16 May 2018 | Informal Cooperation Network for eDelivery

The Policy side

Carlos Gómez Muñoz
Carlos.GOMEZ-MUNOZ@ec.europa.eu

European Commission
DG CONNECT H4, eGovernment & Trust Unit

Introduction on the Informal Cooperation Network for eDelivery

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
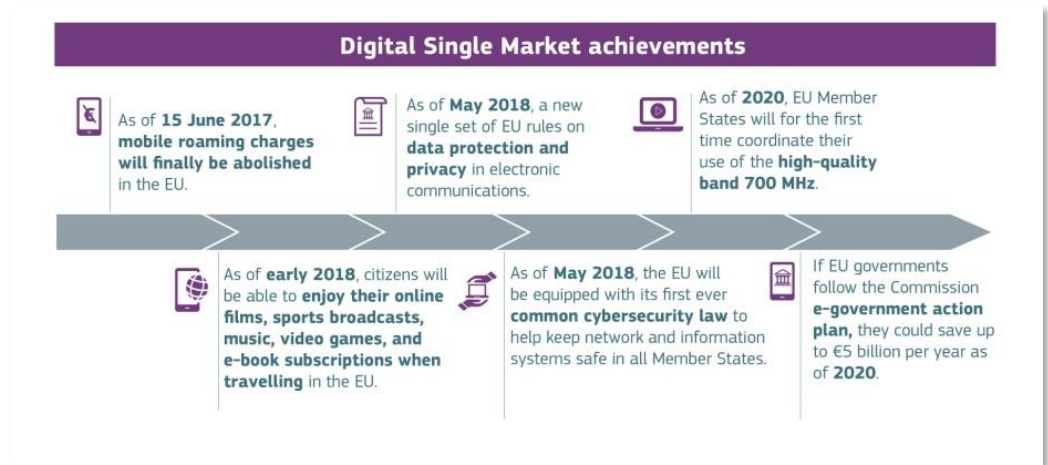
Digital Single Market Strategy for Europe

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

Digital Single Market achievements

As of **15 June 2017**, mobile roaming charges will finally be abolished in the EU.

As of **May 2018**, a new single set of EU rules on **data protection and privacy** in electronic communications.

As of **2020**, EU Member States will for the first time coordinate their use of the **high-quality band 700 MHz**.

As of **early 2018**, citizens will be able to **enjoy their online films, sports broadcasts, music, video games, and e-book subscriptions when travelling** in the EU.

As of **May 2018**, the EU will be equipped with its first ever **common cybersecurity law** to help keep network and information systems safe in all Member States.

If EU governments follow the Commission **e-government action plan**, they could save up to €5 billion per year as of **2020**.

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

European Commission

Connecting Europe Facility

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.

TRANSPORT
€26.25bn

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

TELECOM
(DG CNECT)

Broadband
€170 M

ENERGY
€5.85bn

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.

5

* - 100 M Juncker Package

CEF building blocks

Justice, home affairs and citizens' rights		Science and Technology	Business	Employment and Social Rights
eJustice Portal	**ODR**	**Open Data**	**BRIS**	**EESSI**

IDENTIFY *with*
eID

SIGN *with*
eSignature

EXCHANGE *with*
eDelivery

INVOICE *with*
eInvoicing

TRANSLATE *with*
eTranslation

eIDAS

CORPORATE IMAGE
SEAL

European Commission

eDelivery

- eDelivery is a **network of nodes for digital communications**, based on a distributed model that uses **standard transport protocols and security policies**. It helps public administrations to exchange electronic data and documents with other public administrations, businesses and citizens, in an interoperable, secure, reliable and trusted way

Article 46
Legal effects of electronic documents

Article 43 and Article 44
Electronic registered delivery service

eDELIVERY
connecting europe

eIDAS

IMPLEMENTATION

REGULATION

European Commission
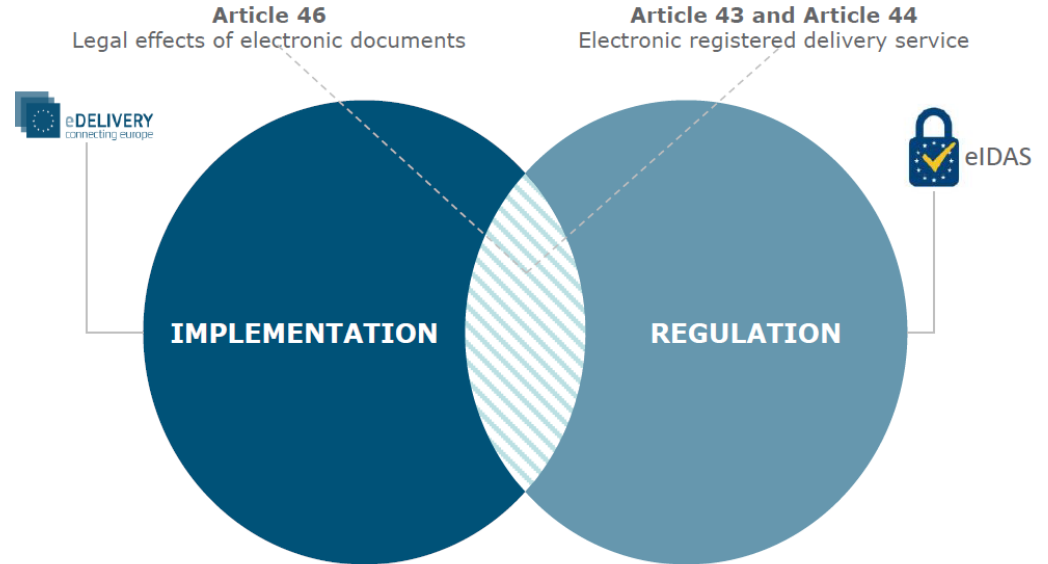
Informal Cooperation Network for eDelivery

- *Purpose*
  - *To offer a platform for Member States' representatives involved in the setting-up of national data and document exchange infrastructures to actively contribute to the adoption of eDelivery at national and EU levels.*
- *Potential topics to be discussed*
  - *National approaches to data and document exchange*
  - *Standards and technical solutions used*
  - *Governance models*
  - *Actions for fostering adoption*

European Commission

Policy updates in the context of eDelivery

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

Digital
Public Services
Fit for the Future

Digitise & Enable
Modernising public administration
Efficient and effective public services
Make it simple

Connect
Cross-border mobility
Deliver public services across borders
Make it for all

Engage
Digital interactions
Get involved in designing/ delivering new services
Make it together

20 actions and more to come...

European Commission

Once Only Principle
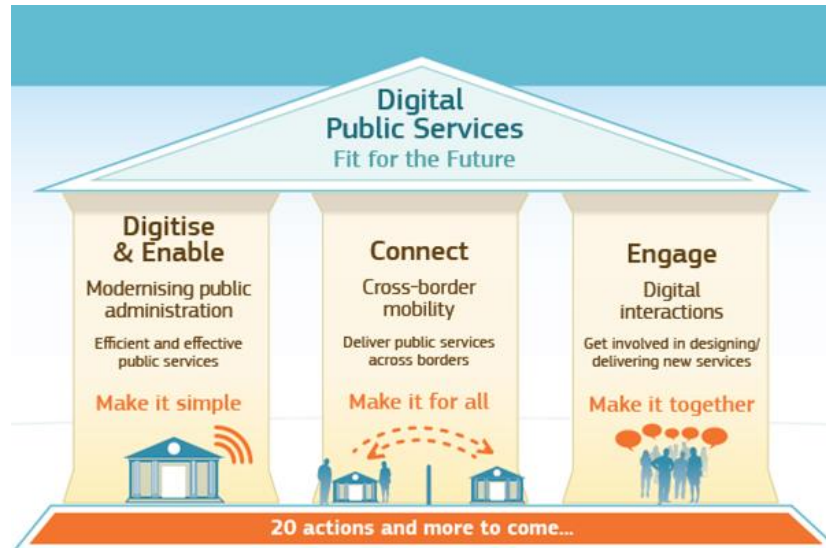
The Once-Only Principle

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.

EXCHANGE *with*
eDelivery
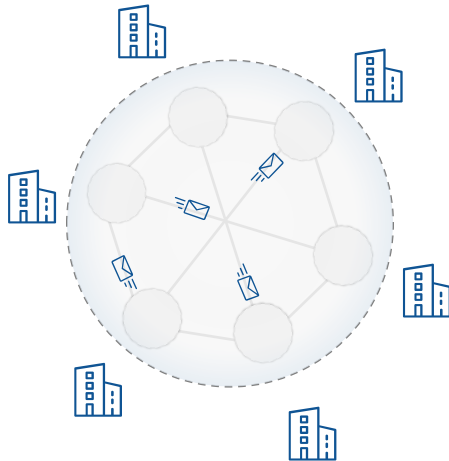
eDelivery enables to securely exchange data and documents

European Commission

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

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

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

New Actions

- Action 21: **IT platform for exchange of electronic evidence between judicial authorities**

- Action 22: Implement a fully dematerialised environment to sustain the free and secure movement of safe food and plant products

- Action 23: The enforcement of EU agri-food legislation on internet sales and consumer information

- Action 24: Digital Government for Citizens Charter

- Action 25: Urban Digital Transition actions

European Commission

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

European Commission

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

Single Digital Gateway

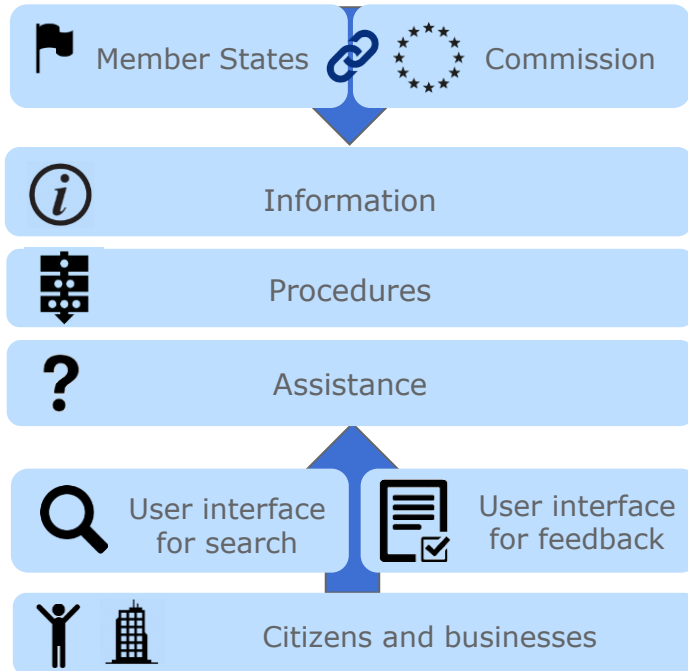**What is the purpose of the single digital gateway?**

To offer EU citizens and businesses easy and nondiscriminatory online access to:

- information about EU and national rules,
- national procedures for compliance with these rules and
- EU and national assistance services,

in order to help them in exercising their internal market rights.

European Commission

Single Digital Gateway

Single digital gateway - structure and added value

Member States 🔗 ⭐ Commission

Information

Procedures

? Assistance

User interface for search — User interface for feedback

Citizens and businesses

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

European Commission

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. …

European Commission

Single Digital Gateway

Procedures

- Requesting a birth certificate
- Applying for a study grant from a public institution
- Registering for social security benefits
- Requesting recognition of diploma
- Registering a change of address
- Requesting/renewing ID card or passport
- Registering a motor vehicle
- Claiming pension and pre-retirement benefits from public or semi-public schemes
- General registration of business activity
- Registration of an employer (a natural person) with public or semi-public pension and insurance schemes
- Registration of employees with public or semi-public pension and insurance schemes
- Notification to the social security schemes of the end of contract with an employee
- Payment of social contributions for employees

European Commission

Tallinn Digital Summit 29/09/2017

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...'
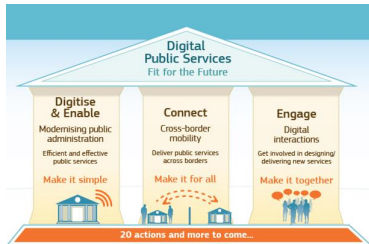
- EE Prime Minister

Tallinn Ministerial Declaration on eGovernment

EU2017.EE

Tallinn Ministerial Declaration on eGovernment
6 October 2017

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

Digital Public Services
Fit for the Future

Digitise & Enable
Modernising public administration

Efficient and effective public services

Make it simple

Connect
Cross-border mobility

Deliver public services across borders

Make it for all

Engage
Digital interactions

Get involved in designing/delivering new services

Make it together

20 actions and more to come...

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...'

European Commission

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

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

European Council

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

European Commission

eDelivery *onboarding-race*

SET UP

PHASE	PROSPECTING	ELICIT requirements	DESIGN eDelivery infrastructure	SELECT eDelivery solutions	DEPLOY eDelivery solutions	OPERATE eDelivery solutions
CEF DSIs	CyberSec **DG CNECT** / eTranslation **DGT** / ELRC **DGT**		eHealth (AS4) **DG SANTE**		eHealth (SMP) **DG SANTE** / EESSI **DG EMPL**	ODR **DG JUST** / eProcurement (*) **GROW | DIGIT** / EU-CEG **DG SANTE** / PNR *(regulated)* **DG HOME** / e-Justice | eCodex **DG JUST** / BRIS **DG JUST**
Other Policy Projects	Customs Single Window **DG TAXUD** / ECRIS **DG JUST** / IRI **DG JUST** **NEW** / Maritime Single Window **DG MOVE** / EUDAMED 3 **DG GROW** **NEW** / Central Clearance Import **DG TAXUD** **NEW**	CISE **DG MARE** / eTransport Docs **DG MOVE**	TACHOnet **DG MOVE** / eEvidence **DG JUST** / ICS2 **DG TAXUD**	DECIDE (upgrade) **SG** / EPREL **DG ENER**		
Member State led projects (including CEF grants)		Utdataprojektet **ESV** **NEW**	TOOP *(once-only)*	Development of NL eDelivery gateway **Logius.nl**	Slovenia Supreme Court's communications **Laurentius** / e-Impact (CEF Transport)	NOBLE project (Postal Services) / PEPPOL (upgrade to AS4)
Other institutions	ePayments **ECB** / **European Data Protection Supervisor** / **European Union Agency for Railways**	Parliamentary Q + Trialogue + OP **Parliament** / **European Aviation Safety Agency**	**European Citizens' Initiative**		CIxP **The European Council** / eDocX2017 **DG HOME (EMCDDA)**	ENTSOG (Gas operators)

(*) Also part of PEPPOL

European Commission

For further information and feedback

eGovernment & Digital Public Services
https://ec.europa.eu/digital-single-market/en/public-services-egovernment

Stakeholder engagement platform
https://ec.europa.eu/futurium/en/egovernment4eu

eGovernment twitter account
@eGov_EU

Web page on eIDAS
http://ec.europa.eu/digital-agenda/en/trust-services-and-eid

eIDAS Observatory
https://ec.europa.eu/futurium/en/eidas-observatory

eIDAS twitter account
@eID_EU

Connecting Europe Facility Catalogue of Building Blocks

ec.europa.eu/cefdigital