

Deploying Trans-European electronic Services for all

eTEN is a European Union programme that seeks to extend the potential benefits of the single European market and the information society to all European citizens by facilitating the widest possible participation in the new knowledge economy.

The Information Society offers Europeans a powerful new way of accessing services ranging from distance learning to healthcare. Electronic services ("e-services") can be made more interactive, personalised and available over platforms ranging from the internet to interactive television.

Public e-services such as eGovernment, eLearning and eHealth therefore offer huge potential improvements to everything from European competitiveness to quality of life.

Lowering Barriers to e-Services

e-Services, however, are normally created for national use, so their cross-border exploitation is limited by national linguistic, legal and administrative barriers. As a result, Europe's e-service landscape is fragmented into national markets at the design stage.

This prevents service providers from benefiting from the Single Market economies of scale and trans-European telecommunications networks, making e-services more difficult to finance and deploy.

In addition, private investors tend to focus on sectors which show the best potential for short term profitability. These remain, however, many areas where e-services are in the general societal or economic interest, but either do not promise a rapid return on investment, or bring benefits which cannot be measured directly in financial terms.

Hence the eTEN programme, which supports the deployment of e-services with a trans-European dimensions; With a budget of €170,5 million for 2003-2006, it promotes cross-border electronic services which recognise the reality of divergent administrative, linguistic and IT environments, but which can be adapted or customised to different national circumstances.

eTEN has successfully shown the sustainability of such applications at European level. In order to increase the actual number of services deployed, the funding possibilities for larger deployment projects have recently been raised from 10% to 30%.

Close to the Market

eTEN projects focus on practical services based on already established and mature technologies. eTEN addresses the deployment of e-services delivered over existing broadband and mobile networks (on multiple platforms where appropriate), and encourages the exploitation of existing, successful research results.

eTEN is thus a bridge between innovative research projects and their practical implementation, providing opportunities for successful research and development projects to bring their results to the market.

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eTEN's "prepare for roll-out" approach is unique among EU Information Society activities. It is there to help the partners overcome their project's initial investment and launch difficulties and it also helps with any organisational problems related to public/private partnerships.

There are two kinds of eTEN projects:

Validation projects are commercial feasibility studies which provide financial assistance during the prior validation phase of an e-service.

It is during this phase that the assumptions about the proposed e-service's operating costs and potential revenues, savings and public benefits are put to the test. This involves demonstrations or pilots of the proposed service, user feedback and peer reviews. eTEN funding can be up to 50% of the project phase with a limit at 10% of the total investment cost.

Deployment projects are aimed at the practical deployment of electronic applications and services. Funding is set at 30% of the total investment cost for the project as a whole.

Public Interest Focus

The services should bring benefits to Europe's society, economy and employment, and should be

self-sustaining in the long term without Community support.

Reflecting the i2010 initiative on the European Information Society for Growth and Employment, the focus is on public interest services which give all citizens, enterprises and administrations every opportunity to gain from the Information Society.

One key aim is therefore to ensure organisations extend their services to users who might otherwise be marginalised, strengthening both economic and social cohesion in Europe by preventing the formation of a digital underclass.

Key Areas

Key project areas include:

- **eGovernment:** addressing on-line public services in the fields of culture, tourism, transport, mobility and the environment; services aimed at broadening participation in the democratic process;
 - **eHealth:** addressing health information networks, electronic healthcare and insurance cards, extending advances in telemedicine to the healthcare sector and expanding preventative services to a trans-European level;
 - **eInclusion:** addressing the specific needs of people with disabilities, the elderly and the socially disadvantaged; overcoming socio-economic, geographic and cultural barriers;
 - **eLearning:** addressing the use of multimedia technologies and the Internet to improve the quality of education and access to learning for all. The priorities are to facilitate lifelong learning, the reskilling of the workforce and digital literacy for all citizens;
 - **Trust and Security:** addressing authentication, accreditation and other security issues for online commerce; risk and fraud management, best practices in eBusiness and eCommerce, e-procurement. Small businesses are especially targeted;
 - **Small and medium-sized enterprises:** addressing services that facilitate the participation of SMEs in the electronic economy.
- eParticipate: easy to use and cost-effective online multimedia video service, allowing citizens to participate in their local democratic meetings and events;
 - E-Poll: robust system for electronic voting including mobile polling equipment that offers ease of participation in local, regional and national elections;
 - HealthService24: viable mobile health care service permitting healthcare professionals to remotely access and diagnose discharged, high-risk and chronic patients – leaving them free to continue with their daily life activities.
 - MCC: Transferring hospital assistance from the hospital to the home to assist terminally ill sufferers;
 - MICHAEL: common web access to make digital collections of libraries, museums and archives accessible on a pan-European basis;
 - Netc@rds: promoting interoperable electronic European Health Insurance Cards and supporting the administrative changes to permit full electronic support of trans-border access to health services;
 - ParkService: offering telematic services to support people with Parkinson's disease living at home.

Future Developments

The legal basis of eTEN is coming to an end and the final Call for Proposals under the eTEN programme has been closed. The new programme – the ICT Policy Support Programme - will build on the aims of the e-TEN, Modinis and e-Content programmes in line with the new integrated strategy i2010 - European Information Society 2010.

See Also:

http://ec.europa.eu/information_society/eeurope/i2010/index_en.htm

All Factsheets and more can be downloaded from "Europe's Information Society: Thematic Portal", below.

Example Projects

eTEN has successfully shown the sustainability of e-services at European level. A searchable project database on the eTEN website includes a keyword search engine and is packed with useful information on projects. Recently funding projects include:

Further Information

- **eTEN:** <http://ec.europa.eu/eten>
- **eTEN helpdesk:** info-eten@ec.europa.eu
- **Europe's Information Society: Thematic Portal**
http://ec.europa.eu/information_society/
- **Information Society Directorate-General:**
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