Case Id: 9a031945-a4e3-4585-93e3-9c9028872d4c

Date: 11/04/2016 10:49:04

Open Public Consultation: Revision of the European Interoperability Framework (Citizens)

Fields marked with * are mandatory.

Disclaimer

The European Commission is not responsible for the content of questionnaires created using the EUSurvey service - it remains the sole responsibility of the form creator and manager. The use of EUSurvey service does not imply a recommendation or endorsement, by the European Commission, of the views expressed within them.

Introduction

One of the priorities of the Juncker Commission is to create a Digital Single Market, where the **free movement of goods, persons, services and capital** is ensured and where citizens and businesses can seamlessly and fairly access online goods and services, whatever their nationality, and wherever they live. The Digital Single Market also means that **information should be exchanged easily** nationally and across borders, helping citizens to fully benefit from the freedoms of the single market (e.g. moving countries for work, studying or retiring abroad).

In this context, "**interoperability**" is crucial. Interoperability is the ability of public administrations to interact with their citizens through their public services in an easy and timely manner, mainly over online systems. Examples are the tax declaration, request for certificates, etc.

The general objective of this questionnaire is to understand the needs from EU citizens, as well as the potential issues they face, when it comes to digital public services. These include the digital public services provided by your country's administrations but also by other EU countries' administrations.

Completing the survey should not take more than 15 minutes.

In case you need any additional information about this Impact Assessment, please do not hesitate to contact DG DIGIT B6 directly by addressing an email to the following address: DIGIT-ISA2-CONSULTATIONS@ec.europa.eu or by post at:

```
European Commission

DG DIGIT

Unit B6 - Interoperability solutions for European public administrations (ISA)

B-1049 Brussels
```

1. Registration

*Surname:

Parlatano

*Name:

Oreste

*Email address:

oreste@parlatano.org

*What	is your n	atio	nality?									
0	Austria n		Belgian	0	British		0	Bulgarian		Croa	tia	Cypriot
0	Czech		Danish		Dutch		0	Estonian		Finni	sh	French
0	Germa	0	Greek	0	Hungari		0	Icelandic		Irish		Italian
	n				an							
0	Latvian		Liechtenstein		Lithuani		0	Luxembo	urg	Malte	ese	Norwegi
			er		an			er				an
	Polish		Portuguese	0	Romania n	a	0	Slovak		Slove an	∍ni	Spanish
0	Swedis h	©	Other									
*Where do you live?												
0	Austria	0	Belgium	0	Bulgari a	0) C	roatia	0	Cyprus	0	Czech Republic
0	Denmar k	0	Estonia	0	Finland	0	F	rance	0	German y	0	Greece
0	Hungar y	0	Iceland	0	Ireland	0) It	aly	0	Latvia	0	Liechtenstein
0	Lithuani	0		0	Malta	0		letherlan	0	Poland	0	Portugal
	a .		g	_			d					
0	Romani a	0	Slovakia	(C)	Sloveni a		S	pain	0	Sweden	0	United Kingdom
0	Norway	0	Other									
*												
How o	ld are you	?										
0	Under 20											
0	20-40											
•	41-65											
0	More than 65											
*Before you reply to this public consultation, please tell us to what extent you are aware of the European Interoperability Strategy and its content.												
0	Fully aware											
•	Partially aware											
0	I only four	nd o	ut about it throu	ıgh t	his public	cor	nsul	tation				
0	Don't know / No opinion											

- *Before you reply to this public consultation, please tell us to what extent you are aware of the European Interoperability Framework and its content.
 - Fully aware
 - Partially aware
 - I only found out about it through this public consultation
 - Don't know / No opinion

2. Publication consent

- *Please indicate your preference for the publication of your response on the Commission's website:
 - Under the name given: I consent to publication of all information in my contribution and I declare that none of it is subject to copyright restrictions that prevent publication.
 - Anonymously: I consent to publication of all information in my contribution and I declare that none of it is subject to copyright restrictions that prevent publication.
 - Please keep my contribution confidential. (it will not be published, but will be used internally within the Commission)

3. Assess the need of revising the EIS and EIF

In December 2010, the Commission adopted the Communication "<u>Towards interoperability for European public services</u>" that included the <u>European Interoperability Strategy</u> (EIS) and <u>European Interoperability Framework</u> (EIF).

Following recent political, legal and technological evolutions, a revision is now necessary so that interoperability is ensured for the public services of the Digital Single Market and that e-barriers do not emerge between the public administrations of the Members States to the detriment of other public administrations, businesses and citizens that need to interact with them.

Questions included in the following sections will focus, on the one hand, on interoperability at Member States' (national) level and, on the other hand, on interoperability at cross-border level.

3.1 Assessment of needs and problems at Member States level

The following set of questions will address interoperability at Member State level, i.e. between citizens and national public administration's entities of different levels and sectors.

admi	se select the reason(s) why digital public services provided by your country's nistrations do not meet your expectations.						
V	There is no one single portal through which I can access all digital public services						
_							
	I have no trust that my transaction and personal data will be secured						
	Published information is not complete, not concise enough, outdated or irrelevant						
	I face accessibility issues: the user interface is not well designed or it is difficult to navigate through the content or access for people with disabilities or the elderly is not taken into account						
	I do not get enough support from public administrations while using digital public services						
V	I have to submit, although electronically, my personal data many times when using different digital services						
V	I have to use different ways of authenticating myself for the different digital services I am accessing						
V	The digital public services available are not user-friendly enough (e.g. use of legal and administrative jargon)						
	Other						
	Don't know / No opinion						
3.2 A	ssessment of needs and problems at cross-border level						
ano	e following set of questions will address interoperability at cross-border level, i.e. between citizens public administrations that are not located in the same country.						
*Q4. I							
*Q4. I	public administrations that are not located in the same country. Have you had the need to interact with public administration(s) located in another country						
*Q4. I than	public administrations that are not located in the same country. Have you had the need to interact with public administration(s) located in another country your own during the last year?						
*Q4. I than	public administrations that are not located in the same country. Have you had the need to interact with public administration(s) located in another country your own during the last year? Yes No low often have you used the digital public services provided by other EU countries'						
*Q4. I than	Have you had the need to interact with public administration(s) located in another country your own during the last year? Yes No low often have you used the digital public services provided by other EU countries' nistrations during the last year?						
*Q4. I than *Q5. H admi	public administrations that are not located in the same country. Have you had the need to interact with public administration(s) located in another country your own during the last year? Yes No low often have you used the digital public services provided by other EU countries' nistrations during the last year? Never used						
*Q4. I than	Public administrations that are not located in the same country. Have you had the need to interact with public administration(s) located in another country your own during the last year? Yes No How often have you used the digital public services provided by other EU countries' nistrations during the last year? Never used Rarely used						
*Q4. I than *Q5. H admi	Public administrations that are not located in the same country. Have you had the need to interact with public administration(s) located in another country your own during the last year? Yes No low often have you used the digital public services provided by other EU countries' nistrations during the last year? Never used Rarely used Occasionally used						
*Q4. I than *Q5. H admi	Have you had the need to interact with public administration(s) located in another country your own during the last year? Yes No low often have you used the digital public services provided by other EU countries' nistrations during the last year? Never used Rarely used Occasionally used Frequently used						
*Q4. I than *Q5. H admi	Public administrations that are not located in the same country. Have you had the need to interact with public administration(s) located in another country your own during the last year? Yes No low often have you used the digital public services provided by other EU countries' nistrations during the last year? Never used Rarely used Occasionally used						

*

What are the main issues, if any, that you have faced when using digital public services provided by other EU countries' administrations?

Complicated	paths	lead	to	difficulties	in	finding	documents		

- *Q6. How likely is it that you would prefer using digital public services provided by other EU countries' administrations instead of other means (e.g. post, phone calls, physical presence)?
 - Not at all likely
 - Rather not likely
 - Neither likely nor unlikely
 - Rather likely
 - Very likely
 - Don't know / No opinion

*

Please explain why you are not likely to prefer <u>digital</u> public services over other means.

I am paraplegic wheelchair dependent, to me digital is essential for accessing documents.

- *Q7. To what extent do digital public services provided by other EU countries' administrations meet or exceed your expectations?
 - Far below my expectations
 - Slightly below my expectations
 - Meet my expectations
 - Slightly above my expectations
 - Far above my expectations
 - Don't know / No opinion

4. Feedback on the revised EIF

The document accessible <u>here</u> is a draft version of the revised European Interoperability Framework (EIF). While still being under continuous improvement by the Commission Services, it already reflects the results of a targeted consultation with the Member States representatives to ISA programme (the predecessor of ISA²), as well as other inputs.

The EIF is a technical document, mainly addressing recommendations on interoperability, based on an existing framework and as such is herewith consulted with stakeholders. It mainly addresses recommendations on interoperability.

Q8. Please feel free to express any further comment that you may have on the draft revised EIF						
text.						
ntact						
GIT-ISA2-CONSULTATIONS@ec.europa.eu						