

## Digital Single Market

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# eGovernment Action Plan - what would it do for me?

A five-year eGovernment Action Plan has just been presented by the European Commission to deliver innovative online public services to citizens and businesses and increase the take-up of these services across Europe (see IP/10/1718 and MEMO/10/680). It sets out concrete actions and priorities to make access to public services more efficient and cost effective. The new Action Plan builds on experience gained with the 2006 European eGovernment Action Plan (see IP/06/523). The availability of online delivery of basic services like company registration and tax filing has so far been a success, going up from 21% in 2000 to 71% in 2009 in EU27. But take-up does not match this trend, with only 42% of the EU population using online public services in the past year. The Commission is committed to supporting Member States in developing eGovernment services based on users' needs. Here are some practical examples of exactly how the measures outlined in the Action Plan stand to benefit citizens and businesses.

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