

# ICTPSP Call 2008

## Theme 1 ICT for user friendly administrations, public services and inclusion

Jean-François Junger

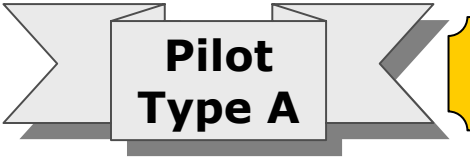

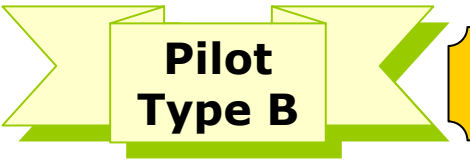



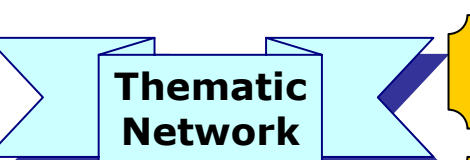



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# Theme 1 Objectives ICTPSP Call 2008 Overview

Instrument	Objective	Area
 <p>Pilot Type A</p>	<p>1 <b>1.1</b> Preparing the implementation of the <b>Services Directive</b></p>	
 <p>Pilot Type B</p>	<p>2 <b>1.2</b> Reduction of <b>Administrative Burdens</b> across the EU</p>	
	<p>1 <b>1.3</b> <b>Emergency Services Accessible to All</b> – Total Conversation</p>	
	<p>N <b>1.4</b> ICT for <b>ageing well</b> with cognitive problems, combining <b>assistive and independent living technologies</b></p>	
 <p>Thematic Network</p>	<p>2 <b>1.5</b> <b>Capacity building</b> for eInclusion</p>	 
	<p>1 <b>1.6</b> Improving certification of <b>eHealth products</b></p>	

Budget allocation: 22.5 M €



# eGovernment

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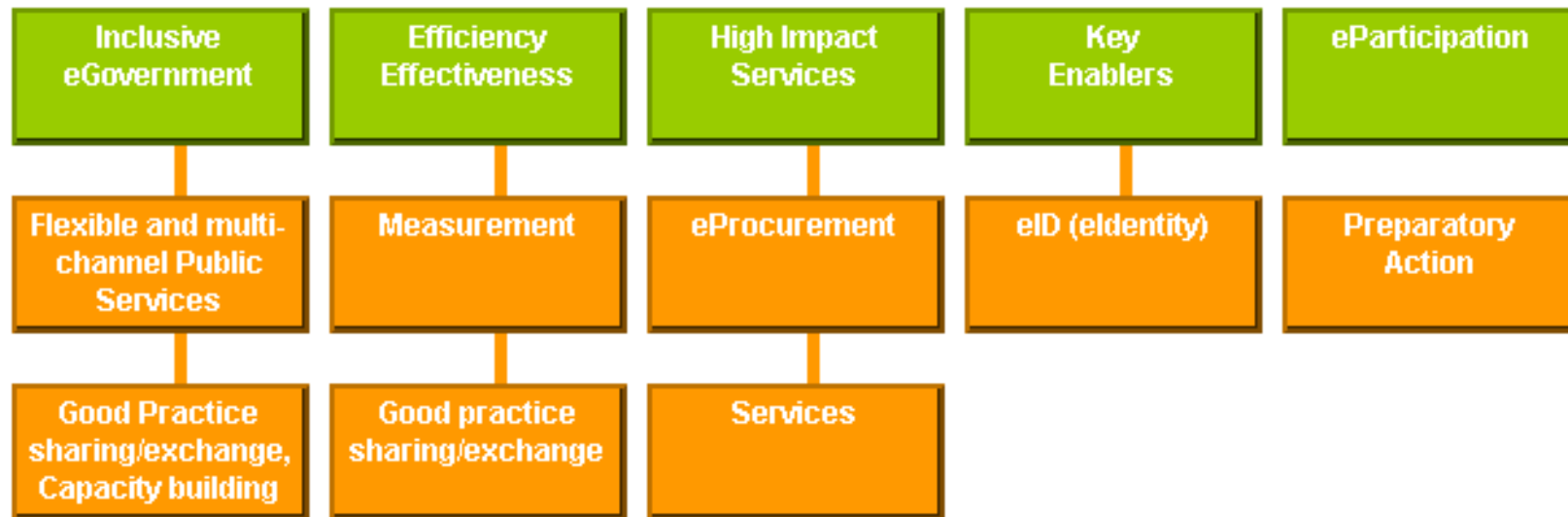
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# Policy context eGovernment Action Plan

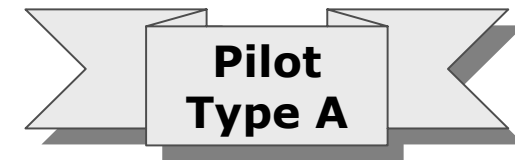
- eGovernment Action Plan to support & deliver
  - a focused set of actions for National Administrations & Commission
  - with strong commitment of Member States
- Emphasis on services deployment



# eGovernment Objectives ICTPSP Call 2008

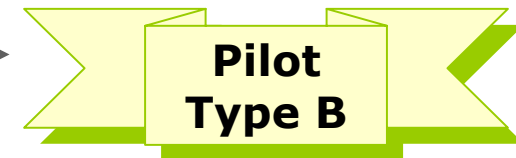
## High Impact Services

**1.1** Preparing the implementation of the **Services Directive**



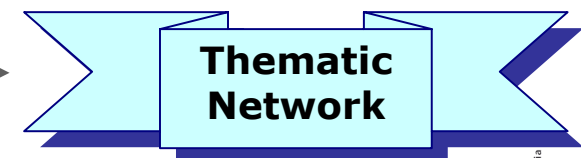
## Efficiency & Effectiveness

**1.2** Reduction of **Administrative Burdens** across the EU



## Inclusive eGovernment

**1.5(1)** **Capacity building** for inclusive access to on-line public services



## Objective 1.1 Preparing the implementation of the Services Directive (I)

- ICT PSP call 2008 → **one (1)** Large Scale Pilot with direct involvement and leadership of Member States (up to 7 M Euro)
- Pilot area defined by Member States in the context of **agreed political declarations** (e.g. Manchester, Lisbon declaration)

# Objective 1.1

## Preparing the implementation of the Services Directive (II)

### Objective

Building on Member States activities as they implement Art. 8 and other appropriate articles of the Services Directive.

*(Services Directive requires among other the establishment of "Points of Single Contact" in each MS to allow any service provider to start or to carry out his activities at distance and by electronic means)*

- Ensuring effective cross-border interoperable implementation of the Services Directive
- Enabling the secure exchange of authentic electronic dossiers / documents
- Simplified operations for service providers when applying in another MS
- **Focusing on at least two service sectors**
- **Goes beyond the 2009 Directive deadline**

# **Objective 1.1 Preparing the implementation of the Services Directive (III)**

## **Outcome**

- Publicly available common specifications agreed by the national authorities
- Mutual recognition and interoperability of electronic documents and certificates

## **Impact**

- Support of the Single Market, and in particular SMEs, to offer services anywhere within the EU
- Easy to use on-line, cross-border completion of procedures and formalities
- Reduction in administrative burden for applicants as well as within public administrations

## Objective 1.2

# Reduction of Administrative Burdens

### Objective

- To reduce administrative burden through the use of innovative ICT-based solutions.
- To produce a reusable set of recommendations that should help the transfer of good practices across the EU (e.g. analytical tools and methodologies, procedural changes and IT support).

### Target outcome & characteristics

- creating a more effective and favourable governance environment by addressing **one of the three subjects**: citizen interface, business interface challenges, procedural
- Pilots should include analysis of existing administrative burdens, identification and innovative implementations and/or replication of identified burden reduction good practices, tracking of improvements and measurement of indicators, wide dissemination to encourage MS to implement the outcome of the pilot.

### Expected impact

A significant reduction in administrative burden **and more effective and inclusive delivery of public services**, a proven transfer of experience, analysis, methodology and solutions **and impact assessment methodologies**

# Objective 1.5 (1) Capacity building for eInclusion

Capacity building for inclusive access to on-line public services

## Objective

- To ensure that all citizens, including the **socially disadvantaged and minority groups**, become major beneficiaries of on-line public services.

## Characteristiques

- Engage and coordinate exchange among **all** Stakeholders
- **promote, federate and coordinate exchanges of experiences and best practice** on flexible and multi-channel ICT based solutions
- Particular **FOCUS** on ICT solutions that support **face-to-face service delivery** to citizens not capable of engaging on-line and to **capacity building (e.g. training of the actors and practitioners)**



# **e-Inclusion**

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- **Relevant e-Inclusion policies**
  - July 2006 **Riga Ministerial Declaration**
  - June 2007 **Action Plan Ageing well in the information society**
  - June 2007 Ambient Assisted Living research programme
  - Nov 2007 **e-Inclusion policy - European e-Inclusion Initiative**
- **Action Plan on Ageing well - objectives**
  - **Improving the quality of life of elderly people, and of their relatives and carers**
  - **Ensuring sustainability of health and social services in terms of financial and human resources**
  - **Creating new jobs and business opportunities**

# Why act in e-Inclusion – e-Inclusion initiative

- Disparities do not disappear and risk to widen
- Exclusion and e-Exclusion reinforce each other
- The economic and innovation potential is huge
- Awareness, technological, legal barriers block progress
- Need for public policy – across portfolios
- Value added at EU level

## Building on WP 2007: 'Accessible convergent communications' & 'Aging well'

**1.3 Emergency Services Accessible to All**  
– Total Conversation

**1.4 ICT for ageing well** with cognitive problems, combining **assistive and independent living technologies**



**Pilots  
Type B**

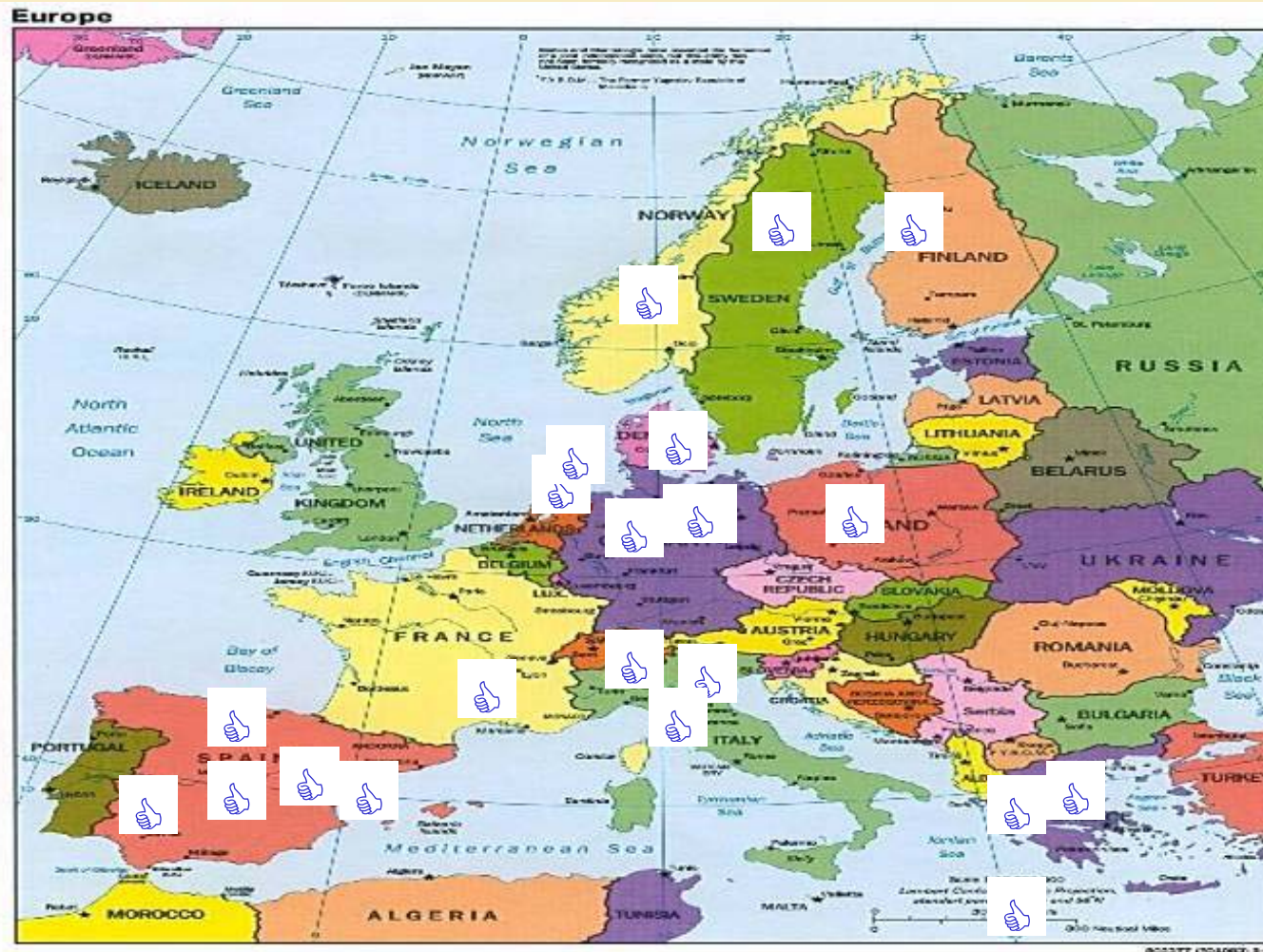
## Capacity building for e-Inclusion

**1.5(2) Unlocking market developments of innovative ICT for Ageing Well**  
[1.5(1) Capacity building for inclusive access to on-line public services]



**Thematic  
Network**

# Accessibility and Aging pilots



## Geographical coverage from Call 1

ICTPSP Info Day, Brussels, 23 April 2008: Slide 15

## Objective 1.3 Accessible Emergency Services– Total Conversation

- ICT PSP call 2008 → **one (1)** Large Scale Pilot B (up to 4.5M EUR)
- A **minimum of 4 emergency service** providers / relevant authorities **from 4 different countries;**
- **Ultimate goal** (in the context of the needs of disabled persons): a remodelling of the traditional emergency calling technical architecture while lowering its cost and complexity.

Total conversation is beneficial to all citizens!

# Objective 1.3

## Accessible Emergency Services – Total Conversation

### Objective

- **implementation of a pilot service focusing on:**
  - the validation of total conversation access to emergency services (“**accessible 112**”)
  - encouraging replication
  - ensuring interoperability
  - assessing cost-effectiveness and user acceptance

### Target outcome & characteristics

- **Total Conversation platform**
  - **deployment / validation of the service** – from real time text interoperable Europe-wide to a full multimedia service;
  - **interoperation** with accessible fixed and mobile terminals; accessible and common user interfaces
  - **interoperability - compatibility** with the existing patchwork of systems; the deployment in new (fixed / mobile / wireless) IP networks; the accessibility services; future proof approach

# Objective 1.3 Accessible Emergency Services – Total Conversation

## Target outcome & characteristics – ctd.

- **Accessible emergency services**
  - **linking up of the TC technology** to a great diversity of ES systems solutions. **Adjustments:** technology and operational level
  - **interoperability work** – to allow transferring of calls, ability to contact any local service, use of usual communications solution. ES-to-ES; ES-to-citizen; cross-border; device/access network independence; unified interface throughout Europe
  - **interoperability - compatibility** with the existing patchwork of systems; the deployment in new (fixed / mobile / wireless) IP networks; the accessibility services; future proof approach
  - **cost effectiveness** of the solution

## Expected impact

- Deployment across the EU of interoperable, standards based total conversation emergency services accessible to all. Quicker, more efficient reactions;

**Total Conversation in Emergency Services can be lifesaving**

# Objective 1.4

## ICT for ageing well

- ICT PSP call 2008 → **several** Pilots B on:  
“ICT for ageing well with cognitive problems, combining assistive and independent living technologies”
- Continuation of ICT for ageing well pilots in WP 2007, but the **focus this time** is:

### Objective

Improve quality of life and social care for the ageing population by **combining assistive technologies with independent living platforms** to compensate for **cognitive problems or mild dementia**.

## Target outcome & characteristics

- **Demand driven** pilots; **public-private partnerships** building on **regional actions**, the **whole value chain** (e.g. care service providers, housing corporations and insurance organisations); strong involvement of **users, families and carers**.
- **Solutions providing**: cognitive training, activation and reinforcement for the elderly; support to day-to-day activities and social interactions. **Full scale validation**.
- Complete **set of common specifications** for technology and end to end services.
- **Socio-economic evidence** for ICT investments in the field (cost-benefit, user satisfaction); sustainable **business models**; larger-scale **sustainable uptake** and replication beyond the pilot.
- Standards; interoperability; ethical and privacy issues.

## Expected impact

- Substantially prolonging the time that elderly people with cognitive problems or mild dementia can live independently at home and be supported in their day-to-day activities in a socially integrated manner.
- Increase of independence and quality of life of older people, their families and carers
- Increased market potential for European industry, in particular SMEs.

## Objective 1.5 (2) Capacity building for e-Inclusion

'Unlocking market developments of innovative ICT for Ageing Well'

### Objective

Develop and disseminate common approaches for **accelerating the take-up** of new ICT-based solutions for Ageing Well.

### Characteristics

- Identify ready for take up ICT for Ageing Well technology and application areas, where the public sector can act as a first buyer
- Develop common approaches with socio-economic analysis for public procurement (also pre-commercial)
- Stimulate interest for cross-national implementation of coordinated procurement initiatives
- Prepare the ground for a pre-commercial procurement platform on the European level
- Actors: national, regional (essential), local authorities in charge of purchasing care solutions; ICT industry, care providers and user organisations.

# eHealth

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- eHealth –making healthcare better for European citizens: an action plan for the European eHealth Area
  - “Member States should adopt conformity testing and accreditation schemes following successfully best practices”
- Lead Market Initiative for eHealth
  - Issue guidelines for certification of eHealth applications
  - Form expert group to encourage Member States to establish a coordinated work programme

# Objective 1.6

## Improving certification of eHealth products

### Objective

- To explore and propose a **procedure for EU wide labelling** and certification of Electronic Health Record systems
- To contribute to the ongoing commitment of **EU and US** to harmonise or mutually recognise the certification of electronic health records.

### Characteristiques

- Involve **key** stakeholders including the bodies that are currently responsible for eHealth certification in Member States
- The labelling and certification will focus **on interoperability**, security and other requirements such as ethical issues.
- The proposed procedure should take into account **existing certification schemes** of Member States and the good practice requirements as elaborated by EUROREC
- **Measurable indicators** should be provided

# More information

- Short url: [http://ec.europa.eu/ict\\_psp](http://ec.europa.eu/ict_psp)
- Functional mailbox: [infso-ict-bsp@ec.europa.eu](mailto:infso-ict-bsp@ec.europa.eu)
- Websites:
  - <http://ec.europa.eu/egovernment>
  - [http://ec.europa.eu/information\\_society/activities/einclusion/index\\_en.htm](http://ec.europa.eu/information_society/activities/einclusion/index_en.htm)
  - [http://ec.europa.eu/information\\_society/activities/health/index\\_en.htm](http://ec.europa.eu/information_society/activities/health/index_en.htm)
  - <http://www.epractice.eu>
- Newsletters