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Final Report - Study on Analysis of the Needs for Cross-Border Services and Assessment of the Organisational, Legal, Technical and Semantic Barriers (SMART 2011/0074)

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The transformative tool of ICT is a catalyst and an enabler of reform, also in the public sector. Particularly great benefits can be achieved by using ICT to enable digital public services (eGovernment services) across borders. However, many public online services do not work across borders or involve cumbersome procedures to be accessible, reducing the mobility of businesses and citizens. Therefore, the Digital Agenda for Europe and the eGovernment Action Plan aim to facilitate entrepreneurs to set up and run a business anywhere in Europe independently of their original location, and citizens to study, work, reside and retire anywhere in the European Union. In support of these objectives, the Study on the Analysis of the Needs for Cross-Border Services and Assessment of the Organisational, Legal, Technical and Semantic Barriers was launched. Starting with an inventory of already available digital public services, the needs and demand for these services is analysed. Cost for implementing cross-border digital public services and their return benefits are reflected upon for the supply-side of the services as well as for the users. Finally, the barriers for the implementation of the services are examined. In conclusion, recommendations are formulated, deriving from the aggregated and correlated data. They allow for identifying the services with the highest impact.

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