

eTEN: Deploying Trans-European Services for All

Projects

eTEN supports public administrations on all levels (national, regional, local) in their efforts to realise seamless and inclusive eGovernment services with a trans-European dimension with the following aims:

- Improve the quality and take-up of public services
- Reduce the administrative burden of citizens and businesses
- Broaden participation in democratic processes and public debate
- Improve effectiveness and efficiency of public administrations
- Transfer and replicate successful services and good practices between administrations

Enabling eGovernment

eTEN complements national e-government initiatives by providing grants, disseminating best practices and creating support services on a European level to supplement national resources.



Cooperation between Member States creates an energetic environment in which citizens and businesses benefit from the rollout of e-services that serve the public interest.

Businesses & Citizens

eTEN helps administrations create robust and innovative e-services with a direct impact on the daily life of citizens and businesses.



SMEs are frequently involved in projects, giving them the opportunity to exploit their competitive advantages while gaining from the experience international cooperation provides.

Impact

eTEN provides a unique opportunity for the validation and deployment of public e-services with a trans-European dimension.



Grants are provided to:

- Projects to validate innovative e-services under real market conditions and in the actual working environments with all involved stakeholders.
- Projects to support the initial deployment of e-services that create immediate and long-term benefits.

Transformation

Administrations learn about new ways to create real change in the rollout of e-services and innovation in the back office through sharing good practices, cross-border cooperation and the adoption of technology to enhance the services offered.



eTEN supports a variety of projects that deliver eGovernment solutions. Examples include:

eParticipate

eParticipate provides an open web-based solution that supports a programme of democratic renewal and citizen engagement in three main areas: transparent & accessible communication, getting representation online, and extending consultation.



Participating Countries: Ireland, Slovakia, Spain, UK

ePOLL

ePOLL provides a robust system for electronic voting including mobile polling equipment that offers ease of participation in local, regional and national elections. This flexible service supports new eDemocracy initiatives.



Participating Countries: France, Italy, UK

eSeveso

eSeveso is an innovative web-based tool for the control of major accident hazards. The services are intended to help implement requirements on environmental and safety compliance monitoring and reporting.



Participating Countries: Greece, Italy, Spain

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Michael

Michael provides a common, multilingual web access and interface to search and browse Europe's digitised cultural heritage, aiming to provide simple and quick access to the digital collections of museums, libraries and archives from different European countries.



Participating Countries: France, Italy, UK (soon to be extended to additional Member States)

RISER

RISER is a trans-European service offering the verification of address information through access to official registries of companies and citizens.



Participating Countries: Austria, Estonia, Germany, Hungary, Ireland, Poland

WINS

WINS provides a web-based Business Intelligence service to public and private financial institutions. The service helps banks produce the necessary credit scoring information for SMEs normally only available for large companies.



Participating Countries: Belgium, France, Germany, Italy

About eTEN

eTEN is a Community programme that supports the deployment of public-interest e-services across Member States.

eTEN covers the following areas of e-services:

- eGovernment
- eLearning
- eHealth
- Trust and Confidence
- eInclusion
- Services for SMEs

Horizontal aspects, which must be properly addressed in all e-services, include security (including trust, confidence and privacy), inclusion and interoperability.

Calls for Proposals are published in the Official Journal at least once per year. Calls for Tender are published for specific services as needed.

eTEN is a key instrument to achieve the i2010 policy goals through e-services that positively impact the daily life of citizens and businesses. For more information on i2010, please visit http://europa.eu.int/information_society/eeurope/i2010/index_en.htm.



European Commission
DG Information Society and Media
Rue de la Loi, 200 – 1049 Bruxelles
infso-eten@cec.eu.int
<http://europa.eu.int/eten>

eGovernment



eTEN | A Community Programme Deploying Trans-European e-Services for All

