ROADMAP			
TITLE OF THE INITIATIVE	eGovernment Action Plan 2016-2020		
LEAD DG – RESPONSIBLE UNIT – AP NUMBER	DG CNECT, H3 PUBLIC SERVICES	**DATE OF ROADMAP**	25/11/2015
LIKELY TYPE OF INITIATIVE	Communication from the Commission		
INDICATIVE PLANNING	Q2 2016		
ADDITIONAL INFORMATION	*The stakeholder consultation related to this initiative can be found at https://ec.europa.eu/eusurvey/runner/eGovernmentSurvey2015*		
This indicative roadmap is provided for information purposes only and can be subject to change. It does not prejudge the final decision of the Commission on whether this initiative will be pursued or on its final content and structure.			

A. Context, Subsidiarity Check and Objectives

Context

There is a need to complete the internal market in products and services, as also highlighted in President Juncker's Political guidelines, and this also includes public services. Seamless **cross-border digital public services** contribute to European competitiveness, helping European companies to grow globally. As the political guidelines indicate, enhancing the use of digital technologies and online services also cover the public sector. Digital public services are crucial to reduce administrative burden, to increase efficiency and improve the quality of the services. The **digital by default** strategy at EU28 level could result in around €10 billion of annual savings[1]. Applying the "**once-only" principle** in the EU – supplying information only once to a public administration and public administration offices take action to internally share this data - could generate an annual net saving at the EU28 level of around €5 billion per year by 2017[2]. To strengthen Europe's competitiveness, governments can improve the framework conditions for business investment, in particular through eProcurement[3]. Full end-to-end eProcurement can generate savings between 5 to 20%. Given the size of the total procurement market in the EU, each 5% saved could return around €100 billion to the public purse.[4] Opening-up public sector information in electronic format is also a powerful tool to foster growth; it is expected to bring about economic gains of around €40 billion a year[5]. There is also a great potential in moving towards **open and modular digital public services** that can be re-used by different administrations, but potentially also by third parties, to provide personalised, user-friendly and innovative electronic public services. The provisions on democratic principles[6] recognise that institutions shall maintain an **open, transparent** and regular **dialogue** with stakeholders. Digital technologies offer opportunities for citizens to dialogue with public authorities and decision makers[7]. The OECD also recognises a move towards 'collaborative and participatory governance'[8].

The Commission has long recognised the importance of **eGovernment** services as a means for public sector modernisation by launching eGovernment Action Plans; the current one for the period 2011-2014[9]. The **Mid-term Evaluation of the eGovernment Action Plan 2011-2015**[10] offers two key recommendations for the future: (i) to focus on a number of priority areas for future action and (ii) to move away from a five-year, static initiative to a more dynamic, flexible and iterative approach. The **Digital Single Market (DSM) Strategy for Europe**[11] includes a new eGovernment Action Plan 2016-2020. Published as a Communication, it will be

---

1   Study on eGovernment and the Reduction of Administrative Burden (SMART 2012/0061)

2   http://ec.europa.eu/digital-agenda/en/news/study-egovernment-and-reduction-administrative-burden-smart-20120061

3   Annual Growth Survey 2015, COM(2014) 902 final

4   Communication COM(2012) 179 final, A strategy for e-procurement, 20.4.2012.

5   Graham Vickery: Review of recent studies on PSI re-use and related market developments

6   Article 11 TFEU

7   eGovernment: Using technology to improve public services and democratic participation, European Parliament, September 2015

8   'Principles on Digital Government Strategies', OECD, 2014

9   COM(2010) 743 final

10   http://ec.europa.eu/digital-agenda/en/news/mid-term-evaluation-e-government-action-plan-2011-2015-implementation-smart-2012-006020

11   COM(2015) 192 final

accompanied by a Staff Working Document assessing the impact made in eGovernment policy in the EU in the past five years. It will provide assess whether the EU has progressed towards meeting its objective stated in the Malmö Ministerial Declaration: "*by 2015 European public administrations will be recognised for being open, flexible and collaborative in their relations with citizens and businesses. They use eGovernment to increase their efficiency and effectiveness and to constantly improve public services in a way that caters for user's different needs and maximises public value, thus supporting the transition of Europe to a leading knowledge-based economy.*"

More concretely, the Staff Working Document will focus on:
- The state of progress of the individual actions under the Action Plan in all Member States and the Commission, building on the results and methodology of the mid-term evaluation.
- The current 'digital status' of Europe – by comparing the eGovernment performance of 33 countries on the basis of a robust set of indicators agreed with the Member States and third countries during 2011, based on the political priorities of the Action Plan.

The Staff Working Document will provide an assessment on the following key questions:
- Relevance: Was the Malmö vision of Member States being recognised for openness, flexibility and collaboration by 2015 set at the right level of ambition?
- Effectiveness: To what extent have the policy priorities been effective in advancing the development of eGovernment in the EU?
- Efficiency: How did the development and deployment of projects funded by different EU programmes support the overall aim of the eGovernment Action Plan? Did projects deliver result in a cost efficient manner/was value for money achieved?
- Coherence: To what extent is the eGovernment Action Plan coherent with Member States' national (or regional) strategies and action plans and with similar initiatives at International level?
- EU added-value: What is the added value resulting from the EU intervention compared with what could be achieved by Member States at national and/or regional levels? Did the eGovernment Action Plan identify the actions which should be best dealt with at EU level?

Issue

Economic and budgetary pressures force governments to **be ever more efficient, effective** and to find new sources of **growth and employment**. Full end-to-end e-procurement can generate savings between 5 to 20%. Given the size of the total procurement market in the EU, each 5% saved could return around €100 billion to the public purse.[12] Procedural streamlining via Points of Single Contact (PSC) could generate up to 0.15% of GDP in the medium run (5-year horizon) and up to 0.21% of GDP in the long run[13]. Extending the scope of the PSCs could further contribute to simplification, savings for public administration and more coherent approach in providing information and e-services to businesses.

Public administrations can themselves contribute to these objectives by opening up their data so that third parties can build new, value-adding services. Most digital services are still confined within national borders and many online procedures are still burdensome[14]. Due to the growing mobility of EU citizens and businesses, there is an increasing need to overcome the remaining obstacles to the Digital Single Market by providing seamless **digital public services across borders**[15]. The diffusion of technologies is rising the expectations of citizens and businesses for user-friendly services, greater **transparency** and **participation** in policy- and decision making. The use of digital technologies needs to be an integrated part of governments' modernisation strategies[16]; interoperability, standardisation as well as the sharing and re-use of **key technological enablers** can facilitate these efforts. The main actors of the initiative would be the public administrations in Europe at all levels.

Subsidiarity check

Given its potential contribution to economic growth, strengthening public administration is a recurring priority of the Annual Growth Survey[17]. To make the Single Market a reality, there is a need for governments joining

---

12   Communication COM(2012) 179 final, A strategy for e-procurement, 20.4.2012.

13   SWD(2012) 148 final

14   eGovernment Benchmark Report 2015

15   Final Report: Study on eGovernment and the Reduction of Administrative Burden, http://ec.europa.eu/newsroom/dae/document.cfm?doc_id=5155

16   'Principles on Digital Government Strategies', OECD, 2014

17   Annual Growth Survey 2015

together contributions from various sectors in an interoperable and secure manner[18]. Impetus for further work on eGovernment is also provided by the European Council Conclusions of October 2013. In addition, administrative cooperation is considered as a matter of common interest[19], while the Charter of Fundamental Rights foresees the right to good administration[20] and the protection of personal data[21].

Main policy objectives

The eGovernment Action Plan would contribute to the realisation of the Digital Single Market through efforts to modernise public administration (including the judiciary), to achieve cross-border interoperability and to facilitate easy interaction with citizens, setting out four **policy objectives** (indicators to monitor and measure progress will be elaborated in the coming months):

> **(1) Modernising public administration with ICT**
> **(2) Enabling cross-border mobility with digital public services**
> **(3) Facilitating digital interaction between administrations and citizens/businesses**
> **(4) Key digital enablers**

In order to deliver real impact, all actions to be launched should respect the following underlying principles:

- digital-by-default: actions should privilege online delivery of services while enabling other channels for those who are disconnected by choice or necessity
- cross-border by default: actions should not create new barriers to the internal market
- once-only principle: actions should require citizen/business data/information only if not yet in possession of an administration
- inclusive by default: actions should enable all citizens and businesses to interact with public administrations
- no legacy principle: no infrastructures or applications older than 15 years should be kept
- privacy & data protection: all digital public services must be designed with full respect for the protection of personal data as a fundamental right.
- open & transparency by default: actions should be open for reuse or transparency.

B. Option Mapping

Option 1: In this scenario no new eGovernment Action Plan will be launched; thus not achieving an objective of the DSM Communication. Although the individual actions therein may eventually be implemented, they would lack coordination at EU level, the actions would therefore have less visibility and take-up of the outcomes. This scenario would mean a step back from progress already made under previous eGovernment Action Plans and not reap the full benefit of actions on-going under CEF, ISA, H2020 and others.

Option 2: In this scenario the new eGovernment Action Plan would propose actions that have been identified by the time of its adoption, including those identified in the DSM Communication:
- Mandatory interconnection of **Business Registers (BRIS)** by 2017
- Launch of a pilot with the Member States in 2016 on the **'Once-Only' principle**
- Working towards a **'Single Digital Gateway'**
- Accelerating Member State transition towards **full e-procurement, and interoperable e-signatures**
and possibly a few others:
- Digitalisation of **Company law**
- **eJustice** portal and services
- Electronic inter-connection of **insolvency registers**
- **Research and innovation** actions on open, innovative and collaborative government in the EU (H2020)
- **Accelerated take-up of eID and eSignature** in accordance with the eIDAS Regulation

In addition, the Commission itself intends to lead by example in key domains such as the application of the once-only principle in its interactions with suppliers and grant participants, acceptance of eSignature/eID, eInvoicing and eProcurement. Close links with other DSM initiatives such as the Priority ICT Standards Plan and the

---

European Interoperability Framework/European Interoperability Strategy as well as the European Cloud Initiative would be ensured.

Option 3: In this scenario the <u>new Action Plan would allow new actions to be identified at a later stage, in addition to those defined in Option 2</u>. It would enable the Commission to propose actions that complement future regulations or policies and also allow stakeholders to propose ideas for action that contribute to the objectives of this Action Plan. By being part of the Action Plan such actions would contribute to the exchange of best practices and re-use of solutions throughout the EU in a dynamically evolving way and also take into account the quickly evolving technologies and eGovernment needs. Final inclusion in the Action Plan would be subject to endorsement and commitment by European Commission and/or Member States. When relevant, new actions to be included in the Action Plan – for implementation by the Commission and in case of expected significant impacts - would be subject to the Commission's better regulation requirements (consultation, impact assessment etc.)

The Action Plan itself would not have a dedicated budget, neither under Option 2 or 3; different funding sources and instruments from the EU – where applicable complemented with MS funds - could be used in relation to eGovernment[22]. Option 3 would enable additional resources to be mobilised to address specific objectives of the Action Plan, and hence increase its leverage effect.

Proportionality check

Actions that stem from mandatory requirements set down in EU law will go through the subsidiarity and proportionality test in the legislative process. In addition, there may be actions that Member States commit to in a voluntary manner.

C. Data collection and Better Regulation instruments

Data collection

Beyond the Public administration scoreboard[23] and the eGovernment Benchmark Report[24], data is available from preparatory work, such as a public consultation in the area of eGovernment for H2020[25], the study on eGovernment and the Reduction of Administrative Burden[26], the study on the Analysis of the Value of the New Generation of eGovernment Services[27] as well as Ministerial eGovernment Conferences[28] and other events[29]. Additional data gathering exercises or studies may be initiated by Commission services.

Consultation approach

Preparations for the new Action Plan have been ongoing with the eGovernment MS Expert Group since 2014. To ensure wider stakeholder engagement, an online public consultation was launched in October 2015 in order to get stakeholder input on the citizens' and businesses' needs and on the approach of the new Action Plan.

The stakeholder consultation related to this initiative can be found at
https://ec.europa.eu/eusurvey/runner/eGovernmentSurvey2015

Several stakeholder events for consulting the wider community have been held. Those still to take place in 2015 include the Luxemburg eGovernment Conference (02/12) and a stakeholder workshop (15/12).

Will an Implementation plan be established?

☐ **Yes**　☑ **No**

Although some actions in the Action Plan may aim at facilitating implementation of legislation, a dedicated implementation plan for the eGovernment Action Plan itself will not be established. Details of the mechanism

---

22 See DSM Staff working document: http://ec.europa.eu/priorities/digital-single-market/docs/dsm-swd_en.pdf

23 http://ec.europa.eu/growth/industry/competitiveness/public-administration/index_en.htm

24 http://ec.europa.eu/digital-agenda/en/news/eu-egovernment-report-2015-shows-online-public-services-europe-are-smart-could-be-smarter

25 https://ec.europa.eu/digital-agenda/en/news/results-public-consultation-directions-ict-driven-public-sector-innovation-european-union-level

26 https://ec.europa.eu/digital-agenda/en/news/final-report-study-egovernment-and-reduction-administrative-burden-smart-20120061

27 Ongoing, https://ec.europa.eu/digital-agenda/en/news/call-tenders-study-analysis-value-new-generation-e-government-services-and-how-can-public

28 2011, 2012 and 2013

29 ePractice stakeholder workshops in 2014

and governance of the Action Plan will be elaborated with Member States and with the help of a study that will be launched in autumn 2015, with results expected in Q1 2016.

Will an impact assessment be carried out for this initiative and/or possible follow-up initiatives? NO

If an individual action were expected to have significant economic, environmental or social impacts an impact assessment would be prepared for such actions later.