

Services Directive Support

Analysis of Member States' Activities

The “Analysis of Member States’ Activities” provides an analysis of those activities in relation to the Services Directive and its preparation. The aim of the report is to identify, revise, analyse and follow up the current and upcoming activities as well as the related documents from the identified players – specifically, the Member States, in this case – that underline the relevant parts of the work necessary to prepare for the Services Directive.

*Prepared for the European Commission
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2. EXECUTIVE SUMMARY

Introduction: The “Analysis of Member States’ Activities” provides an analysis of those activities in relation to the Services Directive and its preparation. The aim of the report is to identify, revise, analyse and follow up the current and upcoming activities as well as the related documents from the identified players – specifically, the Member States, in this case – that underline the relevant parts of the work necessary to prepare for the Services Directive.

Findings: The findings are based on short descriptions of their current activities provided by the Member States. These responses were provided during the period 3.3.2008-26.3.2008. Other useful and complementary materials originating from the Member States, including presentations at a meeting held in Paris on 1 February 2008, are referred to within the report. The overall findings are discussed in some detail.

Conclusions: Attention is particularly drawn to the concluding section (section 8). Its contents are intended as a means of stimulating ideas and approaches and generating discussion among the Member States on possible next steps with regard to the Services Directive. This is with special relevance with regard to the concrete possibilities of participating in a large-scale pilot initiative that could start in 2008, launched within the context of the Information and Communication Technologies Policy Support Programme (ICT PSP) under the Competitiveness and Innovation Framework Programme (CIP).

Hence, the eighth section of the report focuses on the current progress among Member States and the status of their road mapping activities, and especially with relevance to the proposed Points of Single Contact (PSC) in each Member State. It highlights a number of common challenges or dilemmas. It also raises possibilities for discussions with regard to the means of handling information with regard to the establishment in different countries of both regulated and unregulated professions/occupations, such as architects, property agents, and travel agents and/or personnel in the hotel-restaurant-café industry. It briefly examines the importance of approaches that appeal to and serve both industry and citizens, such as an approach that concentrates on life-events as the basis for understanding the various needs at stake for information. Company registration, and identification of companies/associations through value-added tax numbers, may also be areas of particular interest. The relevant information with regard to the handling of languages on portals is also of interest.

Response rate: Sixteen countries responded to the survey questionnaire. Non-response to the questionnaire should not, however, be interpreted as a lack of interest in the Services Directive. Among various explanations for the response rate are the following: the pressure of other day-to-day responsibilities on the part of Ministries and the difficulties of tight deadlines; the need for coordination of a response among various responsible national competence centres within a single Member State, or at a national level rather than regional level; the relatively early stage of decision-making in some States; and, lastly, for the European Economic Area countries, the need to clarify the status of their responsibility with regard to compliance with the Services Directive.

3. INTRODUCTION

This introduction briefly describes the purpose of this report and its main contents. The focus is on the questionnaire survey circulated to the Member States by Directorate-General (DG) Information Society and Media (INFSO) in February 2008 to determine current and future planned activities by Member States in preparing for a large-scale pilot on the Services Directive.

The Strateqo Consortium has been contracted by the European Commission – DG Information Society and Media - to produce an “Analysis of Member States’ Activities” in relation to the Services Directive and its preparation.

The aim of this task was “to identify, revise, analyse and follow up the current and upcoming activities as well as the related documents from the identified players that underline the relevant parts of the work necessary to prepare for the Services Directive. This is based on a one-page description by Member States”.

For information: The findings of the questionnaire survey responses, on which this report is largely based, were delivered by the Member States to the European Commission during the period 3.3.2008-6.3.2008 with a second, smaller batch during the period 13.3.2008-26.3.2008. The questionnaire was circulated by the European Commission, and the responses collected by their services. The analysis is undertaken by the Strateqo Consortium, following close discussion with the Commission services. The Member States gave their authorisation for their responses to be published. In some cases, when the basis of publication was described to them, they then re-submitted clearer or more explicit texts. The survey responses comprise 16 in total, one of which is based on PowerPoint presentations. The remaining 15 generally consist of one- or two-page fact sheets. The lengthier Portuguese exception is attached as Annex 4.

Contents: The general contents of the report are along these lines:

- Introduction
- Background
- Additional sources of information from Member States
- Responses from Member States to survey questionnaire circulated February 2008. The contents relate broadly to current activities by the Member States; main challenges and problems recurrent in Member States; and upcoming activities by the Member States (up until the end of 2009 and beyond).
- Discussion
- Conclusions

Annexes: In terms of the materials annexed to this report, Annex 1 contains the template of questions posed to the Member States. Annex 2 contains a tabular summary of those Member States’ responses. Annex 3 contains the full text-based responses from the Member States, with the exception of Portugal. Annex 4 contains very detailed information from Portugal, which is particularly informative with regard to the technical solutions which this Member State has developed. Annex 5 cites the summarised content of the various PowerPoint presentations made on 1 February 2008. Annex 6 lists those available PSC Web sites which were cited by the Member States.

4. BACKGROUND

Within the context of the preparatory activities towards the Member States' implementation of a large-scale pilot which focuses on the application of the Services Directive, the intention is to:

- Identify and analyse a) current and b) upcoming activities in the Member States.
- Include in this identification and analysis any documents cited by Member States with regard to relevant parts of work on the Services Directive.

The content of this report is derived from:

- **Set of PowerPoint presentations:** Where applicable, further support from evidence from five Member States (presentations made at a meeting held on 1 February 2008).
- **Questionnaire survey:** A survey of Member States conducted during the time-period, 18 February-3 March 2008. Additional responses followed during the month of March 2008.

The content of the preliminary PowerPoint slides, which pre-dated the sending of the questionnaire survey, and in some ways acted as inspiration for its proposed content, is included in section 5 of the report. It is intended both as background and as introduction to the actual content of the survey responses. In the case of the United Kingdom, its presentation is considered to be the equivalent of a survey response since it provides the same kinds of information that was expected from the survey.

5. ADDITIONAL SOURCE OF INFORMATION FROM MEMBER STATES

Efforts are made to round out the data from this small-scale survey with other information available from an earlier source. Summaries of these additional materials are included in Annex 5.

PowerPoint presentations

Presentations were made by Member States at the first preparatory Services Directive large-scale pilot meeting on 1 February 2008. Five PowerPoint presentations were made there, and the content of the presentations was summarised in the meeting minutes. Four of these five Member States submitted actual questionnaire responses.

With regard to these PowerPoint presentations, however, one from a single Member State – the United Kingdom – was later considered to be the equivalent of a questionnaire response submission. This is because very similar positions can be extrapolated in the slides with regard to most elements of the questionnaire, particularly in the domain of the expressed, perceived difficulties of implementing the Services Directive.

For these five Member States, the observations arising from their presentations had a focus mainly on four issues:

- Details with regard to PSC preparation and implementation, including some timelines.
- The basis of the design of particular PSCs, and their relevant services, with an orientation towards a range of use cases (that is, examples of specific services and sectors to which to apply the notion of the implementation of the Services Directive).
- Technological and architectural solutions.
- A wide variety of identified regulatory, socio-economic, linguistic, organisational, employment, and education and training challenges to the implementation of the Services Directive.

With the exception of technological issues related to the PSC functioning, the three other issues that are listed in bullet format immediately above, were, to a more limited extent, replicated in the design of the DG INFSO Member States' questionnaire survey.

See the summarised versions of the five PowerPoint presentations described below.

Summarised versions of PowerPoint presentations from five Member States

- **Austria:** An Austrian portal and services have existed for several years already, and the portal was an early winner of an eEurope eGovernment award. A single entry point is associated with various life situations (“from birth to death”). The services place considerable emphasis on ensuring full accessibility of the site. The slides identify concrete examples of use cases that are designed to appeal, as a specific example, to commercial clients, and which include how to establish a specific company in a particular region of Austria. Major challenges perceived in ongoing and future work include: electronic documents and their recognition, verification and authentication; content syndication (building partnerships throughout Austria); certain clauses of the Services Directive (such as

articles 7 and 21); cross-border dilemmas; and how to offer the materials required on the Austrian Website in diverse languages.

- **France:** Particular attention was drawn to the importance of the training of service staff and of the public, and the considerable differences in human resource availability among its provinces. It perceived key challenges for the future as: the processing of shared data; the traceability of documents; the need to produce justificatory documents; and the authentication of applicants for services and the applicants' requests.
- **Netherlands:** All relevant information will be available through the PSC which will be implemented in 2009. A beta test site will already be ready in the second half of 2008. All general information about procedures will be in English. A message box will be provided between the service provider and the competent authority (this is a concept which is embedded in Dutch law). Services will also be provided to companies. The use case cited described "Juan Gonzalez", a Spanish *tapas* bar owner, who is making an enquiry about how to set up an outdoor restaurant in a Dutch municipality. The Netherlands perceives that its future challenges are comparable to those cited by Austria and the United Kingdom.
- **Portugal:** The PSC will be provided through a business portal and a citizen's portal. Its aim will be to give a better service to citizens and to business people, and to provide greater transparency. Twenty-one services are currently available through the portal. Technically, the service is based on a framework for common services – a service-oriented central operational platform. Paper-based formalities will be handled through a distributed network of business formalities centres (BFCs). The authentication procedure takes place based on a citizen's card (which replaces five former cards: a citizen's identification (ID) card, taxpayer card, social security card, a national health card, and a voter's card).
- **United Kingdom (England):** England's presentation highlighted both current and upcoming challenges in relation to the implementation of the PSC and the Services Directive. The contemporary challenges are fivefold:
 - **Timing:** the 2009 timeframe for the implementation of the Services Directive.
 - **Process issues:** the preparation of the competent authorities to receive the relevant documents.
 - **Data transfer:** the variety of infrastructure-document formats.
 - **Education:** educating the workforce in the various competent authorities.
 - **Real (and competing) data needs.**

The upcoming challenges perceived by England were seven, and were cited as:

- **Creating a single PSC:** rather than having four separate PSCs (presumably, for each of the four 'home countries', England, Northern Ireland, Scotland, and Wales).
- **Language challenges.**
- **Legal or regulatory issues:** liability with regard to content.
- **Reliability of content syndication:** data sources and content need to be reliable and up-to-date.
- **Support delivery.**
- **Developing confidence in use:** i.e., data should be up-to-date.

- **Quality of the 'brand' of the PSC outside the United Kingdom:** this item covers such matters as giving equal treatment to European Union and United Kingdom-based service providers, and making the PSC easy to find.

6. SURVEY FINDINGS

This section of the document seeks to bring together the same elements of the Member State responses to the questionnaire survey, and treats them in a comparable manner. It groups texts provided by the Member States under an analysis of the relevant sections of the circulated questionnaire.

A number of brief observations are made with regard to the response rate, the use of tables in the analysis, and how the actual texts cited in the survey responses are used.

Response rate: Sixteen countries responded to the survey questionnaire. This is considered to be a good response rate. Responses to each set of survey questions are treated in the five separate sections which follow (6.1 through to 6.5) before they are discussed and conclusions reached.

Non-response to the questionnaire should not be construed as lack of interest in the issues. Among various explanations: given the day-to-day responsibilities of Ministries, many are under extreme time pressure. Secondly, some Member States may have found the need to coordinate a response among their various responsible national competence centres, or at a national level rather than regional level, difficult within the timelines available. Thirdly, for some Member States, it could be difficult to stipulate exactly at what stage of development a country is in terms of responding to the requirements of the Services Directive. Potential changes in orientation could still be frequent at what can be considered an early stage of decision-making (i.e., the first half of 2008). Lastly, for the European Economic Area countries, the exact status of their responsibility with regard to compliance with the Services Directive is still under study and assessment under the conditions of the European Economic Area agreement.

Use of tables: No tabular format of the stages of progress made by the Member States is reproduced here. This is because the survey findings are mostly qualitative. Such a diagram would be difficult to produce with the type of evidence currently available.

The Member States which responded to the survey - 16 in total – are, however, reproduced in a tabular format in Annex 2 of this document. One of the countries (the United Kingdom) is considered to have responded even though this response is taken as being in the form of a presentation to the 1 February 2008 meeting held in Paris, France.

Texts: In terms of the texts quoted, the texts from the Member States are reproduced as submitted with a number of slight exceptions. Assistance was kindly received with regard, in one case, adequacy and accuracy of the translation into English of the texts provided.

The only other alterations to texts have been made in the following cases: all references to 'MS' have been expanded to Member States whereas references to 'Points of Single Contact' have been reduced to the abbreviation PSC; spelling has been converted systematically to the use of English-European spelling rather than American; and, finally, in a handful of examples, some light editing has taken place so as to enable readability and comprehension in the English language.

6.1 Setting up a PSC

- architecture of PSC
- responsibility for organisation or management of the workflow
- accountability or liability issues
- other issues.

Fifteen specific responses were received to this section of the questionnaire survey. Brief summaries of the status of the 15 Member States from which there are responses are outlined below. A more complete outline of the Member States' responses is included as Annex 3, with additional information from Portugal located in Annex 4.

Most responses concentrated on matters corresponding to the set-up of the PSC. The responses tended not to go into finer detail on the architecture, responsibility for organisation, or workflow management. They certainly did not cover issues relating to accountability, liability or any other matter.

The extent to which the various Member States had included technical details in their responses is limited. Most Member States are at a much earlier phase of discussion and problem-definition than technical analysis – Portugal is a noteworthy exception to this observation.

Austria: A portal at the Austrian federal state level will offer a single point of access but does not constitute a formal PSC. The PSC provides a virtual inbox for the competent authority that retains responsibility and liability for the process. It does not process any applications nor is it responsible for a particular workflow.

Belgium: Belgium is considering three possible scenarios: a one-stop shop; a semi-automated portal; and to have either one or three call management services (this decision is still to be made).

Bulgaria: Bulgaria has set up the necessary legal/regulatory framework to deal with implementation of the Services Directive (see full text in Annex 3). On the technical side, it operates an Integrated System for e-Government (ISEG) which provides the technical conditions for developing a “one-stop shop”. It is a technological infrastructure, which is open to the various technological solutions of the subsystems that are needed for data on the different services. The deployment of this integrated system will provide a universal way or data and document exchange inside the country's administration and through a national portal/gateway for e-Government between citizens/business/administrations. Changes in vertical structures and the relationship between front- and back-office transactions are among the major challenges. Two other national projects are especially cited: the integrated administrative delivery at central and local levels and public services delivery, and the national health portal and system for personal electronic health records for civil servants (which is a pilot of a proposed national initiative).

Cyprus: With regard to the PSC, Cyprus intends to use the existing One-Stop Shop established in April 2007 under the Ministry of Commerce, Industry and Tourism. This outlet aims to facilitate, accelerate and simplify the process of setting up a business for both local and foreign investors. A proposal is currently under preparation. The Government Gateway will support different types of credentials, including PKI. As a result, the Gateway will facilitate citizens to gain access and be serviced by all Government Strategic Systems. It is anticipated to be in operation by mid 2009.

Denmark: Denmark will have a single PSC that is English language-based. Some features might also be available in Danish to serve domestic users. It will be located on an already-existing platform (www.virk.dk). The PSC is expected to be launched in 2009. The responsible authority is the Danish Enterprise and Construction Authority. Until full interoperability is achieved, an email and scanning-based system for the processing of completed application (and other) forms is anticipated. Denmark appears to liaise with the Netherlands and Norway on ideas/concepts.

Estonia: The PSC for all types of user (citizen, entrepreneur, official) will be the Estonian Citizen Portal. The Ministry of Economic Affairs and Communications is responsible for setting up a PSC. An inter-administration working group deals with PSC issues and its primary task is to create a Roadmap.

France: A task force for the transposition of the Services Directive in order to coordinate the work undertaken in the different administrations involved. The conclusions of the Autumn 2007 report on the implementation of Single points of contact (*guichets uniques* in French) were made available. Based upon the recommendations stated in the report, different options are currently being examined by public authorities, notably taking into account the existing network of Centres of formalities for the creation of enterprises – *centres de formalités de création d'entreprises*.

Germany: Implementation of the Service Directive is being explored at the level of the 16 federal states. A gradual approach is used. Hence, establishment of PSCs at federal-state level is being explored until mid-2008, and will then be established until the end of 2009. At the present time, assessment and analysis is still underway at the 16 federal state-level. Therefore, statements about organisational responsibilities and the design of workflow cannot yet be made at a national level. Electronic procedures should first be available in a simplified manner and through Web portals until the end of 2009. Only after 2009 is a linking of the various specialised procedures envisaged.

Hungary: The governmental portal is the PSC. It has been in place since mid-2005. The operator is the Electronic Public Services of the Prime Minister's Office. Both citizens and organisations can register and send documentation on-line.

Lithuania: The responsible institution for the coordination of the implementation of the Services Directive has been established. The PSC is anticipated for 2008. The necessary national legislation screening has started. External expertise will undertake a study in 2008 to propose the relevant organisational arrangements. Issues relating to the PSC (functions to be fulfilled, organisation of the workflow, human resources required, and financing) should be solved once the screening results are available.

Luxembourg: The conceptual framework of the PSC has been developed by the "Service eLuxembourg" whereas the technical implementation of this concept has been carried out by the "Centre informatique de l'Etat". In January 2008, the first electronic service for citizens was introduced. The first electronic service for companies is still under development. In March 2007, the government Council established an inter-ministerial workgroup which is in charge of the screening process of the Luxembourg legislation. It is coordinated by the State Ministry and the Ministry of the Economy and Foreign Trade. Operationally, the concept of use appears to be a one-stop shop with an electronic workspace provided to each citizen for his/her personal data (including administrative) in a secure environment.

Netherlands: The Dutch administration is working on the construction and expansion of a unique business portal under the name AntwoordVoorBedrijven.nl¹ (*AnswersForEnterprises.nl*). It acts as an information dissemination point for companies and for the relevant competent authorities. The site is presently still under development, but will perform eventually as a PSC. Clear overviews of available services are offered to users/enquirers. The PSC operation is without prejudice to the allocation of functions and powers among the various Dutch authorities. The Minister of Economic Affairs has general responsibility for developing the PSC; however, the relevant competent authorities are responsible for the availability of any information, procedures and formalities.

Portugal: While very detailed information architecture and technical specifications are given in Annex 4, a brief overview of the Portuguese position vis-à-vis the PSC is offered here. An electronic framework that will allow the delivery of online services to citizens and enterprises is being established. The physical network is analogous to the electronic (e) ePSC. Hence, all services will be able to be executed from beginning to end while in the presence of specialised help. These offices continue to work as a council/advisory office, being able to give more accurate and correct economic information (due to the growing use of ICT). Business Formalities Centres are spread throughout the country, in the larger economic centres, in order to reach the largest target population. The ePSC and PSC will have specific services available. Whenever a particular service is not available at any of the PSCs, or if it cannot be completed, a business owner or entrepreneur will be directed to the Competent Authorities. The ePSC or PSC will act as the only interaction with the entrepreneur. These organisms will offer the necessary support to the network of PSCs.

Slovakia: Slovakia has made a first step forward in introducing a PSC service to citizens. A complex number of issues (legal, technical, procedural) must be changed to provide a fully electronic approach. There are also other ongoing initiatives both legal and technical to improve the services on the PSC. A law stipulating the starting time of the operation of PSCs is dated 1 October 2007. There are currently 50 PSCs. An applicant for a particular procedure can start the procedure by downloading forms from a government website in PDF or DOC format. Processing, approval, and further transmission of the forms appears to take place physically.

Sweden: A Secretariat (Services Directive Team) in the Ministry of Foreign Affairs was set up with the task of coordination of implementation of the Services Directive. The Secretariat has already commissioned the National Board of Trade to analyse how a Swedish PSC should be designed and developed (including the information technology (IT)-structure). The Plan is to set up a single Swedish PSC in relation to Article 6 of the Directive.

¹ See www.antwoordvoorbedrijven.nl; presently available in Dutch only.

6.2 Problems encountered when interacting with another Member State in relation to the PSC

- particular problems relating to interoperability
- particular problems with eAuthentication/eSignature
- particular problems with mechanisms for handling attestations delivered by authorities from a different Member State, including certified translations/certified copies, originals.

Overview:

Fourteen responses of varying length and depth were given. Member States did not make reference to 'problems' but rather to an awareness of perceived challenges and dilemmas. They also used, on occasions, the opportunity to make particular remarks or comments and to emphasise the need for specific approaches. They did not especially make remarks with regard to difficulties in interacting with other Member States.

On the contrary, a number of Member States are collaborating on the development of ideas or plans (at least in terms of geographic or language similarities). These include Belgium, Luxembourg, and the Netherlands; and Sweden and Norway.

In terms of language-related issues: Austria plans to have German and English available as languages on its portal; Denmark implicitly covers this issue with its attention to the use of the English language for all non-domestic users of its services; the Netherlands, too, is using a dual language approach (Dutch and English). Cyprus also raised the issue of language provision. Both Austria and the United Kingdom referred several times to a number of these issues in their presentations at the first preparatory meeting among Member States in Paris on 1 February 2008.

The main issues to which the Member States drew attention are:

- recognition of eID, eAuthentication, signatures, and eSignatures
- unique identification of subscribers
- recognition of different types of training and education
- electronic delivery or development of Web services (to minimise advanced eAuthentication)
- development of trust
- development of minimum requirements/common standards.

The main constructive proposals for collaborative pan-European solutions, made completely spontaneously by the Member States are three:

- a Directory (or Inventory) of PSCs and the competent authorities throughout the Member States
- developing a network of competent authorities throughout the Member States
- a common risk-assessment mapping.

Austria

These detailed notes complement the presentation made by Austria on 1 February 2008.

Languages for content syndication: Content will be provided in German and English. Although the PSC of other Member States will be able to add Help-content to their Web sites through content syndication, this content can only be provided in German and English. Manual translation of descriptions in every language used in the European Union will not be feasible.

Recognition of electronic documents and signatures: In Austria legal provisions and technical standards for authentic electronic documents exist. Registers like the criminal record database provide electronic documents officially signed by means of electronic signature which allows for the validation of a document. However, the signatures of documents electronically signed by authorities of other Member States need to be validated as well. This is – of course – a more efficient and secure way than working with scanned paper documents which cannot be validated by the recipient authority without very frequently consulting the Internal Market Information (IMI) system - which is (in our understanding) not generally foreseen for this purpose. On the other hand, a common level of trust between Member States in electronic signatures and electronically signed documents needs to be established also for applications signed by private applicants. Whereas the use of qualified signatures is granted, as they are to be recognised on the basis of the European Signature Directive, other types of signatures from other Member States do not have a clear legal status. Therefore Austria will heavily rely on qualified signatures where there is a need of having signed applications.

Electronic delivery: For fulfilling the Services Directive all competent authorities have to be able to deliver their notifications electronically – to national as well as to service providers abroad. It requires unique identification of the recipient (by Citizen Card/other interoperable eID from other Member States) and supports delivery modes with or without proof of delivery and/or reception. Although, the legal framework for electronic delivery in Austria allows authorities to deliver documents to foreign recipients using their own interoperable eIDs, interoperability between different national delivery systems needs to be achieved. A technical solution ensuring that users can use their own domestic delivery services to receive documents from administrations of other Member States needs to be explored further.

Directory of competent authorities and PSC: Within Member States, a PSC needs information about the national competent authorities e.g. their competencies, contact details etc. in order to forward applications or request information. Between Member States service providers need to be able to find and contact the PSC of a Member State and to find competent authorities if the services provider wishes to communicate directly with the authority. In Austria a central directory of authorities is currently built up. A directory of PSC is also needed as soon as the Member States establish their PSC.

Belgium

A classical national one-stop shop: A classical national one-stop shop must interact with different official registers (citizens, enterprises, mandates, etc ...). We suggest to the European Commission to make the inventory of those registers in all Member States and to develop Web

services (like VIES²) to support the first contact with the PSCs without advanced e-Authentication which can be a cause of exclusion.

Network of PSCs: A network of PSCs must be as open as possible, certainly self-consistent, and secure enough. Belgium tries to unify the taxonomy of its future PSC with the classification used by Luxembourg and the Netherlands.

Proposal for risk assessment-mapping: In the “paper” world, you can add evidences to the request of information of the administration (e.g. qualifications, diplomas, ...). We suggest working on the same way with the PSC (simplification aspect) and establishing a “risk assessment” cartography accepted by all Member States. By this way we can restrict the use of qualified signatures and certificates. In case of doubt, IMI can be used.

Bulgaria:

Up to now main electronic documents exchange with the Members States are based on the standard electronic mail. The main problems faced are:

- Impossibility for recognising (Identification and Authentication) of the eSignatures issued in other countries.
- Different understanding of equal qualifications.
- Different standards of presentation of data.

Cyprus:

Various: Other areas of concern in addition to the ones already mentioned on interoperability issues relate to the following:

- Electronic document, verification and authentication.
- Coordination and preparation of competent authorities.
- Legal or regulatory issues.
- Language.

Denmark

eAuthentication/eSignature: So far no particular problems have been encountered as the process has not yet reached a level of interaction where interoperability issues have arisen. In general though - as pointed out before, there are some well known challenges with regard to international interoperability, namely:

- *trust between issuers* - even though QCs are based on a community framework created by the directive on electronic signature. The directive and supervisory system has been implemented differently by the various Member States and therefore trust is not a given fact.
- *unique identification of subscribers* - even though the Certificate Service Provider is responsible for the identification of the certificate holder, we still miss the link to unique identification as given in each Member State by the respective national personal registers.

² VIES (see http://ec.europa.eu/taxation_customs/vies/vieshome.do) is a value-added tax (VAT) number validation system that operates via a drop-down menu available from the Directorate-General Taxation and Customs Union (DG TAXUD) Web site. The site enables verification of the validity of a VAT number issued by any Member State in the European Union.

- *content and semantics of certificates* - detailed common standards in this area are important in order to facilitate development of useful eGovernment applications.

Estonia

Architecture: The PSC will be linked environment, via X-Road (secure data exchange layer), it is possible to exchange the data and electronic forms submitted through secure portal.

Authentication: Challenges with electronic procedures, the most essential issue is authentication – we do not want to mix a qualified certificates-based approach with something unclear. We are planning to start an e-border guard project, what would give the online opinion about certificate (qualified level, etc).

France

-

Germany

Interoperability: The clarification of interoperability questions represents an emphasis of the national project with IT implementation. The clarification of these questions must be made however far-go in the European context. This is done among other things *via* participation in appropriate expert meetings to the Commission. These expert round tables discussion of problem definitions have not yet extended beyond special national problems. International problems have not been identified.

Hungary

eAuthentication/eSignature: We plan to use our Client Gate until the end of eID Pilot, we would like to use its results, and we plan to use PKI technology for eAuthentication and eSignature at a later time.

Mechanisms for handling attestation delivered by authorities from a different Member State, including certified translations/certified copies, originals: These are to be defined later.

Lithuania

eSignatures and mutual recognition of signatures: Directive 1999/93/EC of the European Parliament and of the Council of 13 December 1999 on a Community framework for electronic signatures was transposed into the national law by adopting the Law on Electronic Signature of the Republic of Lithuania (ESL). According to ESL, all qualified certificates, issued in other Member States, are recognised without any special requirements except mentioned in ESD. Mutual recognition and interoperability of electronic signature problems between Lithuania and other Member States are mostly the same as general problems, formulated in the “Preliminary study on mutual recognition of eSignatures for eGovernment applications”³ prepared by Siemens.

³ <http://ec.europa.eu/idabc/en/document/6485> Accessed 9 March 2008. This study available on the IDABC Web site aimed at analysing requirements in terms of interoperability of electronic signatures for different eGovernment applications and services. It took into account the relevant provisions of Directive 1999/93/EC of 13 December 1999 on a Community framework for electronic signatures and their national implementation as well as the midterm report on the Directive and the eSAP activities on the interoperability of electronic signatures (ETSI).

Luxembourg

eID and authentication: Electronic identification and authentication are fundamental for permitting secure access to and convenient use of eGovernment services. A set of minimum requirements and common standards must be agreed upon in order to enable eID solutions to interoperate.

It is of utmost importance to define at an early stage the minimum requirements and common standards of a global eID interoperability approach, thus allowing the secure delivery of eGovernment services. Further, an analysis of the requirements in terms of interoperability of eSignatures as well as eDocuments for different eGovernment applications and service is a prerequisite in order to overcome the lack or incompleteness of mutual recognition of eSignatures and eDocuments between different solutions.

Netherlands

- eAuthentication/eSignature: Interoperability issues related to eSignatures, criteria for qualified eSignatures, list of certification bodies, revocation;
- mechanisms for handling attestation delivered by authorities from a different Member State, including certified translations/certified copies, originals;
- language barriers;
- linking different PSCs: content syndication, e.g. for access to information (article 7 of the Services Directive) for recipients.
- ...

Portugal

See separate annex 4.

Slovakia

Interacting with European Union Member States: At present, there is no electronic interaction with European Union countries. We prepare the electronic exchange of the information only within the NJR, where the Crime Certificates from some European Union countries should be available. We do not prepare an on-line access to Education certificates (Diplomas) or confirmation of praxis (necessary for some trades). This service does not exist in an electronic way in Slovakia.

The PSC: At present, PSC provides full services only to Slovak citizens. Foreigners are served only at the regional Trade Offices. The foreigners must provide the Crime Certificate themselves, because there are big differences between this registers within European Union countries. Slovakia became a member of the NJR which will enable to obtain on-line Crime Certificates from certain European Union countries at the end of the next year.

Sweden

Interoperability-eIdentification-eSignature – comments with regard to Sweden internally: In order to reach a complete implementation of Article 8 of the Directive, it is necessary to develop appropriate means for cross-border solutions/interoperability for eID, e-sign etc. There are however several basic, but very essential, implementation activities that lay more upstream. In Sweden, these activities have started and contain identification of procedures that fall within Article 8 and to what extent such procedures are still manual, analyses of identified procedures with regard to their volume, complexity etc. Identified procedures will also be

analysed from a cross-border perspective, i.e. addressing interoperability issues of eID, e-sign etc.

Relations with other Member States: Not possible to give a detailed description at the moment. Interoperability issues will be addressed as mentioned (above). Some indications may be given in the Country Profile on Sweden in Directorate-General (DG) Internal Market and Services (MARKT)'s (up-coming) stocktaking study on article 8 of the Service Directive.

United Kingdom

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6.3 Other problem issues

- human resources required
- training required
- financing.

When Member States made comments on other perceived problem issues, they were limited in their content. Some interesting comments were, however, made by Austria and the Netherlands with regard to training and financing at local levels. The Netherlands addressed the issue of financing directly and explained the way in which the Services Directive acts as a driver for its activities.

Austria

Human resources required; training; and financing: Officials especially in small local communities need to be trained to accept and process electronic inputs and to electronically deliver their outputs to the applicants. In Austria there are currently quite heavy efforts taken for the eGovernment training of public officials.

Belgium

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Cyprus

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Denmark

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Estonia

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France

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Germany

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Hungary

Human resources required; training; and financing: it can be defined after the survey.

Lithuania

-

Luxembourg

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Netherlands

Human resources needed is currently not a topic which is in the centre of our scope.

Financing of the development of the PSC will be arranged at a central government level. There are eGovernment projects which help the development of the PSC and some of these projects (cooperating product catalogues, eForms, local regulation online etc) have to deliver results earlier because of the Service Directive deadline. This acceleration is financed centrally. Competent authorities already participate in these projects or, if not, they have to join because of the Services Directive.

Slovakia

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Sweden

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United Kingdom

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6.4 Possible services sectors (professions; occupations) to focus on for the large-scale pilot

Seven out of the 16 Member States provided a response to this particular question (Austria, Belgium, Hungary, Luxembourg, Netherlands, Portugal, and Slovakia). Slovakia provided material that comments on the character of regulated and unregulated sectors (the unregulated sectors referred to are those of artists and farmers but also associations and political parties). Belgium and Portugal provided the pragmatic response of suggesting a focus on the approach used by the upcoming DG MARKT stocktaking study. Attention was also drawn to the notion of using as an example one of the fastest growing industrial sectors in Europe, a particular sector of the food service industry in which establishments prepare and serve food and catering, which is known as the hotel-restaurant-café sector (HoReCa or HORECA)^{4,5}. Austria is classifying a number of professions and occupations into groups of regulated and unregulated sectors. Luxembourg's suggestion, in terms of an implementation area, was to focus on company registration and set-up. Portugal suggested industrial licencing. Finally, Hungary and the Netherlands noted that it was an issue still to be defined or discussed.

Austria

Austria is currently trying to group specific sectors and to focus on the following professions as a first step:

Regulated ('Regularised') services:

- Builder, floorer, roofer, engineering office, glazier, plumber, painter, carpenter
- Cleaning contractor, gardener, chimney sweeper
- Accounting, real estate management, debt collection, business consulting
- Hairdresser, foot care, cosmetics
- Restaurant services, travel agent, tourist guide
- Legal counsellor, architect.

Unregulated ('Not regularised')

- Address services, clerical work, call centre services, event management, cleaning, translations
- Baby sitting, house keeping, coaching
- Trade, leasing, motor services, IT services.

Belgium

We suggest to work on HORECA (part of the "Start-up European programme" of Lisbon) and the Architect cases (part of the IDABC study on electronic procedures under Article 8 of the Services Directive). The reason is that all Member States have already worked on those cases.

⁴ See a brief description provided on Wikipedia <http://en.wikipedia.org/>. Accessed 9 March 2008.

⁵ Commission communication on the comparability of vocational training qualifications between the Member States of the European Community established in implementing Council Decision 85/368/EEC of 16 July 1985, "Hotel and Catering Industry". European Commission Official Journal of the European Communities (Luxembourg) C 166, 1989, 56 p. ISSN: 0378-6986, en; ISSN: 0378-7052, fr; ISSN: 0378-9461.

Bulgaria

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Cyprus

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Denmark

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Estonia

-

France

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Germany

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Hungary

Not yet defined.

Lithuania

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Luxembourg

We suggest focusing on “Company registration and set up”.

The roadmap of activities envisaged for the coming years (up to 2009) includes the implementation of the following electronic services:

- Job search
- Student grants
- Various permits, authorisations and notifications (e.g. environment related permits)
- Certificates
- Income tax
- Corporate tax and VAT
- Public procurement.

Netherlands

To be discussed.

Portugal

Input from the DG MARKT and possibly industrial licencing.

Slovakia

PSC: It is intended to provide the PSC services also to persons making the business other than by Trade law (artists, farmers, associations, political parties). At present many other authorities are responsible for registering such activities. There is a need to adjust to electronic form all manual processes accompanied with this registration. The Ministry of Finance will cooperate on the solutions of the electronic access to relevant registers.

Sweden

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United Kingdom

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6.5 Roadmap of activities up to and beyond end 2009

Information from ten Member States is given with regard to road mapping of activities up to and beyond 2009. Bulgaria, Hungary, the Netherlands and Portugal give the most detailed responses (for 2008 and beyond 2008). Road mapping appears to be started in some cases. The Netherlands mentioned implementation deadlines explicitly.

Generally, it would seem that most Member States are at the current first half 2008 stage of surveying the sector (so that they are at the point of having issues that are 'under debate' (screening) or at the 'planning stage'). Outcomes from European Commission co-financed studies or projects are, in the cases of some Member States, awaited or are at least considered to be extremely helpful before decisions are made.

Austria

Currently the legal question of which national procedures fall under the Services Directive is under scrutiny. As soon as the relevant services are identified and processes defined/simplified, online procedures have to be developed by the competent authorities.

Belgium

Discussions continue. No plannings are available and the fall-back scenario for the deadline of December 2009 is physical PSC. We are also waiting for decisions at the European level:

- IDABC project on interoperability e-ID
- CIP PSP⁶ large scale project on cross-border interoperable e-ID
- IDABC study on e-government applications using e-signatures
- CIP PSP large scale pilot on interoperable administrative e-documents.

Bulgaria

- Up to the end of 2009 – deployment of the Unified system environment
- 2009 – Integration of main primary registers to the Unified system environment
- 2009 – 2010 – Integration of the Information systems of the local, regional and central administrations into Unified system environment
- 2011 – over 75% paperless documents exchange within the administrations.

Cyprus

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Denmark

(See responses to section 1 of the questionnaire survey.)

Estonia

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⁶ CIP PSP stands for Competitive and Innovation Programme (CIP) Policy Support Programme (PSP).

France

Regarding the screening process:

- Phase 1: inventory completed
- Phase 2: screening underway as well as preliminary adaptations of law within the Directive, of legislative nature, could be included in the bill for the modernisation of the economy currently underway.

Germany

-

Hungary

Survey of authorities and their services covered by the Services Directive: first half of 2008. (The number of authorities is about 340.)

Planning of technical conditions for the authorities being connected to the Government Portal: second half of 2008.

Planning the application systems providing the services electronically: second half of 2008.

Authorities being connected to the Government Portal and they start to provide electronic public services: 2009.

Lithuania

-

Luxembourg

The roadmap of activities envisaged for the coming years (up to 2009) includes the implementation of a number of electronic services that are then listed under section 4 of the questionnaire survey in sectors and/or professions.

- Job search
- Student grants
- Various permits, authorisations and notifications (e.g. environment related permits)
- Certificates
- Income tax
- Corporate tax and VAT
- Public procurement.

Netherlands

- Second half of 2008: beta version available (technical development, informing competent authorities).
- 2008-2009: further extension to PSC (technical development, communication to and informing competent authorities, monitoring competent authorities).
- 2009/12 Implementation deadline.

Portugal

Creation of the Unique Enterprise Office until the end of 2009.

Creation 30 Citizen's Shop until the end of 2008. These shops will have the Unique Enterprise Office.

Evolve the Licence Catalogue in order to fulfill the scope of the services regarding the Service Directive, until the end of 2008.

This year will be implemented a pilot with the input from the DG MARKT.

Slovakia

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Sweden

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United Kingdom

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7. DISCUSSION

The discussion section of this deliverable synthesises the findings outlined previously. The findings focus on the full experiences of the 16 Member States which responded to the survey.

The questionnaire survey concentrated on five particular issues. These five items, which are outlined below, are:

- PSCs in the Member States
- Difficulties encountered in interacting with other Member States in relation to the PSC
- Other difficulties in relation to human resources and training
- Possible services sectors (professions; occupations) to focus on for the large-scale pilot
- Roadmap up to and beyond 2009.

Some suggestions have emerged from the Member States for collective activity that would apply to them all in a pan-European or international context. It would therefore be possible to concentrate on a limited number of services sectors (professions, occupations) that could be usefully explored in a large-scale pilot. Preliminary indications point to the utility of selecting a few regulated and unregulated professions (possibly even a single regulated and one unregulated profession/occupation) which would still have to be determined. Owing to the – apparently – relative lack of progress made on individual Member State road mapping exercises, opportunity remains for activities that develop (or, at least, move towards) more harmonious or uniform timelines within the context of the large-scale pilot.

7.1 PSCs in the Member States: Fifteen responses of varying length and depth were given. Brief summaries of the status of the 15 Member States from which there are responses were given in Section 6.1. A more complete outline of the Member States' responses is included in Annex 3 and additionally Annex 4 (Portugal).

Most Member States concentrated on matters corresponding to the set-up of the PSC. The responses did not in general go into finer detail on issues relating to organisation of the PSC (such as the architecture, responsibility for organisation or workflow management, accountability or liability issues, or any other matter). An exception is the Portuguese response.

7.2 Difficulties encountered in interacting with other Member States in relation to the PSC: Member States did not make reference to 'problems' but rather they had an awareness of perceived challenges and dilemmas. On occasions, they also used the opportunity to make particular remarks or comments and to emphasise the need for specific approaches; they did not especially make remarks with regard to difficulties in interacting with other Member States. On the contrary, a number of Member States appear either to be collaborating (or at least to be aware of the way in which other countries are intending to handle the same challenges) on the development of ideas or plans on a basis of either geographic or language similarities. Example Member States include Belgium, Luxembourg, and the Netherlands; and Sweden and Norway.

The Member States made particularly interesting observations with regard to the use of different languages (particularly English), and issues that relate to eID, authentication, and signatures; electronic delivery of Web services; development of trust; and development of minimum requirements/common standards. In particular, the Member States made clear proposals for some activities of mutual interest that could support the mutual provision of services to foreign service

providers.

Languages: In terms of language-related issues, Austria plans to have German and English available as languages on its portal; Denmark implicitly covers this issue with its attention to the use of the English language on the proposed PSC for all non-domestic users of its services; the Netherlands, too, has a dual language approach. Both Austria and the United Kingdom referred verbally several times to a number of these issues in the first preparatory large-scale pilot meeting among Member States on the Services Directive meeting in Paris on 1 February 2008.

Six main issues: The main issues to which the Member States drew attention are:

- recognition of eID, eAuthentication, signatures, and eSignatures
- unique identification of subscribers
- recognition of different types of training and education
- electronic delivery or development of Web services (to minimise advanced eAuthentication)
- development of trust
- development of minimum requirements/common standards.

Proposals for mutually needed information: The main proposals made by the Member States are three in number:

- a Directory (or Inventory) of PSCs and of the relevant competent authorities throughout the Member States
- the development of a network of competent authorities throughout the Member States
- a common risk-assessment mapping exercise and/or study.

7.3 Other difficulties in relation to human resources and training: Three Member States made direct comments (Austria, Hungary, and the Netherlands) with regard to 'other difficulties'. Most comments made were, however, limited in their content. Some insightful comments were made by Austria with regard to the levels of training and financing required at local levels (federal state or possibly even more local) in order to deal with the handling of documentation that is available in electronic format. The Netherlands addressed issues of financing directly.

7.4 Possible services sectors (professions; occupations) to focus on for the large-scale pilot:

Seven out of the 16 Member States provided a direct response to this question (Austria, Belgium, Hungary, Luxembourg, Netherlands, Portugal, and Slovakia). Hungary and the Netherlands remarked merely that these issues were to be developed or discussed. Slovakia, however, provided material that comments on the character of regulated/unregulated sectors. The unregulated sectors to which Slovakia referred are, in terms of occupation, artists and farmers and, in terms of organisations, associations and political parties.

With regard to the five Member States which provided specific responses, at least one referred to working from a basis of data-gathering that is already underway and partially validated (with concrete findings due during spring/summer 2008). Hence, Belgium provided the pragmatic response of suggesting a need for the Member States to focus on an approach being used in the upcoming DG MARKET stocktaking study, and its anticipated findings (which are not yet published). The three sectors selected by this stocktaking study are those of: architects, property agents, and travel agents. Attention was also drawn to the notion of the hotel-restaurant-catering industry (HORECA) as providing a particularly interesting sector for attention.

Austria is in the process of classifying a number of professions and occupations into groups of regulated and unregulated sectors. In terms of a particular implementation area, Luxembourg's suggestion was to focus on company registration and set-up (this response is similar in type to the presentation made by the Netherlands on 1 February 2008). Portugal refers to industrial licencing.

7.5 Roadmap up to and beyond 2009

Information from ten Member States is given with regard to road mapping of activities up to and beyond 2009. Road mapping appears to be started in some cases. However, generally, at the current first quarter of 2008, most Member States are simply at the stage of 'screening' the sector. Bulgaria, Hungary, the Netherlands, and Portugal give the most detailed responses even if, in some cases, concise. A handful of other countries refer specifically to timing.

This places only a few Member States at a stage of planning. The remainder are at what can be called an 'under preparation' stage. The Netherlands refers specifically to implementation deadlines. In the case of a few Member States, it is apparent that they are awaiting the outcomes of pertinent European Commission co-financed initiatives (such as studies and pilots) before making certain decisions. Concrete examples of such initiatives include the upcoming DG MARKET stocktaking study and/or early phases of the development of both the eIdentification and the eProcurement large-scale pilots.

8. CONCLUSIONS

This final and concluding section of this report is intended as a means of stimulating ideas and approaches and generating discussion among the Member States on possible next steps, especially vis-à-vis the concrete possibilities for a large-scale pilot initiative in 2008.

The section draws attention to the current state of progress among Member States and the status of road mapping. It highlights a number of common challenges or dilemmas. It also raises the possibilities for discussions with regard to the treatment of regulated and unregulated professions/occupations, such as architects, property agents, and travel agents and/or personnel in the hotel-restaurant-café industry. It briefly examines the importance of approaches that appeal to and serve both industry and citizens, such as an approach that concentrates on life-events as the basis for understanding the various needs at stake for information. Company registration, and identification of companies/associations through value-added tax numbers, may also be areas of particular interest.

8.1 Current status of Member States in relation to the Services Directive

Fewer than half the Member States were able to respond with replies in due time, but several responded within relatively short order thereafter. The sample is sufficient to give a sense of the relatively difficult progress being made at this stage.

Stage of preparation and planning: Overall, most Member States are still at a stage of discussion (what could be called thinking or 'screening') whereas a few have progressed to a stage of planning. (Alternatively, these stages could be called '**under debate**' and '**planning stage**'.) One Member State referenced implementation deadlines specifically. No Member States have – according to currently available data – yet progressed to a more advanced stage. Relatively little information is available on organisation of the PSCs (such as on the architecture, responsibility for organisation or workflow management, accountability or liability issues, or on any other matter). Very few of the Member States have advanced to the stage of considering what are the relative difficulties or challenges involved in interacting with the services that are offered or provided in other Member States.

Range of types of approaches: A range of approaches is being used by Member States to consider the challenges of the Services Directive. Some Member States are taking a somewhat **pragmatic** – if necessary, worst case scenario – approach. Others are involved in **large, rational, complex** and well thought-through planning procedures. It is certainly possible to foresee a spread of technical approaches that range from **fully automated to relatively little automated** (e.g., some Member States appear to be using a mix of electronic and paper-based approaches). Several Member States plan in any case to make a variety of means of service provision available (which range from automated processes to a reliance on telephone call centres but also a commitment to providing still a physical location). Rather than 'big bang' solutions, it is also possible to envisage the introduction of a series of **staged, and structured ('stepwise') approaches** that begin to handle the needs of the Service Directive, and at the same time use the associated large-scale pilot to build the appropriate services in an **incremental** manner. Overall, the legal/regulatory approach to transposition of the Directive in the Member States is clearly mentioned by most Member States.

Degree of federation in the Member State: The extent to which a Member State is itself a federation of distributed responsibilities (e.g., with multiple regions or states) may influence the approach it proposes to use to approach implementation of the Services Directive, particularly when some of the responsibilities implicit in service provision are locally- or regionally-based. Hence, approaches may range from extremely **centralised to more distributed** or federated. The relative size of the Member State (indeed, often its compactness) currently appears to facilitate the progress being made. The larger and the more complex the Member State (with a few exceptions), the less the detail that is currently available on progress.

Stage of road mapping: With regard to **road mapping**, information from ten Member States is available with regard to activities up to and beyond 2009. In similar cases in expected studies, only five Member States are perceived as being at a stage of planning with the remainder at an 'under preparation' stage. On the other hand, the level of detail (or lack of it) can make it difficult to assess precisely what stage of concrete activity a Member State has attained.

Degree of readiness to prepare for a large-scale pilot: A small number of Member States have already reached the stage where they will have **concrete commitments to solutions that are ready in 2008**. One Member State already felt itself to be in a position to express pro-actively a desire to be involved in a large-scale pilot on this subject⁷.

Some Member States are awaiting the outcomes of a variety of initiatives in order to gain further input to their planning e.g., studies undertaken by DG MARKT.

This degree of progress would, nevertheless, still permit a **large-scale pilot** that would focus on developing further and beyond what has to be in place under the Services Directive by the end of 2009, if of appropriate quality and selected, to be launched and to begin in late 2008 or early 2009. Such an initiative could hypothetically take place providing that a sufficient minimum number of Member States can be composed that could be aligned with the CIP ICT PSP work programme membership rules and regulation.

8.2 Perceived difficulties encountered in interacting with other Member States in relation to the PSC: Member States did not make reference to 'problems' but rather they had an awareness of perceived challenges and dilemmas. Six possible issues to be borne in mind could involve potentially:

- recognition of eID, eAuthentication, signatures, and eSignatures
- unique identification of subscribers
- recognition of different types of training and education
- electronic delivery or development of Web services (to minimise advanced eAuthentication)
- development of trust
- development of minimum requirements/common standards.

⁷ This observation is made on 11 March 2008. It is clear that with the release of the CIP ICT PSP 2008 Work Programme, and the imminent launch of an associated Call, many more Member States may currently be at such a state of readiness for involvement.

Mutual collaboration: A number of Member States appear either to be collaborating (or at least to be aware of the way in which other countries are intending to handle the same challenges) on the development of ideas or plans. This is on a basis of either geographic or language similarities. Example Member States include Belgium, Luxembourg, and the Netherlands; and Sweden and Norway. It is perhaps useful to consider how such approaches might be explored further.

A handful of proposals that could help to initiate **mutual trust and collaboration** in these matters, and would enable progress to be made towards concrete shared activities – especially in relation to either cross-border or pan-European activities – was suggested spontaneously by the Member States. They include:

- a **Directory (or Inventory) of PSCs** and of the relevant competent authorities throughout the Member States
- the **development of a network of competent authorities** throughout the Member States
- a **common risk-assessment mapping exercise** and/or study.

Languages: It should be noted that Austria plans to have German and English available as **languages** on its portal; and Denmark proposes to use the English language on the proposed PSC for all non-domestic users of its services. The Netherlands also plan to use the English language on its Website, making instructions/materials available in both English and Dutch. The United Kingdom on 1 February 2008 also referred to the linguistic (and other) challenge of providing services to service providers from other Member States.

8.3 Other difficulties in relation to human resources and training: Insightful comments were made by one Member State with regard to the levels of **training and financing** required at local levels, and less so by a second. These issues were also raised verbally on 1 February 2008. However, these challenges would need probably further discussion in more in detail.

8.4 Possible services sectors (professions; occupations) to focus on for the large-scale pilot: One possible approach could be for the Member States to adopt an approach used in similar studies, such as to focus on two or three specific sectors like:

- **architects**
- **property agents**
- **travel agents.**

Attention might also be paid appropriately to a fourth sector, which could be the **hotel-restaurant-café** sector.

Certainly there is some willingness to consider both **regulated and unregulated** professions/occupations or sectors. The concept and the coverage of regulated and unregulated may, however, differ considerably between Member States. The extent to which they map onto the three sectors highlighted above (architects, property agents, and travel agents) needs to be verified.

Company registration and/or value-added tax registration are considered interesting possible avenues of pursuit in terms of the responsibilities of service sectors.

Finally, a certain willingness is detected to operate at both the **citizens' and the**

companies/associations' levels, and possibly to consider that a **'life-events' approach** may be appealing and usable at both levels of citizen and business.

8.5 Road mapping: Issues related to road mapping could be handled in the following way:

- explain the similarities and differences with work about to be taken in other large-scale pilots
- consider how this relates to the very early preparatory activities currently under way in a limited number of Member States.

ANNEX 1: ITEMS REQUESTED FROM A QUESTIONNAIRE SURVEY DISTRIBUTED TO MEMBER STATES IN FEBRUARY 2008

DESCRIPTION OF MEMBER STATES' ACTIVITIES RELATED TO IT IMPLEMENTING THE SERVICES DIRECTIVE

Name: _____

Member State: _____

Authority/Ministry: _____

Email: _____

1.) Please describe the current activities ongoing in your Member State with regard to the implementation of procedures by electronic means stipulated by the Services Directive. In your response please specify the following:

- Work in progress on setting up a Point of Single Contact (PSC) including its architecture; responsibility for organisation or management of the workflow; accountability or liability issues, etc.
- Roadmap of activities envisaged for the coming years (up to and beyond end 2009).
- Possible Service sectors (professions, occupations) to focus on for the pilot, i.e. full implementation of the service.

2.) Please describe the problems encountered while interacting with another Member State in relation to the PSC, i.e. the area where interoperability issues have been identified. Such problems may relate but are not limited to the following:

- eAuthentication/eSignature
- mechanisms for handling attestation delivered by authorities from a different MS, including certified translations/certified copies, originals, ...
- human resources required; training; and financing.

ANNEX 2: COUNTRIES FROM WHICH QUESTIONNAIRE AND/OR A(N) OTHER RESPONSE RECEIVED

Country
Austria
Belgium
Bulgaria
Cyprus
Denmark
Estonia
France
Germany
Hungary
Lithuania
Luxembourg
Netherlands
Portugal
Slovakia
Sweden
UK
Total: 16

ANNEX 3: CONTENT OF DIRECT TEXTS FROM QUESTIONNAIRE SURVEY RESPONSES

In this Annex, all the text is quoted directly from the 14 relevant Member States' responses. The fifteenth (Portugal) is included separately as Annex 4.

In the case of the United Kingdom, survey text is not cited here since the relevant information was extracted from 1 February 2008 Powerpoint presentations cited in Annex 5.

Austria

Procedures by electronic means will be made available through nine Points of Single Contact, one for each federal province. A portal on the federal state level – which does not form a formal PSC - will offer a single point of access. The procedures themselves are - not entirely but mostly - provided by local authorities of each respective province and applications are processed by the individual back office of the competent authority. The PSC itself does not process any applications nor is it responsible for a particular workflow. It provides a virtual inbox for the competent authority that retains responsibility and liability for the process. Hence, each authority individually also communicates the result back to the applicant via electronic delivery of an official notification. The PSC represents the single face to the customer, structures information and organises access to procedures. An application shall be considered as submitted to the competent authority at the time it is submitted at the PSC/portal.

In the context of electronic procedures the national portal HELP.gv.at has a twofold purpose: as a navigation superstructure (e.g. common life events) that routes users to the responsible PSC and as an application service provider for competent authorities that do not have electronic procedures of their own. Help offers online forms, electronic identity management using the Citizen Card, e-payment and interfaces for processing applications by workflow systems or manually. All Austrian authorities that wish to implement online processes can make use of these functionalities according to their organisational and legal requirements.

Complementary materials provided at 1 February 2008 meeting:

- portal and service exists for several years already: an early winner of an eEurope award
- holistic design, building, and implementation process
- one single entry point that is associated with life situations (“from birth to death”)
- ensuring accessibility of the site is a major concern
- concrete examples used (e.g., establishment of a specific company in a particular region of Austria)
- major issues include: electronic documents and their recognition, verification and authentication
- four ongoing challenges include: content syndication (building partnerships throughout Austria); certain clauses of the Services Directive (such as articles 7 and 21); cross-border dilemmas; and how to offer the materials in diverse languages.

Belgium

Belgium has a framework for European eGovernment services interconnected at national and international level and a unified identification system for citizen and companies (including 2 crossroad databanks and e-ID cards supporting qualified signatures for national citizens).

For the specific implementation of the PSC on this framework, three implementation scenarios are remaining:

- A one-stop shop fully-automated with web services for the connection to the back-office of the relevant authorities (not realistic today due to lack of service bus at all authorities-level).
- A semi-automated one; the information portal (Article 7) and the processes statuses are centralised but the virtual GU can interact with federal/regional/local authorities by different means (e-mails, structured exchange of information, existing web services, more classical electronic procedures).
- One or three (one federal and two regional) CMS + callcenter + CRM portals interconnected (support Art. 7 but not Art. 8 on electronic procedures).

Bulgaria

Several activities and initiatives were undertaken based on the legal and technological aspects related to the IT implementing of the Services Directive:

I. Legal base

The Law on e-Trade entered into force on 24 December 2006. The law provides regulations that:

- Govern the information society services (distance services provided electronically).
- Provide rules for disseminating commercial announcements on the Internet.
- Upgrade the quality of e-services.

Law on e-Governance – adopted on 12 June 2007 and will enter into force in June 2008. A concise analysis on the existing normative base was made and the conclusion has been made that a **codifying Law on eGovernance is needed. Law on eGovernance which** will describe the relations within the administration and between the administrations, citizens and business in the ICT dominated society.

Five Ordinances (four by MSAAR and one together with SAITC) prepared under the Law on e-Governance which are describing the “technical life” of the Law.

Results:

The Law on e-Governance introduces the rules whose application will lead to the complete reengineering of the processes at the administration and especially those of them related to the administrative services. The main principle on which the Law is based is the single delivery of data from the citizens/business and its multiple usage from the administrations.

Ordinances will lead the administrations in the process of reform in order to fulfil the requirements of the Law. The ordinances are focused as follows:

- Internal and inter-administrational e-documents exchange, including the transition process from paper documents exchange to electronic documents exchange and services delivery
- Electronic administrative services
- Usage of e-signatures in the administration

- Interoperability registers (Register of the Information objects and Register for e-services)
- Unified environment for document exchange.

II. Technological aspects

Main projects at national and local level in the area of eGovernment

National level

ISEG (Integrated System for e-Government) provides technical conditions for developing a “one-stop shop” (ensures interoperable connections between all primary data registers/data bases/ and all administration. Integrated System for e-Government represents a technological infrastructure, opened to the various technological solutions of the subsystems, needed for data providing of the services realisation. For the execution of the above mentioned principle one of the major project in Bulgaria was realised: ***Deployment of Integrated system for eGovernment***. It will provide a universal way or data and document exchange inside the Administration and through the National portal/gateway for e-Government between citizens/business/administrations. The integration of systems is one of the most important challenges in front of the administration because It will change the traditional vertical procedures (within single administration) to horizontal data exchange. The National Gateway will show the Administration as a single unit and will provide possibilities of access of all administrative services. The next stage is the realisation of the referent model which is needed for the reorganisation of front and back – office systems of the institutions as a obligatory condition for the realisation of centralised delivering of the complex services for business and citizens.

Project: “Integrated administrative delivery at central and local level and public services delivery”. The project is based on 3 data centres, connected as unified and logical infrastructure, which is the base for the unified system for documents exchange. Unified environment for data exchange is developed in the framework of the **Law on e-Governance** and its aim is to provide Unified environment for data exchange on electronic way between institutions in the country and European Union.

National Health Portal and system for personal electronic health record for the state servants (pilot for national project).

Local level:

PISED (Pilot integrated system for e-District) provides technical conditions of the state institutions at the regional level to use the ICT for providing e-services for citizens and business as well as wider technical opportunities for citizens and business for participation in the state governance.

Integrated system e-voting and paperless document exchange for the city council meetings.

Queue management system – to be applied for the queue management in the service centres of the administration.

Cyprus

With regard to the PSC, Cyprus intends to utilise the existing One-Stop Shop established in April 2007 under the Ministry of Commerce, Industry and Tourism which aims to facilitate, accelerate and simplify the process of setting up a business for both local and foreign investors. In relation to the above, a proposal is currently under preparation which is to be submitted to the Council of Ministers for approval.

Furthermore, the Department of Information Technology Services is in the process of creating a secured Government Gateway, which will constitute the central passage to eServices. The Government Gateway will support different types of credentials, including PKI.

As a result the Gateway will facilitate citizens to gain access and be serviced by all Government Strategic Systems, with a Single Sign-On on the Government Web Portal, in a most transparent way, through appropriate identification, authentication and authorization mechanisms. It is anticipated to be in operation in mid 2009.

Denmark

The Danish PSC will be developed and maintained by the Danish Enterprise and Construction Authority – which is also responsible for the overall transposition of the directive. It will be a single PSC, with the aim of being English-based. Some features might also be available in Danish, in order to serve domestic users. Until recently it was planned to establish a PSC from scratch, but now it is being planned to build an English version upon www.virk.dk, an already existing platform for Danish companies. Until full interoperability is achieved, the English version will include the following: The foreign service provider can find his forms in English on the PSC. Then he needs to print it, complete it, scan it and email it to the PSC. Inspired by the Netherlands and Norway we intend to create an inbox on the PSC, where competent authorities and the user will be able to communicate. The user can email completed forms to the inbox, and he can go to the inbox and see when all formalities have been accepted by the competent authorities.

Competent authorities have been asked whether they will accept scanned signatures and documents, and most of them are flexible with regard to formality – at least as a first solution.

The PSC is expected to be launched in 2009.

Estonia

The PSC final destination will be Estonian Citizen Portal at www.eesti.ee, reflecting the state as an integral whole, where authorised users have three possible roles: that of the citizen, the entrepreneur, and the official. In 2008 emphasis will be placed on the development of the prospective entrepreneur view. PSC will be linked environment, via X-Road (secure data exchange layer) is possible to exchange the data and electronic forms submitted through secure portal.

Ministry of Economic Affairs and Communications is responsible to setting up a PSC. There has been formed inter-administration working group dealing with PSC issues and primary task is creating a Roadmap.

France

In Spring 2007, the Prime Minister decided to create a task force for the transposition of the Services Directive in order to coordinate the work undertaken in the different administrations involved. This taskforce has been placed within the Ministry of Economy, Finance and Employment.

In addition, during Summer 2007, the Government asked the administration to produce a report on the implementation of Single points of contact (*guichets uniques* in French) and related digitised procedures. The conclusions of the report were made available in Autumn 2007. Based upon the recommendations stated in the report, different options are currently being examined by public authorities, notably taking into account the existing network of Centres of formalities for the creation of enterprises – *centres de formalités de création d'entreprises*.

Regarding the screening process

Phase 1: inventory completed

Phase 2: screening underway

as well as preliminary adaptations of law within the Directive, of legislative nature, could be included in the bill for the modernisation of the economy currently underway.

Germany⁸

In Germany, the 16 federal states are addressing both the IT implementation, the establishment of the PSC, and further organisational questions on the basis of the federal distribution of competence. The states plan to determine the on the PSC until the middle of 2008 and to establish these until the end of 2009 gradually. It is to be assumed that there will be different arrangements of PSC. Statements about organisational responsibilities and about the design of the workflows cannot therefore be made on a national level at this time.

In order to ensure the national and Member State overall interoperability of IT implementation within the framework of the action plan Germany-on-line one was put on a project "national IT implementation of the Services Directive". This project produces a blueprint for a national IT implementation until the middle of 2008. In it are also contained proposals for a IT-framework architecture. The national implementation project becomes the conversion projects in the states until the end of 2009, accompanied and – where necessarily – technically accompanied.

For the IT implementation, a gradual procedure is suggested. Until the end of 2009 the necessary electronic procedures for application should be available at least in a simple form - and the information portals. Seamless integration of procedures is only aimed at in a second stage after 2009.

The procedures for the registration of a trade (indicate and subject to approval by trades) will be at the heart in the implementation on the basis of high number of cases.

Hungary

The Government Portal (www.magyarorszag.hu) is the PSC for electronic public administration. It is operated by the Centre for Electronic Public Services of the Prime Minister's Office since April of 2005. The Client Gate is the user identification part of the Government Portal. Users are identified by user name and password. Users have to be registered in a document office presenting one of their identification documents. Foreigners can also register to the Client Gate. Users have an amount of storage space to create and upload electronic documents for authorities, and authorities send their responses to this storage space. Authorities providing electronic public services are connected to the Government Portal. Users (citizens and businesses) can use these services through the Government Portal.

Lithuania

There was established the Services Policy Division within the Ministry of Economy in December 2007, which is the responsible institution for the coordination of the implementation of the Services Directive. There are two experts currently working in the Services Policy Division and one more should be recruited in the near future.

⁸ Assistance received from native German speaker on translation from a first version based on automatic machine translation.

The process of setting up a PSC is foreseen to be undertaken in 2008 after some primary work, such as screening of national legislation and the study regarding the possible model of PSC to be chosen.

The screening of national legislation according the requirements foreseen in the Services Directive is currently starting with the pilot project, which covers the screening of the national legislation within the competence of one ministry (the Ministry of Economy). In the course of the pilot project the screening guidelines and recommendations for all the ministries and institutions concerned should be drafted and whereupon the screening process of all the national legislation should be implemented.

The study on possible model of PSC should be conducted in 2008 by external expertise, which should evaluate the present circumstances and propose the organisational arrangements, whether the PSC could be established on the base of some existing infrastructure or the new one. The questions, such as functions to be fulfilled by PSC, organisation of the workflow, the human resources required and financing should be solved out once the screening results will be there.

Luxembourg

In order to deploy electronic services, the Luxembourg Government implemented a framework which uses strong authentication and electronic signatures to securely exchange data between its users (citizen, companies, and government administrations).

The conceptual framework of the PSC has been developed by the "Service eLuxembourg" whereas the technical implementation of this concept has been carried out by the "Centre informatique de l'Etat".

All electronic services are being developed by the "Service eLuxembourg" in cooperation with the "Centre informatique de l'Etat".

Luxembourg pursues a homogenous communication policy using the Internet. We believe in a multi-channel administration where both physical and virtual PSC are components of the same communication strategy. Our concept of the virtual one stop shop includes Web-assistants that will guide citizens and companies through complicated multi-administrative formalities. Every citizen and business will have his own electronic workspace that will allow him to keep his very personal data in a secured environment. This data, together with authentic records from any administration, will be used to pre-fill electronic forms, so avoiding redundant input. The e-workspace will also provide citizens and businesses access to their personal folders that are being processed and archived by the government. Finally the e-workspace will enhance the dynamics of collaboration and information sharing between the administrations and their "clients".

In January 2008 the first electronic service for citizens has been introduced thus allowing the general public to submit an application for child allowances under electronic form. Meanwhile the first electronic service for companies is being developed and will eventually allow entrepreneurs to set up their business electronically.

In March 2007 the government Counsel installed an inter-ministerial workgroup in charge of the screening process of the Luxembourg legislation. This workgroup is being coordinated by the State Ministry and the Ministry of the Economy and Foreign trade.

Netherlands

Currently, the Dutch administration is working on the construction and expansion of a unique business portal under the name *AntwoordVoorBedrijven.nl*⁹ (*AnswersForEnterprises.nl*). This website currently already functions as an information dissemination point, where enterprises can seek information on their administrative obligations, get help e.g. through chat, telephone or e-mail or contact the competent administrations directly. In the future, this portal will act as a PSC as required by the Directive. However, the site is presently still under development.

To facilitate the communication through the PSC, there is a facility construction through which procedures and formalities can be completed and to give service providers a clear overview. It fulfills a central and vital role in the communication between service providers and competent authorities through the PSC.

The establishment of the PSC shall be without prejudice to the allocation of functions and powers among Dutch authorities. The creation of the PSC takes place as a joint responsibility. The Minister of Economic Affairs has a general responsibility for developing the PSC, to make it possible to make information, procedures and formalities available. Competent Authorities are responsible for the availability of the information, procedures and formalities.

Portugal

See separate annex 4. Information on road mapping and on professions/occupations are already contained in the relevant part of the report.

Slovakia

Legal Framework

Slovak Republic has adopted the Directive 2006/123/EC of the European Parliament by the Government Decision 324/2006 and later 26th of June 2007 by the Amendment the 358/2007 of the Trade Law 455/1991.

These documents stipulate the creation of “Single contact points“ (PSC) that facilitate the establishment and the change of the trade of Slovak citizens as well as all other European Union citizens. The law stipulated the starting time of the operation of PSC on 1st October 2007.

Roles and Responsibilities

Ministry of Interior has the competences on Trade act and administers the Trade Offices, which are responsible for the registration of new traders. PSCs were established at the Trade Registers on District and Regional Offices. At present, there are 50 active PSCs including 8 in the Regional Offices servicing European Union citizens. Due to the over-sectoral provision of services and electronic processes included, the coordination role was given to the Ministry of Finance that fulfils the tasks according to art. 8 of the Directive.

⁹ See www.antwoordvoorbedrijven.nl; presently available in Dutch only.

Main Issues

The applicant intending to start the new business must apply for the Trade license. The application must be accompanied by the original of Criminal record issued by the Crime registry of the General Prosecutor's Office. Having received the Trade license, the trader must register the Trade at the Tax Office, the Health Insurance Company and later at the Social Insurance Office. The main issue is to provide a "One Stop Shop" for all applicants, to avoid visiting many other institutions and thus saving the time and expenditures of citizens.

Work in progress

The applicant can start the procedure by downloading the forms from <http://www.civil.gov.sk/p09/p09-02-01.shtm> in PDF or DOC format. Then he personally visits the PSC and the desk officer checks the forms (applicant can fill them on site, if he/she does not have the Internet access). Applicant signs the forms and authorises the desk officer to provide other services (registration at the Tax Office and Health Insurance Company). The applicant pays the fee (only for issuing Trade Certificate, the Crime Certificate in case of electronic delivery and services of SPC are free). When PSC receives Trade Certificate from Trade Office, they make the electronic registration at the Tax Office and the Health Insurance Company. The Tax Office sends the Tax Certificate directly to the applicant; the Health Insurance Company makes automatic registration and sends information to PSC.

Future activities

1. Web services – it is necessary to introduce the electronic web services into all processes. It is foreseen to present on-line forms in the first stage and later by the electronic signature upgrade the service to transaction level.
2. Crime Certificate can not be obtained automatically. A Desk officer must log in to the Crime Register (CR) web page (name and password) and fill in the form. All forms are processed manually at CR. Desk officer gets the Crime Certificate in PDF format. This system must be fully automatic with the possible tracking of the request.
3. The communication with the Health Insurance Companies is not on-line. PSC generates the package of data (coded by PGP Key) once a day and this is sent to the Health Insurance Companies which processes the data and sends back the return sentence.
4. To facilitate and speed up the electronic communication, it is necessary to establish the Electronic Registry at PSC, introduce the utilisation of the electronic signature and develop the payment module.
5. At present, the Trade Certificate is delivered on personal visit or via postal service. It is planned the electronic form of the Trade Certificate. This should be accompanied with the wide acceptance of electronic documents by relevant authorities.
6. At present, PSC provides full services only to Slovak citizens. Foreigners are served only at the regional Trade Offices. The foreigners must provide the Crime Certificate themselves, because there are big differences between this registers within European Union countries. Slovakia became a member of the Network Judiciary Register (NJR) which will enable to obtain on-line Crime Certificates from certain European Union countries at the end of the next year.
7. PSC does not provide the registration at the Social Insurance Office, because the law stipulates the registration only after the first taxing period (calendar year). Improvement requires the change of the law.
8. It is intended to provide the PSC services also to persons making the business other than by Trade law (artists, farmers, associations, political parties). At present many other authorities are responsible for registering such activities. There is a need to adjust to

electronic form all manual processes accompanied with this registration. The Ministry of Finance will cooperate on the solutions of the electronic access to relevant registers.

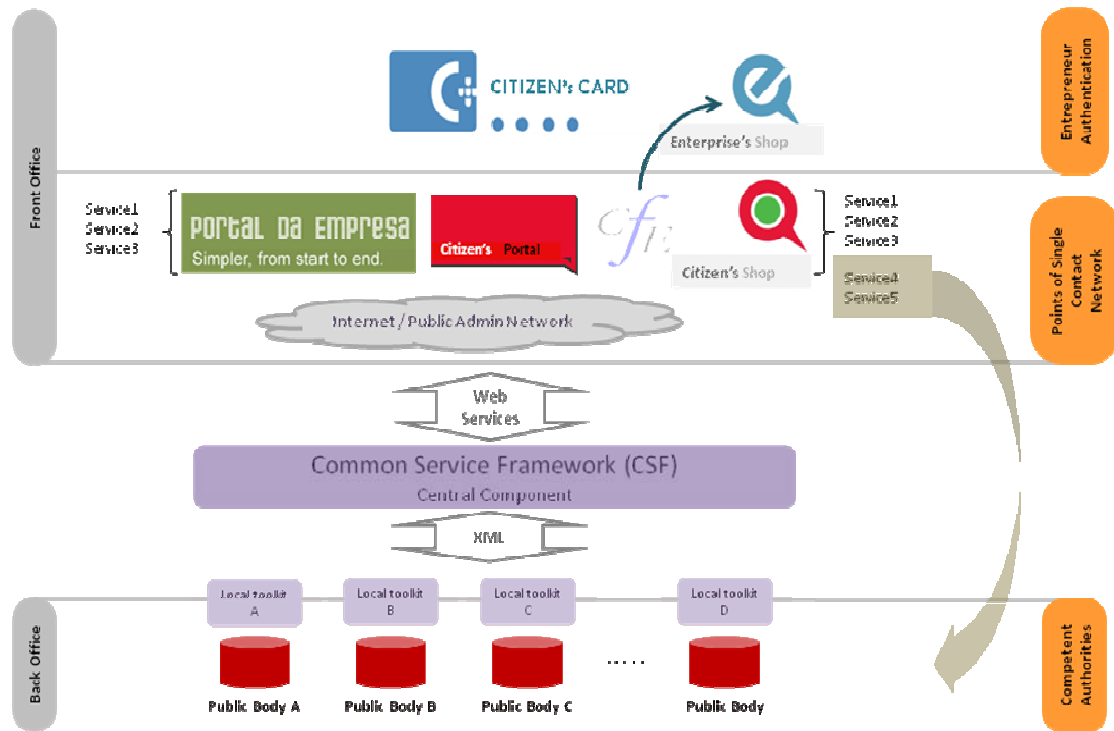
Sweden

In March 2007, the Government created a Secretariat (Services Directive Team) in the Ministry of Foreign Affairs with the task to coordinate the implementation of the Services Directive. This coordination covers both legislative measures and administrative/organisational actions that need to be taken in order to reach a proper implementation of the directive.

With regard to article 6 of the directive, the plan is to initially set up one Swedish PSC. The PSC fall within the National Board of Trade's (*Kommerskollegium*) main responsibility for Internal market issues and also concerns certain activities carried out by other state agencies such as the Agency for Economic and Regional Growth (*NUTEK*) and the Consumer Agency (*Konsumentverket*). The ambition is to build upon existing e-Government structures and to avoid duplication. To this end, the Secretariat has already commissioned the National Board of Trade to analyse how a Swedish PSC should be designed and developed (including IT-structure).

ANNEX 4: TECHNICAL INFORMATION FROM PORTUGAL

Information Architecture



Information Architecture Components:

Authentication and document signing

Citizen's Card (www.cartaodecidadao.pt)

It is the new citizen's identity card in Portugal. It is a smart card that provides visual identity authentication with increased security and electronic identity authentication with biometrics (photo and finger print). It combines all the keys that are indispensable to a fast and effective relationship between the citizen and a variety of public services.

Up until now the Multi-Channel platform was available, only, for online services, with limited capacity for identity authentication. It is now possible to have a Multi-Channel identity authentication (presence, internet and telephone) for anyone using the Citizen's Card. This way any citizen can be electronically identified and can legally sign electronic documents and formularies.

The Citizen's Card also replaces five different cards in the Public Administration: Citizen Identification, Taxpayer, Social Security, National Health and Voter.

Points of Single Contact

1. Online:



Citizen's Portal (www.portaldocidadao.pt)

Internet Portal that provides all the information necessary to the Citizen. There are about 480 services. Most of these services are informative and some are transactional. This is a potential place for more transactional and dematerialised services, and therefore a possible Electronic Point of Single Contact (ePSC).

Business Portal (www.portaldaempresa.pt)

The Business Portal is an integrated access point to public services provided to companies. It was launched at the end of June 2006, easing the access to public services provided to business through the Internet and all the information available in the Business Formalities Centres organised by the Business Life Cycle. It intends to be the privileged point of contact between business and public administration.

In fact, the Business Portal is split in four main areas that report to the traditional cycle of business life: Creation, Management, Expansion and Extinguishing. In each one of them, the managers will be able to find a set of information and, progressively, an extensive sample of interactive and transactional electronic services, with special attention for the following ones:

- on-line process for the creation of a business, with fully digital supporting mechanisms, including upload documents and the recently launched Citizen's Card;
- on-line registration of business and commercial acts, such as the enterprise's social members and quotas;
- enterprise electronic dossier, where the different processes of each enterprise with the public administration are assembled and made available to the enterprise representatives.



The Electronic Enterprise Dossier is a dynamic aggregator of the enterprises data/information, presented accordingly to the users profile e supported by the Public Administration Organism's information systems. It is a safe and private area that can only be accessed with digital certification (e.g. Citizen's Card) and represents the group of actions that have been or are being done by the enterprise and Public Administration.

This dossier has will allow the acquisition of transactional services, to monitor the execution state of the services, to access enterprise information, browse through service history and documents and to analyse individual and total service cost. At this point there are available 22 completely dematerialised public online services: business creation, request and consultation of the permanent certificate, 14 commercial registry acts, the simplified business information (enterprise's annual account data), licence catalogue, request and consultation of the online brand.

Moreover, an electronic payments platform will increasingly allow the full dematerialisation of payments, including those necessary for the creation of a business.

Forthcoming steps will include the remaining phases of a company's life cycle using the Framework for Common Services, i.e. from creation until extinction.

The future vision for the Business Portal is to be a Public Service Catalogue, allowing the access to uniform and correct information regarding the universe of available public services (these services may be available online or at the offices).

The first completely transactional and dematerialised service is the License Catalogue. The first version of this service is still limited to the possible licences to require and to the process integration and will soon have available a much larger number of licences.

This catalogue allows the entrepreneur to search for information regarding the type of economic activity, event or situation considering the type of business intended to be initiated. The output of the search will be information about any type of administrative conditioning, guidelines on how to initiate the business, and type of licences or administrative authorisations as long the necessary contact information.

This represents the starting point for the service providers to initiate economic activity.

The evolution for the Licence Catalogue

When accessing the Licence Catalogue, the user will be able to make request for licences in a completely dematerialised manner, and will be able to:

- Allow the search indicating the desired economic activity, and subsequently by the situation or practical event to implement (opening of commercial establishment, establishment address alteration, etc);
- Obtain the complete list of necessary licenses and administrative permits and administrative conditions for the situation previously announced;
- Access the information, guidelines and contacts that are necessary for each situation announced;
- Proceed to the authentication required electronically all the licences, administrative permits and administrative conditions that the search has identified as necessary for the specific situation;
- Fill an "intelligent" form with a dynamic field construction considering the user's indications;
- Allow one unique service payment. The several taxes (for the different entities that participate in the process) will be automatically distributed;
- Done through a completely dematerialised process.

2. Physical:

Enterprise's Shop – former Business Formalities Center (BFC)

Enterprise's Shops represent the former Business Formalities Center (BFC). They are public offices where some services regarding the business creation, transformation, expansion and closure have been simplified. Some example of services/information is the business creation, change to labour agreements, licencing, and company's observatory. Along with this improvement, these offices provide precious information acting as an advisory office, supporting potential and already installed entrepreneurs. The BFCs are spread throughout the country, in the larger economic centers, in order to reach the largest target population.

Citizen's Shop

In order to reach all the population in Portugal, it is possible to use the Citizen's Shop network. These shops are situated all over the country and represent the best way to cover the greatest percentage of population.

These shops will hold the Unique Enterprise Office. This office represents the front-office giving information, counseling, and help regarding the services implemented according to the Services Directive.

Overall

It is being established an electronic framework that will allow the delivery of online services to citizens and enterprises thus giving greater transparency, and standardise services and to improve the relationship between Citizens and Public Administration. The physical network is analogous to the ePSC, hence it will be possible to execute services from beginning to end while in presence of specialised help. These offices continue to work as a council/advisory office, being able to give more accurate and correct economic information (due to the growing use of ICT). The BFCs are spread throughout the country, in the larger economic centres, in order to reach the largest target population.

The ePSC and PSC will have determined available services. Whenever a specific service is not available at any of the PSCs or if it cannot be completely executed the entrepreneur's process will be directed to the Competent Authorities, while the ePSC or PSC being the only interaction with the entrepreneur. These organisms give the necessary support to the network of PSCs.

ANNEX 5: ACTIVITIES HIGHLIGHTED BY MEMBER STATES AT MEETING ON 1 FEBRUARY 2008

On 1 February 2008, five example Member States presented information on their approaches to the Services Directive, particularly with relation to Article 8, but also with regard to services provision in general. The countries listed include Austria, France, the Netherlands, Portugal, and the United Kingdom.

Austria

- portal and service exists for several years already: an early winner of an eEurope award
- holistic design, building, and implementation process
- one single entry point that is associated with life situations (“from birth to death”)
- accessibility of the site a major concern
- concrete examples used (e.g., establishment of a specific company in a particular region of Austria)
- major issues such as: electronic documents and their recognition, verification and authentication
- ongoing challenges (4) such as: content syndication (building partnerships throughout Austria); certain clauses of the Services Directive (such as articles 7 and 21); cross-border dilemmas; and how to offer the materials in diverse languages?

France

<http://www.modernisation.gouv.fr>

- relative importance of training of service staff and of the public
- the length of implementation (two years)
- all requests for help are managed online
- considerable differences in human resource availability among provinces
- case study example available from Quebec, Canada
- key challenges: processing of shared data, traceability of document, need for justificatory documents; authentication of requests/applicants.

Netherlands

- all information will be available through the PSC
- general information about procedures will be in English
- a message box will be provided between the service provider and the competent authority (this concept is embedded in Dutch law)
- services to companies (use case cited of “Juan Gonzalez”, Spanish *tapas* bar owner, who wishes to set up an outdoor restaurant in a Dutch municipality)
- beta test site ready in second half 2008
- PSC to be implementable in 2009
- challenges: are considered to be comparable to those of the United Kingdom or Austria.

Portugal

www.portaldempresa.pt (for business portal)

www.portaldocidadao.pt (for citizens' portal)

- presentation of plentiful technical information on architecture and workflow based around a common service framework. The information provided is spread among the various competent authorities spread throughout the country
- authentication based on a citizen's card (which replaces five former cards: citizen's ID card, taxpayer card, social security card, a national health card, and a voter's card)
- the PSC will be provided through a business portal **and** a citizen's portal
- aim: to give a better service to citizens and to business people, and to provide greater transparency
- twenty-one (21) services are available through the portal
- formalities will be handled through a distributed network of business formalities centres (BFCs)
- this is a framework for common services – service-oriented central operational platform.

United Kingdom (England)

www.businesslink.gov.uk

- exists for several years already: in 2006/2007 dealt with 800,000 customers of which 600,000+ were existing customers
- England has focused on administrative simplification; opportunities to promote competition, boost productivity, growth in firms providing services
- additional mechanisms needed to create a PSC: transactions, registration, licensing, electronic completion of documents, content syndication likely (e.g., current linkage with 40 other government agencies)
- important to see range of solutions (e.g., from three other "home countries") (Invest NI, Scottish Enterprise, and Business Eye for Wales)
- wide variety of services on offer: diagnosis, access to brokerage, advice schemes, grant schemes, management training, resources, how to improve the workforce, options for website access telephone access or direct meetings with business advisors
- site available through many different channels (including regional development agencies, trade associations, major professional bodies (such as lawyers and accountants), national media, most embassies abroad, and the manufacturing advisory service)
- current challenges: 2009 timeframe; process – preparation of competent authorities to receive the relevant documents; data transfer-variety of infrastructure-document formats; educating workforce in the competent authorities; understanding real (and competing!) data needs.
- Upcoming challenges (7): creating a single PSC (rather than four separate PSCs; support delivery); language challenges; developing confidence in use (i.e., that data are up-to-date); reliability of content syndication (sources and content need to be reliable and up-to-date); legal or regulatory (liability with regard to content); quality of 'brand' outside the United Kingdom; equal treatment of European Union and United Kingdom service providers; being easy to find.

ANNEX 6: LIST OF WEB SITES/PORTALS BY MEMBER STATE

A list of the Web sites and/or portals identified by the Member States themselves is listed below.

Member State	Web site/portal
Austria	www.HELP.gv.at
Belgium	-
Bulgaria	-
Cyprus	-
Denmark	www.virk.dk
Estonia	www.eesti.ee
France	http://www.modernisation.gouv.fr
Germany	-
Hungary	www.magyarorszag.hu
Lithuania	-
Luxembourg	-
Netherlands	www.antwoordvoorbedrijven.nl ; (presently available in Dutch only)
Portugal	www.portaldempresa.pt (for business portal) www.portaldocidadao.pt (for citizens' portal) www.cartaocidadao.pt (for citizen's card)
Slovakia	http://www.civil.gov.sk/p09/p09-02-01.shtm
Sweden	-
United Kingdom (England)	www.businesslink.gov.uk