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## Digital Single Market

Reports and studies 19 September 2012

# Study on analysis of the needs for cross-border services and assessment of the organisational, legal, technical and semantic barriers (SMART 2011-0074)

On the basis of already existing cross-border e-government pilot services and other EU initiatives, the study aims to explore and substantiate the existing and future needs (including socio-economic, environmental, legal and even sector-specific needs) and demand for cross-border e-government services. It will carry out an in-depth quantitative and qualitative cost-benefit analysis to demonstrate how cross-border e-government services can make mobility in the EU less burdensome, provide added value to citizens and businesses and why deployment of new cross-border public services is needed. The study will identify and assess the organisational, legal, technical and semantic barriers that hinder the deployment of cross-border e-government services in the EU and consider their solutions. As a conclusion, the study will identify and propose options for the development of cross-border public services with the highest potential impact. Contract signed with Capgemini Nederland BV in partnership with Time.Lex BV CVBA, Tech4i2 Ltd and Universiteit Antwerpen on 21.12.2011 under the Contract No 30-CE-0455872/00-78. The contract runs for 13 months.

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