Possible new actions for the eGovernment Action Plan 2016-2020

Ideas from the eGovernment4EU platform

European Commission
DG CONNECT H4, eGovernment & Trust Unit
6 February 2018, Brussels, eGovernment Action Plan Steering Board Meeting

Pillar I	Pillar II	Pillar III
Modernise public administration with ICT, using key digital enablers	*Enabling cross-border mobility with interoperable digital services*	*Facilitating digital interaction between administrations and citizens/businesses for high-quality public services*
Digital skills and literacy • Collaboration with civic coders for civil servant skill building • Tools to make meaning with data ***Accessibility and digital by default*** • Ubiquitous services • Power of Attorney • Assure a level playing field for European ICT startups	***Cross-border services*** • Person Centred Services for Citizens in Europe • Reviewing the quality of (cross-border) services • Digitalize European Health Insurance Card (EHIC)	***Participatory budgeting*** • Participatory Budget • Initiative to promote Participatory Budgeting (methods and tools) ***eParticipation & co-creation*** • An Internet Citizen Opinion Polling System • Implementation of FUTURIUM platform • Implementing participatory platforms • Co-creation of eGovernment services for citizens and businesses • A citizen challenge-based Pan-European Innovation platform for public service development • Direct citizen-government communication and collaboration • The Social Ecosystem • Citizen awards and utilizing data of European Open Data Portal for the common good
Out of scope: • EU Schengen area wide firearms concealed carry for selfprotection and property protection		

DIGITAL SKILLS AND LITERACY

IDEAS

Proposed ideas	• **Collaboration with civic coders for civil servant skill building** • **Tools to make meaning with data**

Relevant EU activities

- Skills Agenda for Europe
- Digital Skills and Jobs Coalition - > National Digital Skills Strategies
- Digital Competence Framework
- Communication on the Digital Education Action Plan
- Media literacy initiatives of the European Commission
- Call for proposals December 2017: Media literacy for all

Commitments in the Tallinn Declaration

- *'take steps to increase the digital leadership skills among top civil and public servants and digital skills more widely within the public administration at all levels, as a necessary precondition to any successful digital transformation of public administrations'*

ACCESSIBILITY AND DIGITAL BY DEFAULT

IDEAS

Proposed ideas	• **Ubiquitous services** • **Power of Attorney** • **Assure a level playing field for European ICT startups**

Relevant EU activities
- eGovernment Benchmark Report
- Web Accessibility Directive

Commitments in the Tallinn Declaration
- *'ensure that European citizens and businesses may interact digitally with public administration, if they choose to do so and whenever feasible and appropriate from a cost-benefit and user-centricity perspective'*

- *'ensure better digital accessibility of public services and information for all citizens and businesses, including by improving the accessibility of public administration websites and mobile apps'*

European Commission

CROSS-BORDER SERVICES

IDEAS

Proposed ideas	• **Person Centred Services for Citizens in Europe** • **Reviewing the quality of (cross-border) services** • **Digitalize European Health Insurance Card (EHIC)**

Relevant EU activities
- Single Digital Gateway
- PIMS
- H2020 projects "My Health – My data"
- e-EHIC piloting in e-SENS
- Administratiove Commission on the Coordination of Social Security Systems

Commitments in the Tallinn Declaration
- provide citizens and businesses with the option to interact digitally with public administrations, if they choose to, while following the "User-centricity principles for design and delivery of digital public services" as set out in the Annex of this declaration;

PARTICIPATORY BUDGETING

IDEAS

Proposed ideas	• **Participatory Budget** • **Initiative to promote Participatory Budgeting (methods and tools)**

Relevant (EU) activities

- Many examples across Europe (mostly local examples)
- Several EU funded projects
- Citizen Focus Action Cluster of the European Innovation Partnership Platform for Smart Cities and Communities

Commitments in the Tallinn Declaration

- User-centricity principles:

'*Citizen engagement: That digital means are used to empower citizens and businesses to voice the views, allowing policy makers to collect new ideas, involve citizens more in the creation of public services and provide better digital public services*'

ePARTICIPATION AND CO-CREATION

IDEAS

Proposed ideas	• **An Internet Citizen Opinion Polling System** • **Implementation of FUTURIUM platform** • **Implementing participatory platforms** • **Co-creation of eGovernment services for citizens and businesses** • **A citizen challenge-based Pan-European Innovation platform for public service development** • **Direct citizen-government communication and collaboration** • **The Social Ecosystem** • **Citizen awards and utilizing data of European Open Data Portal for the common good**

Relevant EU activities

- Many eParticipation platforms at all levels of government
- eParticipation under H2020: EUth and STEP projects
- Co-creation under H2020: MobilAge, FloodServe WeLive
- Europen Big Data Hackathon

Commitments in the Tallinn Declaration

- User-centricity principles:
  '*Citizen engagement: That digital means are used to empower citizens and businesses to voice the views, allowing policy makers to collect new ideas, involve citizens more in the creation of public services and provide better digital public services*'