

ICT-PSP Call 3 2009

Theme 3: ICT for government and governance

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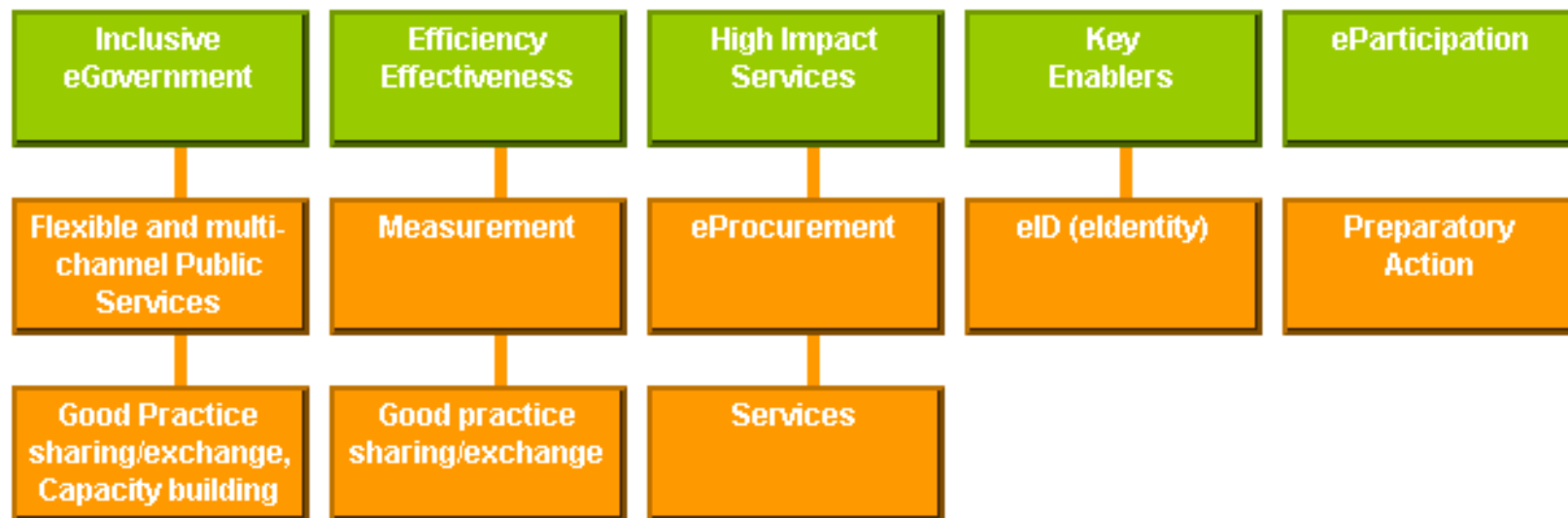
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Head of Sector

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

5 Priority Objectives



eGovernment Objectives ICTPSP Call 2008

High Impact Services

3.1 Objective 3.1: Extension of PEPPOL



**Pilot
Type A**

Key Enablers

3.2 Objective 3.2: Extension of STORK



**Pilot
Type A**

Inclusive e-Government

3.3 Inclusive e-Governance



**Pilot
Type B**

Efficiency & Effectiveness

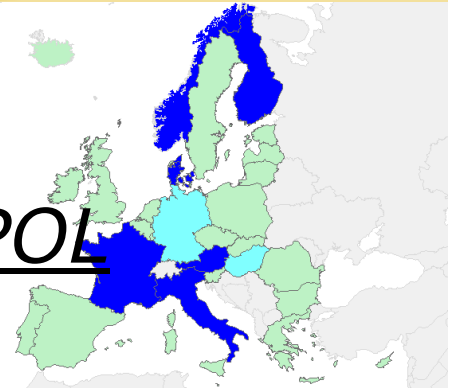
3.4 Defining Guidelines for user centricity



**Thematic
Network**

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Enlargement of Pilots A



Objective 3.1: Extension of PEPPOL

- Pilot A on eProcurement
- enlarge by MS who are now ready with a national service
- Increase the geographical coverage (in particular EU12)
- Increase the impact on key element such as e-Invoicing and e-Catalogue.

3.1

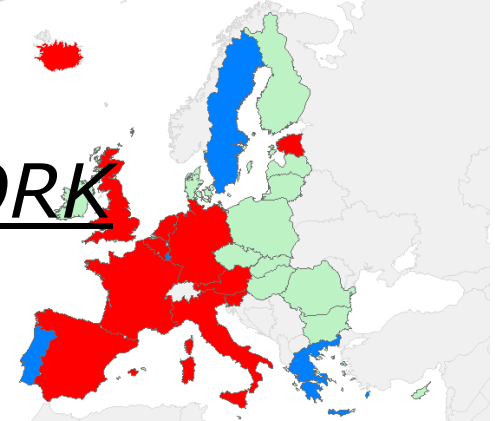
Expected Outcome and Characteristics

- **three** additional relevant administrations
- **lay the foundation** for the methodology to encompass all Member States
- long term **sustainability** plan
- To be submitted by the **coordinator** of the running PEPPOL
- *Improved **competitiveness** of European businesses*
- *Development of **markets** for innovative ICT solutions for e-Procurement*
- *Help addressing the financial crisis*

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Enlargement of Pilots A

Objective 3.2: *Extension of STORK*



- Pilot A on e-ID
- enlarge by MS who are now ready with a national service
- Increase the geographical coverage
- Increase the area of usage

3.2 Expected Outcome and Characteristics

- **three** additional relevant administrations
- **lay the foundation** for the methodology to encompass all Member States
- long term **sustainability** plan
- To be submitted by the **coordinator** of the running STORK
- *Deployment and interoperability of EU-wide e-IDM for public services*
- Secure and easy-to-use e-IDM solutions
- Significant Improvements wrt current practices

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Pilots B

Objective 3.3: *Inclusive e-Governance*

The objective is to allow the up-take and replication of new concepts and profiles for service delivery specifically targeted to disadvantaged citizens

Three pilots addressing one of the following:

- **Users needs (multi-channel)**
- **One-stop-shop**
- **capacity building** to empower practitioners

3.3 Expected Outcome

- solutions proposed should offer **best practices** within this area, be **citizen-centric**, based on needs related to **real life situations**
- include all relevant **actors** involved in the delivery chain
- technical pilot phase, the pilots will also have to develop **sustainable business models**
- appropriate **evaluation framework**
- address **legal, administrative and protocol** issues
- **training** material and training modules aimed at the users
- **networking** activity open to any interested stakeholder
- **reference framework of practices and related implementation strategies**

3.3 Expected Impact

- increase of the **use** of public services
- increased **social integration**
- **transfer** and wider **up-take** of experiences and **good practices**

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Thematic Network

Objective 3.4: *Defining Guidelines for user centricity*

The objective is to focus on the citizen needs in the 5 to 10 years to come.

The Network must aim at mobilising stakeholders to develop guidelines to:

- *Enhance convenience for users of e-Services*
- *Enhance reliability, transparency of the services provision*
- *Enable user centricity*

(3.5) ICT PSP Work Programme 2009 Pilots B

- Objective on eParticipation (to be confirmed)
 - Possibly 7M€ to launch pilots B on the topic of eParticipation.
 - The call 3 bis could be launched in April with a deadline in July/Sept
 - A dedicated information event will be organised later