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The action aimed at agreeing, by 2011, on a common list of key cross-border public services that correspond to well defined needs – enabling entrepreneurs to set up and run a business anywhere in Europe independently of their original location, and allowing citizens to study, work, reside and retire anywhere in the European Union. These key services should be available online by 2015.

A Ministerial Roundtable took place in November 2011 in Poznan and identified five key cross-border services. An agreement with Member States was reached in 2013.

What is the problem? Not enough cross-border public services are available

Online public services are crucial to stimulate the internal market. They can help entrepreneurs set up and run a business anywhere in Europe independently of their original location, and allow citizens to study, work, reside and retire anywhere in the EU through seamless, interoperable and sustainable cross-border public services. But as long as there is no common list of a minimum set of basic online public services that citizens and businesses can access across borders, the internal market cannot be fully functional.

Why is EU action necessary? Services need to be interoperable EU-wide

Together with the Member States, the Commission will assess the real needs, costs-benefits and barriers for cross-border services where interoperability is a key factor.

On this basis the Member States will discuss and agree on a common list of key cross-border public services.

What has the Commission done?

In 2011:

- Following the adoption of the eGovernment Action Plan 2011-2015, the Commission launched a tender calling for a study to analyse the existing and future needs, cost/benefit of cross-border services for citizens and businesses as well as an assessment of the organisational, legal, technical and semantic barriers.
- In November 2011, EU Ministers responsible for eGovernment met in Poznan (Poland) and discussed a number of areas of the Digital Single Market from which potential cross border services could be identified for future roll out.

In 2012:

- The study was launched in January 2012 and came to a conclusion early 2013.
- Member States and the Commission met three times during that year in order to reach agreement on an opinion containing the list of cross border services to be rolled out by 2015.

In 2013:

- At the 4th meeting of the eGovernment Expert Group, 22 February 2013, Member States and the EC pointed out the parallel developments and progress on cross border public service activities in the new Large Scale Pilot eSENS, and the CEF. In their meeting the eGovernment Expert Group agreed to endorse a number of focus areas and key enablers for digital cross border public services. The Focus areas proposed by the MSs are presently covered by eSENS that also include the key enablers proposed by the MSs.

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