



06 December 2017 | Workshop on eDelivery Implementation

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# eDelivery implementation policy side

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# Digital Single Market Strategy for Europe

**Open up digital opportunities for people and business and enhance Europe's position as a world leader in the digital economy**



**e-Government Action Plan 2016-2020**

COM(2016) 179

final of 19/04/2016

# Digital Single Market Strategy for Europe

Mid-term review – May 2017

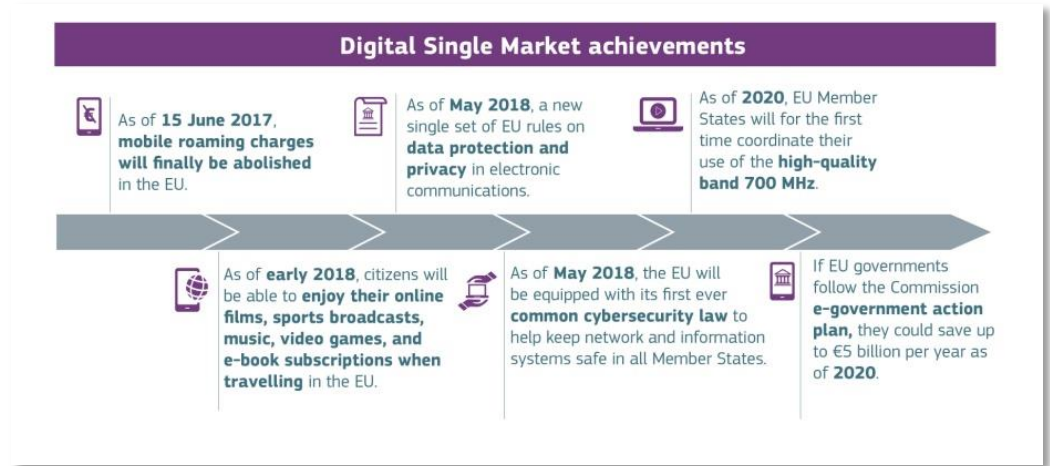
## Three main emerging challenges

1. Online platforms
2. European Data Economy
3. Cybersecurity

## Policy Areas

- digital skills
- digitising industry and services
- High Performance Computing
- artificial intelligence
- modernising public services
- health and care

The mid-term review also focuses on investment needs in digital infrastructures and services from EU



# Connecting Europe Facility



**TRANSPORT**  
€26.25bn

**TELECOM**  
(DG CNECT)

**CEF Digital  
Building blocks &  
Digital Service  
Infrastructures**  
€970 M \*

**Broadband**  
€170 M

**ENERGY**  
€5.85bn

## CEF Regulation

The Connecting Europe Facility (CEF) is a regulation that defines how the Commission can finance support for the establishment of trans-European networks to reinforce an interconnected Europe.

## CEF Telecom Guidelines

The CEF Telecom guidelines cover the specific objectives and priorities as well as eligibility criteria for funding of broadband networks and Digital Service Infrastructures (DSIs).

## CEF Work Programmes

Translates the CEF Telecom Guidelines in general objectives and actions planned on a yearly basis.

# CEF building blocks

Justice, home affairs and citizens' rights



**eJustice Portal**



**ODR**

Science and Technology



**Open Data**

Business



**BRIS**

Employment and Social Rights



**EESSI**



IDENTIFY with  
**eID**



SIGN with  
**eSignature**



EXCHANGE with  
**eDelivery**



INVOICE with  
**eInvoicing**



TRANSLATE with  
**eTranslation**



# eGovernment Action Plan 2016-2020

## Vision

**open, efficient and inclusive public administrations, providing borderless, personalised, user-friendly, end-to-end digital public services**

innovative approaches are used to **design and deliver better services**

digital environment to **facilitate their interactions with stakeholders**



# eGovernment Action Plan 2016-2020

**01** Digital by default

**02** Once-only principle

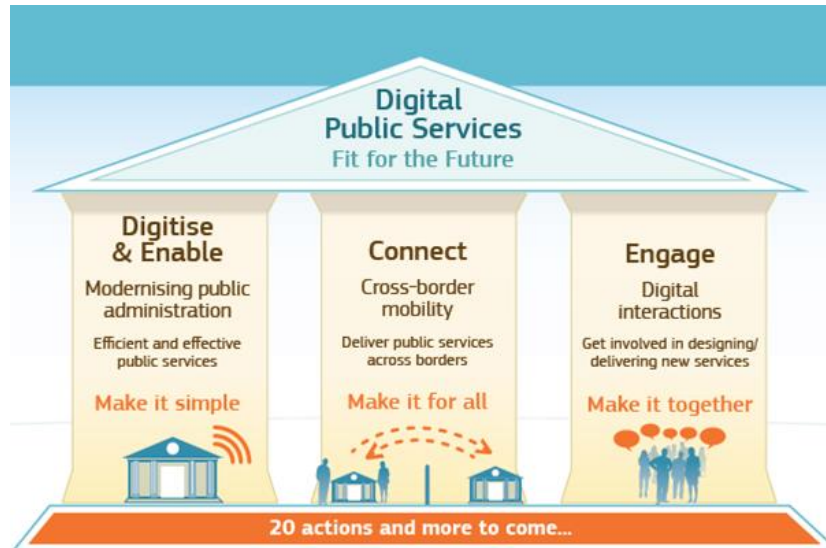
**03** Inclusiveness and accessibility

**04** Openness & transparency

**05** Cross-border by default

**06** Interoperability by default

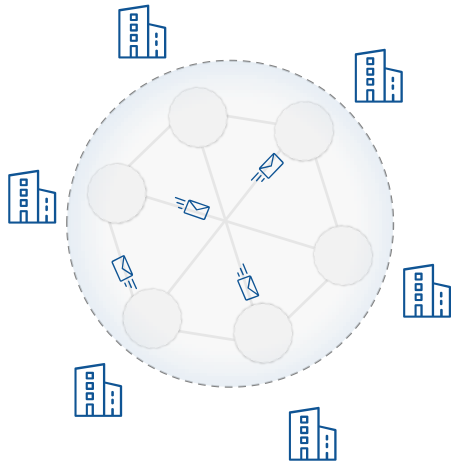
**07** Trustworthiness & security



# Once Only Principle



Public administrations should ensure that citizens and businesses supply the same information only once to a public administration. Public administration offices take action if permitted to **internally re-use this data**, in due respect of data protection rules, so that no additional burden falls on citizens and businesses.



eDelivery enables to securely exchange data and documents



## Actions (Pillar I.)

- eProcurement
- Take-up of eIDAS services
- Long-term sustainability of cross-border DSI
- Revision of the EIF
- Catalogue of ICT standards for public procurement
- The Commission to use common building blocks such as CEF DSIs and follow the EIF, gradually introduce the 'digital by default' and 'once-only' principles, eInvoicing and eProcurement and assess the implication of a possible implementation of the 'no legacy' principle.

**Full end-to-end e-procurement can generate savings between 5 to 20%**



## Actions (Pillar II.)

- Single Digital Gateway
- e-Justice Portal
- Interconnection of business registers
- Interconnection of insolvency registers
- Digital technologies throughout a company's lifecycle
- Single Electronic Mechanism for VAT
- 'Once-Only' principle large-scale pilot project for businesses



**Applying the "once-only" principle in the EU could generate an annual saving of around €5 billion**



## Actions (Pillar II.)

- Single window for maritime transport and transport e-documents
- Electronic Exchange of Social Security Information
- EURES Job Mobility portal
- Cross-border eHealth services



**'Digital by default' strategy at EU28 level could result in around €10 billion of annual savings**

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## Actions (Pillar III.)

- Once-only principle for citizens in a cross-border context
- Deployment and take-up of the INSPIRE data infrastructure
- Transform the Commission (Europa) websites to enable increasing engagement and participation of citizens and businesses

Facilitating  
digital  
interaction  
between  
administrations  
and citizens /  
businesses for  
high-quality  
public services

**Opening-up public sector information in electronic format is expected to bring about economic gains of around €40 billion a year**



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## Once Only Principle in action

TOOP

<http://toop.eu/>

SCOOP4C

<https://www.scoop4c.eu/home>

EU-wide digital Once-Only Principle for citizens and businesses Policy options and their impacts (study reference: SMART 2015/0062)

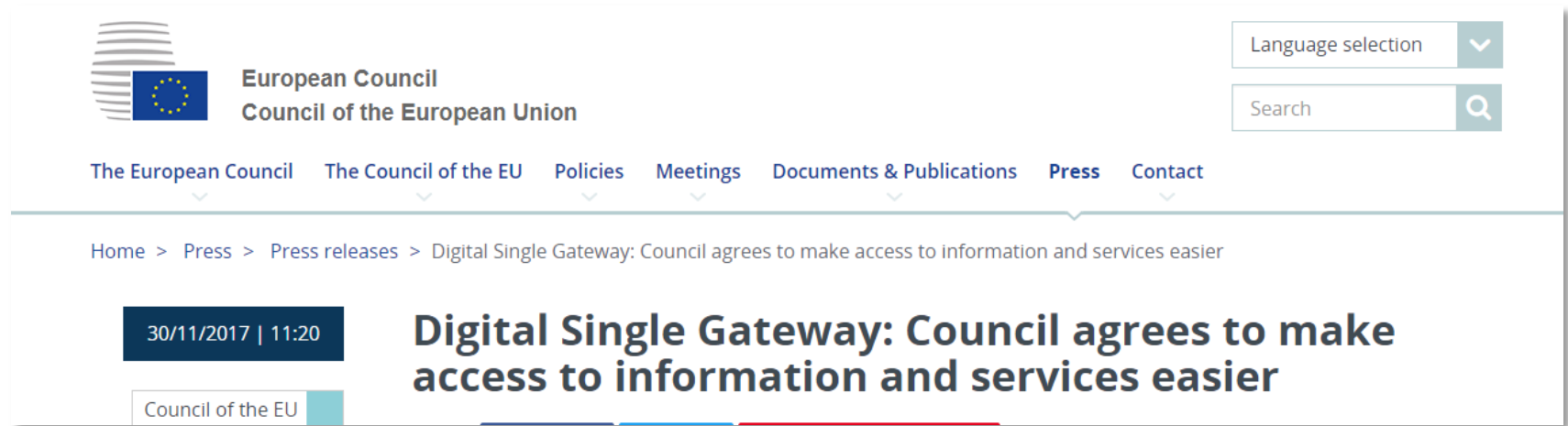
<https://ec.europa.eu/digital-single-market/en/news/eu-wide-digital-once-only-principle-citizens-and-businesses-policy-options-and-their-impacts>

Recommendations

- European Member State taskforce to advance mutual learning, appropriate convergence and coordination
- Interconnected base registry approach to ensure effective sharing
- A legal base for exchange of administrative data under OOP

# Single Digital Gateway

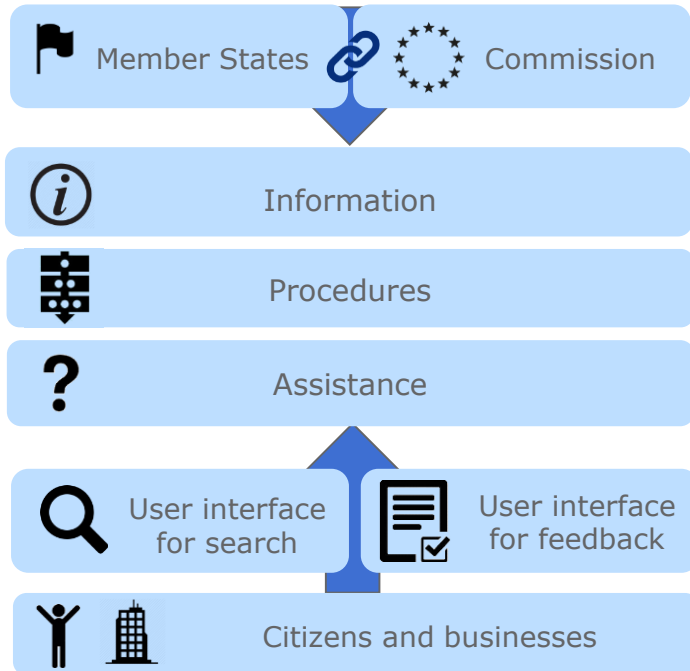
Proposal for a REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL on **establishing a single digital gateway** to provide information, procedures, assistance and problem solving services and amending Regulation (EU) No 1024/2012



The screenshot shows the top navigation bar of the European Council website. On the left is the European Council logo, consisting of a stylized globe and the European Union flag, with the text "European Council" and "Council of the European Union" below it. On the right is a "Language selection" dropdown menu and a search box with a magnifying glass icon. Below the logo is a horizontal menu with links: "The European Council", "The Council of the EU", "Policies", "Meetings", "Documents & Publications", "Press", and "Contact". Each link has a small downward arrow. Below the menu is a breadcrumb trail: "Home > Press > Press releases > Digital Single Gateway: Council agrees to make access to information and services easier". Below the breadcrumb is a dark blue box containing the date and time "30/11/2017 | 11:20". To the right of this box is the main headline: "Digital Single Gateway: Council agrees to make access to information and services easier". Below the headline is a small box containing the text "Council of the EU".

# Single Digital Gateway

## Single digital gateway - structure and added value



### *What is the added value?*

- ✓ Cross-silo approach
- ✓ Fully user-centric
- ✓ Non-duplication
- ✓ Fill online information gaps
- ✓ Fill quality gaps
- ✓ Improve findability
- ✓ Most used procedures online
- ✓ Full cross-border accessibility

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# Single Digital Gateway

## ***Article 12 Cross-border exchange of evidence between competent authorities***

1. For the purpose of the exchange of evidence for online procedures listed in Annex II and procedures provided for in Directives 2005/36/EC, 2006/123/EC, 2014/24/EU and 2014/25/EU, a **technical system for the electronic exchange of evidence** between competent authorities in different Member States ("the technical system") shall be established by the Commission in cooperation with the Member States.
2. The technical system shall fulfil the following requirements:
  - (a) it shall enable the **processing of requests** for evidence to be exchanged;
  - (b) it shall allow the **transmission of evidence** between competent authorities;
  - (c) it shall allow the **processing of the evidence** by the receiving competent authority;
  - (d) it shall ensure the **confidentiality and integrity** of the evidence;
  - (e) it shall ensure that the user has the possibility to **preview the evidence** to be exchanged.
3. Member States shall integrate the technical system as part of the procedures referred to in paragraph 1.
4. ...





## Need for a stronger and more coherent Digital Europe

- Bring government and the public sector into the digital age
- Transform our institutions to meet the challenges of the digital age
- Public administrations should lead the way

***'We owe it to our citizens, to our industries and businesses not to miss this opportunity of making Europe a truly digital continent by 2025...'***

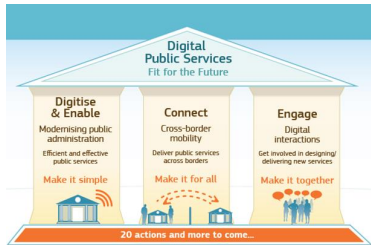
- EE Prime Minister

# Tallinn Ministerial Declaration on eGovernment



## Tallinn Ministerial Declaration on eGovernment 6 October 2017

<https://ec.europa.eu/digital-single-market/en/news/ministerial-declaration-egovernment-tallinn-declaration>



- 01 Digital by default
- 02 Once-only principle
- 03 Inclusiveness and accessibility
- 04 Openness & transparency
- 05 Cross-border by default
- 06 Interoperability by default
- 07 Trustworthiness & security

***'However, more needs to be done and ... to spread digitisation across all policy areas and ... to put the end-users truly at the centre of services...'***

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# Tallinn Ministerial Declaration on eGovernment



- Speeding up the implementation of the [eIDAS regulation](#), including the notification of electronic identity schemes
- Making digital public services secure and identifiable by using the **eIDAS** framework for qualified electronic trust services
- Introducing **once-only options** in digital public services by collaboration and data exchange, including with other countries
- **Re-use of the Digital Service Infrastructures** developed under the [Connecting Europe Facility](#)

Digital by default

Once-only principle

Cross-border by default

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## Tallinn Declaration User-centricity principles

### With these principles Member States commit to:

- enabling users to **digitally interact** with public administrations;
- making these services **easy to understand**;
- requesting citizens and businesses **only once** the same information, respecting data protection and privacy;
- **engaging citizens** in the creation of public services



*To successfully build a Digital Europe, the EU needs in particular governments and public sectors that are fully brought into the digital age and lead by example*

**The European Council calls for implementing the Tallinn Ministerial Declaration on e-Government**



## eGovernment & Digital Public Services

<https://ec.europa.eu/digital-single-market/en/public-services-egovernment>



## eGovernment Action Plan 2016-2020

<https://ec.europa.eu/digital-single-market/en/news/communication-eu-government-action-plan-2016-2020-accelerating-digital-transformation>



## Tallinn Ministerial Declaration on eGovernment

<https://ec.europa.eu/digital-single-market/en/news/ministerial-declaration-egovernment-tallinn-declaration>



## Stakeholder engagement platform

<https://ec.europa.eu/futurium/en/egovernment4eu>

# Thank you!

Twitter @EU\_eGov

Facebook EU\_Public Services

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### Contact us

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