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Inventory of cross-border eGovernment services & Analysis of existing and future needs and demand for cross-border eGovernment services (SMART2011/0074)

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This is a study on the Analysis of the Needs for Cross-Border Services and Assessment of the Organisational, Legal, Technical and Semantic Barriers. The Malmö Declaration on eGovernment, the European eGovernment Action Plan 2011-2015 and the Poznan Ministerial eGovernment Conference all emphasized the importance of cross-border services for achieving socio-economic prosperity and sustainable public services. According to the Digital Agenda for Europe, Member States would discuss and agree on a common list of key cross-border public services. The Study on the Analysis of the Needs for Cross-Border Services and Assessment of the Organisational, Legal, Technical and Semantic Barriers supports the European Commission and the Member States in validating the key cross-border public services with the highest impact that should be deployed; identify the barriers that need to be overcome; point to the potential benefits of the cross-border public services implementation; and provide scenarios for a discussion on if and how these services could be implemented by 2015. Prior to the completion of the entire study, the European Commission decided to publish some interim results on the inventory as well as analysis of existing and future needs and demand for cross-border eGovernment services. The documents available below include 1. a short introduction to the Study on the Analysis of the Needs for Cross-Border Services and Assessment of the Organisational, Legal, Technical and Semantic Barriers SMART 2011/0074; 2. an inventory of cross-border eGovernment services as well as an analysis of existing and future needs and demand for cross-border eGovernment services and 3. the related annexes.

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2 Inventory of cross-border eGovernment services & Analysis of existing and future needs and demand for cross-border eGovernment services [2]

3 Annexes to study report SMART 2011/0074 [3]

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- Action 84: Support seamless cross-border eGovernment services in the single market [5]
- Action 91: Member States to agree a common list of key cross-border public services [6]

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