

NET-EUCEN: Network of European Stakeholders for Enhancing User Centricity in eGovernance

The NET-EUCEN project will create, animate and manage a working network of stakeholders in the Governance and Policy Modelling domains belonging to all the European countries and with relevant knowledge of massive on-line service fruition and inclusion policies and interests, thus covering the whole supply chain of the Service for Users (S4U). The project will address the following specific objectives: 1) to set-up a network composed by experienced S4U European stakeholders, sharing common practices, objectives and work methods; 2) assess new and innovative application scenarios and foster their industrialization, set-up all over Europe by supporting the multidisciplinary approach to the finding of innovative ICT solutions for citizens, public administrations and large communities. The NET-EUCEN project looks at new thinking and practice in European Countries in the following means: 1. User-focused e-government; 2. Multi-channel service delivery; 3. Approaches to common business processes; 4. E-government co-ordination; 5. Measuring and demonstrating the costs and benefits of ICT investments in order to prioritise and better manage e-government projects. The growing NET-EUCEN thanks to the policies to access the network for associate members and starting from a base consortium of 24 partners belonging to 17 different European Countries, is envisaged to achieve an amount of more than 400 elements belonging to all the European Countries, thus to have a global approach and win the economies of scale that only a European approach can provide. The target is the creation added value for both stakeholders and the Community by developing guidelines for the future S4U with a vision of, at least, 5 years to come. The idea is to provide assessed application scenarios capable of checking user needs, analyzing the best practices and to co-operate in a cross-technical and methodological analysis. These objectives will pave the way to: 1. improve the efficiency and effectiveness of public administrations and facilitating the interactions of citizens and businesses with them; 2. open up new market opportunities for innovative ICT based solutions for governments and administrations; 3. enhance convenience for the users of e-services; 4. enhance reliability, transparency, accountability, and robustness of services provision of administrations at all levels; 5. enable user centricity as a condition for services take up and inclusive eGovernment. NET-EUCEN will offer strategic guidance for policy makers and senior government officials responsible for commissioning and using evaluations of user centricity and related public engagement into the administration service shaping. As final target the NET-EUCEN project will provide a set of indications of the key issues for consideration when evaluating information, consultation and public participation, by offering also concrete examples drawn from already existing and innovative practices in the monitored countries

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