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# Breakout session A

## eDelivery implementation - challenges and opportunities

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**CEF eDelivery implementation  
workshop**  
6 December 2017

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# Agenda

1 Focus of this session

2 Triggering questions

3 SWOT analysis

**1**

**Focus of this session**

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# Background and focus of this session

## Objectives:



1. Assess how the challenges encountered by eDelivery project implementers can be turned into opportunities generated by using eDelivery.
2. Understand how CEF eDelivery can better support project implementers.

## Outcome:

- Co-creation of a SWOT analysis where we focus on the strengths, weaknesses, opportunities and threats when deploying eDelivery.

# CEF eDelivery Service offering



-  Available
-  Coming soon



## Service offering Description (SoD)

All services are described in an SoD describing its purpose, the users for which it is for, its benefits and the process to obtain it



## Service Level Arrangements (SLA)

Documents that describe Service Level Targets to be reached when delivering Building Block Services.



## eLearning, videos, success stories

Some services feature multimedia such as eLearnings, instructional videos or success stories to help grasp what the service is about

## CEF Digital platform

CEF eDelivery service offering, and more about the building block, can be found online

[CEF Digital >](#)

# 2

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## Triggering questions

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## Triggering questions

1. What are the **main challenges** you encountered in your eDelivery implementation?
2. Did you have **access to the information** that enabled you to assess an eDelivery implementation?
3. Would you change anything in the **CEF eDelivery activities**?
4. What could be the EC's role when it comes to **support eDelivery implementers**?
5. What do you think is missing in the **CEF eDelivery service offering**?
6. What **resources and information** would have been useful for you if available?
7. What do you think the EC's role should be to ensure cross-border interoperability when defining a **Pan-European governance model**?

**3**

**SWOT analysis**



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# SWOT analysis

Strengths (+)

A large, empty rectangular box with a blue border, intended for listing the organization's internal strengths.

Weaknesses (-)

A large, empty rectangular box with a blue border, intended for listing the organization's internal weaknesses.

Opportunities (+)

A large, empty rectangular box with a blue border, intended for listing external opportunities for the organization.

Threats (-)

A large, empty rectangular box with a blue border, intended for listing external threats to the organization.

# Find out more on CEF Digital

ec.europa.eu/cefdigital



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## CEF Digital

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### CEF Building Blocks

Build your digital service faster and cheaper and create a European digital single market.

#### eDelivery

Supporting electronic registered delivery of data and documents.

#### eID

Extending the use of online services to citizens of other EU Member States.

#### eInvoicing

Helping public entities adopt the European standard on electronic invoicing.

#### eSignature

Creating and verifying electronic signatures.

#### eTranslation

Exchanging information across language barriers in the EU Member States.

#### About the building blocks

Learn more about the CEF building blocks.

### Sector Specific Digital Service

#### Infrastructures

building blocks

#### About CEF

The Connecting Europe Facility (CEF) supports trans-European networks and infrastructures in the sectors of transport, telecommunications and energy. [Learn more about CEF.](#)

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