web-Site – Easy access of IDA related information for stakeholders (continuously throughout 2004).

Various ad-hoc information activities.

3.1.2.8. Project schedule

2004 5 IDA Info Days and 2 IDA Seminars

Every quarter, production of IDA-Report with last issue June 2005 to disseminate IDA II results in parallel with the start of the new Programme.

Audio-visual material: June 2004

IDA Concluding Conference – November 2004

3.1.2.9. Funding

Dissemination for the ad hoc activities: € 50000

Technical website maintenance: € 100000

Total: € 150000

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3.1.3.  eGovernment Observatory

3.1.3.1.  Contact

Emilio Castrillejo, DG Enterprise, unit D.2 (IDA) (Emilio.Castrillejo@cec.eu.int)

Cristina Gimenez-Estol, DG Enterprise, unit D2 (IDA), (Cristina.Gimenez-Estol@cec.eu.int)

3.1.3.2.  Objectives

Disseminate initiatives and best practice related to eGovernment actions and to encourage information exchange between possible stakeholders in MS.

3.1.3.3.  Legal base

Article 10 of Decision 1720/1999/EC, modified by Decision 2045/2002/EC.

3.1.3.4.  Users/beneficiaries

The main target group for this action will be Commission services and MS/EEA/CC administrations maintaining or developing trans-border telematic networks. In addition, policy makers at national and European level, as well as private companies, organisations and citizens with an interest in e-government issues have also access to the information at the eGovernment Observatory web page and can subscribe for receiving information about the activities.

3.1.3.5.  Previous achievements

Establishing of the eGovernment web-site (as a section of the IDA web-site). Completion of one in depth study on the needs for eGovernment Services for enterprises.

3.1.3.6.  Actions and measures

This project will be a continuation of the work realised in 2002 and 2003.

In 2002 the work focused on building the knowledge base and establishing the eGovernment Observatory as a reference source for information about eGovernment initiatives.

In 2003, the Observatory has been restructured to easy the access to the information and the quality of the content has been improved.

The main elements defined in 2003 are:

- The newsroom, complemented with a weekly e-mail newsletter.
- The events section.
- The repository and the publications section, where relevant documents produced by the Observatory or third parties are stored or referenced.
- The factsheets, a completely restructured section that gathers a synopsis of the situation in European countries.

In addition, in 2003 a new release of the technological basement of the observatory has been developed to improve search and classification.

In 2004, the main goals are:

- Increase the visibility of the observatory.
- Maintain updated the existing content, taking advantage of the new technical features implemented in 2003.

3.1.3.7. Expected deliverables and benefits

Reinforce the value of the eObservatory in co-operation with Member States and its contribution to the implementation of the IDA programme. Continuously updated information of the web site. New editions of the eGovernment News and the weekly newsletter.

3.1.3.8. Project schedule

Quarterly eGovernment news accompanying IDA-Report.

Weekly web site updates, shown by the e-mail newsletter.

Biannual consolidated ready-to-print versions of the web site, which will gather the relevant contents of the sections (news, events, newsletter, fact sheets)

November 2004: If relevant, plans for continuation of action, including financing.

3.1.3.9. Funding

200000 €

Previous funding

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3.2. Promoting competence in OSS

3.2.1. **OSS Migration Guidelines**

3.2.1.1. Contact

Grzegorz Ambroziewicz, DG Enterprise, unit D.2 (IDA) (Grzegorz.Ambroziewicz@cec.eu.int)

3.2.1.2. Objectives

To update the IDA OSS Migration Guidelines released mid-October 2003 and to investigate and possibly implement a self-sustaining approach to maintaining the document up-to-date.

3.2.1.3. Legal base

Article 10 of Decision 1720/1999/EC, modified by Decision 2045/2002/EC.

3.2.1.4. Users/beneficiaries

IT managers of public sector administrations.

3.2.1.5. Previous achievements

Release of the IDA Migration Guidelines in October 2003. The Guidelines received widespread attention and acclaim and is being translated into French and Spanish by the user communities.

3.2.1.6. Actions and measures

The first release of the Guidelines will be reviewed in the light of technological and product changes and also taking into account the many reader comments that have been received since its release. In parallel to this, opportunities offered by emerging technologies (such as Wiki-sites) should be assessed and - if promising - harnessed to implement a public document that is updated or at least updateable by its readers. Feedback from the release of the first version, including the willingness of user communities to carry out translations into other language versions indicate that there might be enough support for updating the document to make it self-sustained.

3.2.1.7. Expected deliverables and benefits

Revised and publicly revisable version.

3.2.1.8. Project schedule

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<th>Description</th>
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<td>October 2004</td>
<td>Publicly modifiable web site with recommendations</td>
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3.2.1.9. Funding

€ 120000

Previous funding

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3.2.2. **Competence centres for OSS**

### 3.2.2.1. Contact

Vemund Riiser, DG Enterprise, unit D.2 (IDA) (Vemund.Riiser@cec.eu.int)

### 3.2.2.2. Objectives

The objective of this action is to promote the spread of good practice in the use of open source software by public administrations by establishing a systematic overview of usage of OSS products and of applications developed according to the OSS development model. The aim is to make the lessons learnt in these projects available to others and to provide specialist technical and economic advice on specific issues. This entry also addresses the eEurope initiative's call for greater uptake of open source software.

### 3.2.2.3. Legal base

Article 10 of Decision 1720/1999/EC, modified by Decision 2045/2002/EC.

### 3.2.2.4. Users/beneficiaries

Policy makers and industry will benefit from a better coverage of OSS deployment in European administration. The in-depth technical and economic assessments will be of more specific interest to public sector IT managers and to national and regional OSS competence centres only.

### 3.2.2.5. Previous achievements

This action follows on from the study on the feasibility of pooling open source software developed by and for administrations. The study was published in June 2002 and received widespread press coverage. More than 22,000 downloads from the IDA website were reported.

At the end of 2003 a reference information point will be unveiled, providing a consolidated view on OSS deployment in the public sector. This will offer weekly news alerts and publish two in-depth analyses of OSS case studies per month. In addition, a conference at the end of 2003 will for the first time bring together representatives of national or regional public sector competence centres and thus help encourage co-operation between these.

### 3.2.2.6. Actions and measures

The work of the information reference point should continue in 2004 consolidating the site as a unique point of access for information related to OSS usage in the public sector. This includes continuing the weekly news alerts and the twice-monthly write-ups of case studies. At the same time, efforts should be increased to identify OSS-related activities in Southern and Eastern European countries.

In addition to the activity on information dissemination the site will also start establishing an inventory of shareable public sector-specific applications. The purpose is to assess availability and needs for software applications that are specific to the public sector and that might usefully be shared between different
administrations. Work should also be launched on providing recommendations for potential software contributors (for example related to documentation and modularisation) and on developing the concept of self-certification.

An important question in the sharing - and thus the release - of software by and between public administrations is that of legal constraints. Although not limited to the issue of OSS license, this is an particularly important issue. Therefore, as part of the work on promoting good practice in the use of OSS, the viability of a common recommendation on OSS licenses should be considered, taking into account the different national legislative environments. The current efforts at revising the GNU General Public License present an opportunity for flagging the specific requirements of the European public sector. Preparatory work on establishing a common European stance will be launched at the end of 2003.

Finally, a follow-up event to the conference of OSS competence providers will be planned to help evaluate IDA’s actions in the area of open source software and to formulate recommendations for possible future work.

3.2.2.7. Expected deliverables and benefits

This action will improve knowledge about the use of open source software in Europe’s public sector and increase the capacity of public administrations to assess the utility of OSS. Furthermore, it will help identify re-usable eGovernment solutions and - as importantly - show where common solutions may still need to be developed (either by IDA, by other European programmes or by national actors).

3.2.2.8. Project schedule

On-going 2004: Update of information reference point, weekly news alerts, twice-monthly assessments of OSS case studies

June 2004: Conference of OSS competence centres

Good practice guidelines for application developers to encourage re-usability of software

Proposal for self-certification of application providers.

Recommendations on licenses

September 2004: Inauguration of eGovernment application inventory

October 2004: Conference evaluating achievements and formulating recommendations for future action

3.2.2.9. Funding

€ 270,000

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4. PROGRAMME MANAGEMENT

4.1. Global objectives

The IDA programme is composed of a multitude of individual actions that together address the objectives defined in the IDA decisions, namely to promote the efficient and effective uptake of information technologies in public administrations in support of Community policies and the provision of better European public services. The usefulness of these actions and their contribution towards the global objectives need to be monitored and assured in order to ensure that the maximum benefits are derived from the IDA programme.

The purpose of IDA's actions in support of programme management is to provide assistance for ongoing quality management in IDA projects, to establish cost/benefit assessments and to conduct evaluations of the impact of specific projects and of the overall performance of the programme. The results of these activities should lead to corrective actions at the level of the individual projects. At the level of the programme, the assessment of the benefits and drawbacks of the programme will inform the debate on the continuation of IDA actions after the expiry of the current phase of IDA at the end of 2004.
4.2. Evaluation

4.2.1. Final evaluation of the IDA II Programme

4.2.1.1. Contact

Vemund Riiser, DG Enterprise, unit D.2 (IDA) (Vemund.Riiser@cec.eu.int)

4.2.1.2. Objectives

This activity will lead to the final evaluation of the IDA 2 programme. Its objectives are to:

- improve management and
- provide accountability.

4.2.1.3. Legal base

Article 13 of Decision 1720/1999/EC, modified by Decision 2045/2002/EC.

4.2.1.4. Users/beneficiaries

Main target group will be the IDA secretariat and national IDA co-ordinators.

4.2.1.5. Previous achievements

This action follows on the first evaluation of the IDA II programme that was completed in 2000 and the midterm evaluation of 2002.

4.2.1.6. Actions and measures

The evaluation will consider the programme’s intervention logic, looking at the whole duration of the IDA II programme, from its start in 1999 to 2004. It will provide an overview of all projects and measures financed by the IDA II programme, as well as an in-depth case study of a sample thereof. The methodology is expected to include desk research, in-depth interviews, structured surveys and case studies. Member States will be invited to nominate members to a project board that will review the methodology and follow the evaluation activities of the contractor.

4.2.1.7. Expected deliverables and benefits

Report of results of the final evaluation of the IDA II Programme.

4.2.1.8. Project schedule

This evaluation is planned to be completed in the September 2004.

4.2.1.9. Funding

€ 0 (funded on 2003 budget)

Previous funding
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4.2.2. Evaluation and C/B analysis of IDA funded projects and actions.

4.2.2.1. Contact

Vemund Riiser, DG Enterprise, unit D.2 (IDA) (Vemund.Riiser@cec.eu.int)

4.2.2.2. Objective

Assess cost and benefits of IDA projects and actions. Assess and update the IDA VoI (Value of Investment) methodology. The project actions shall be co-ordinated with the activities under the previous actions and the eGovernment observatory.

4.2.2.3. Legal base

Article 8 of Decision 1720/1999/EC, modified by Decision 2045/2002/EC.

4.2.2.4. Users/beneficiaries.

The intended beneficiaries will be both those responsible for initiating large public sector ICT projects and the project managers carrying them out. In addition the studies will promote best practise among public administrations and commission services dealing with IT and eGovernment related issues.

4.2.2.5. Previous achievements

2003 completed the Cost benefit study of TESTA and established the IDA VoI (Value of Investment) methodology to assess costs and benefits of IDA HAM and PCI.

4.2.2.6. Action and Measures

Launch C/B assessment of one PCI

Launch C/B assessment of one HAM

4.2.2.7. Expected deliverables

July 2004 assessment report on IDA PCI

Nov 2004 assessment report on IDA HAM

Dec 2004 assessment of the IDA VoI based on experience with the two projects carried out.

4.2.2.8. Project schedule

April 2004 Launch of first assessment

July 2004 Deliverable of first assessment

July 2004 Launch of second assessment

Nov 2004 Deliverable of second assessment
4.2.2.9. Funding

€ 200000
4.3. Preparation of IDAbc

4.3.1. Establishing a work programme for Horizontal Measures

4.3.1.1. Contact

Bernhard Schnittger, DG Enterprise, unit D.2, (Bernhard.Schnittger@cec.eu.int)

4.3.1.2. Objective

The proposal for a decision establishing the IDAbc Programme distinguishes projects of common interests and horizontal measures. The latter is to include infrastructure services and strategic and support activities to promote pan-European eGovernment services. Proposals for actions to be undertaken by IDAbc in the relevant fields should become part of a rolling work programme that covers the complete duration of the IDAbc Programme. Thus, the individual actions themselves will need to take a multi-year perspective.

The objective of this action in the 2004 work programme is to prepare for the launch of IDAbc by identifying the areas of activity of the future Programme, preparing for the objectives, actions and funds of future work programme entries and clarifying the roles and responsibilities of actors.

4.3.1.3. Legal base

Article 4, 5, 6, 7, 8, 9 and 10 of Decision 1720/1999/EC, modified by Decision 2045/2002/EC.

4.3.1.4. Users/beneficiaries

This action will help make possible a quick start to the Programme and focus as well as generate consensus on the future Horizontal Actions. In providing early clarity on IDAbc's orientations benefits will accrue to sectoral project managers, to Member States (who will be better able to plan their involvement) and - ultimately - citizens and businesses where these are served by the pan-European services to be constructed.

4.3.1.5. Previous achievements

This action specifically aims at preparing the ground for the implementation of IDAbc and to help identify and continue those achievements of IDA II that should be continued in IDAbc.

4.3.1.6. Action and Measures

A series of expert and working group meetings are foreseen which will be open to national and EU policy-makers in the public sector but where also outside advice will be sought (academia, industry, other sectors). Other forms of interaction with potential contributors (conferences, public hearings, Internet consultations, etc) may also be considered.
4.3.1.7. Expected deliverables

This action will result in two deliverables:

- the formulation of a draft work programme for horizontal measures for the duration of the IDAbc Programme,
- a description of the IDA infrastructure.

4.3.1.8. Project schedule

To be defined in detail. It is envisaged that a series of meetings are held throughout the year.

November 2004   Draft IDAbc work programme for horizontal measures
                Description of the IDA infrastructure

4.3.1.9. Funding

€ 90000
4.3.2. Survey of stakeholder requirements for pan-European e-Government services

4.3.2.1. Contact

Bent.Hauschildt@cec.eu.int

4.3.2.2. Objectives

The purpose of this action is to ensure that pan-European eGovernment services are provided where they are most required. It takes up the call for the Commission to undertake “comprehensive consultations involving all stakeholders in order to carry out a study, involving all relevant sectors, focusing on the needs of and benefits for citizens and businesses, with a view to preparing a list of necessary and beneficial pan-European eGovernment services”, which is part of the recitals to the draft IDAbc Decision.

4.3.2.3. User/beneficiaries

This preparatory action will result in a better alignment of actions undertaken under IDAbc with the actual requirements of citizens, businesses and administrations. Its objective is to reinforce a problem-oriented approach to the delivery of pan-European services.

4.3.2.4. Legal base

Article 1 of Decision 1720/1999/EC as modified by Decision 2045/2002/EC.

4.3.2.5. Previous achievements

None. This is a new action.

4.3.2.6. Action and measures

In order to identify requirements for pan-European eGovernment services and their underlying interoperable telematic networks, consultations of stakeholders will be carried out. These consultations will involve the relevant sectors and focus on the demands and benefits for citizens and businesses.

Terms of references and questions of methodology in particular will be discussed with a project advisory board that will be put in place early on in the project. The project may also decide to associate experts from the academic world. The results of the survey will be presented at the closing conference on IDA II (see section on Dissemination), where participants will again have opportunity to comment. On the basis of the survey’s findings a prioritisation of IDAbc services will be elaborated by the project and will be presented to the programme’s future management committee.

4.3.2.7. Expected deliverables

The action will result in a list of required and beneficial pan-European eGovernment services proposed for future implementation. This list will be the basis for discussions on priorities in the implementation of the future IDAbc programme.
4.3.2.8. Project schedule

   Late 2004: list of proposed services
   November 2004: Conference (see Dissemination)

4.3.2.9. Funding

   € 200000