



“Bloomsday Recommendations” to the eEurope Advisory Group

2nd eEurope eGovernment subgroup meeting

Dublin 16 June 2004

Broadband in all administrations

The eEurope 2005 objective (Member States should aim to have broadband connections for all public administrations by 2005) itself is not contentious. The broadband objective will be realised in most countries but full availability can remain an issue in certain regions. Broadband is important for G2G and provides an opportunity for the creation of innovative services and can contribute to inclusiveness.

The specific recommendations are:

- R1** There is no need to change the target which is close to being achieved or already achieved;
- R2** However, the impact of the lack of broadband availability on modernisation of public administrations needs to be monitored and analysed (in particular in rural areas);
- R3** Experiences in the innovative use of broadband and service delivery should be exchanged.

Interoperability

Interoperability in eGovernment is a priority concern. Interoperability is in all countries of great importance (in all its facets, from data/process/semantic interoperability, between levels of administrations, to realising underpinning facilities such as identification and authentication). Several countries have national interoperability frameworks in place. The specific eEurope 2005 target was that by end 2003, the Commission would issue an interoperability framework to support the delivery of pan-European e-government services. This EIF target has been achieved.

Interoperability is a wide-ranging issue, which means that action at European level needs to be selective and focused. Reinforced co-operation is requested at EU level for interoperability addressing trust and security (including common citizen identifiers, eAuthentication), standardisation (including data vocabularies) and open source software. Interoperable pan-European services might be targeted for development where there is a match with EU policy objectives and the needs of European citizens.

The specific recommendations are:

- R4** Pursue ongoing actions (e.g. European Interoperability Framework, studies, projects in the various programmes IST, eTEN, IDA);
- R5** eGovernment identity management meeting to be held early autumn 2004;
- R6** Interested Member States to respond to Austrian initiative for Virtual eGovernment Centre and Commission to investigate possible support;

- R7** Interested Member States to respond to offer from France for eGovernment security reference framework, Commission to co-host a meeting;
- R8** To further explore interoperability by:
- defining specific priority pan-European services
 - defining specific pan-European building blocks
 - eTEN support for common platforms to address shared requirements to be investigated;
 - considering relationship to legal requirements (cf Services Directive);
 - seeking liaison with industry;
- R9** Commission to issue a Communication on Pan-European Services and Interoperability in 2004.

Interactive and multi-platform public services

Good progress is being made in countries in the provision of interactive online public services, and Public Internet Access Points (PIAPs); but progress in multi-platform / multi-channel access is limited.

The specific recommendations are:

- R10** A strategic approach to multi-channel service delivery is required and should be driven by eGovernment policy objectives (effectiveness, inclusion) or other objectives such as ICT platform promotion;
- R11** Such as strategy requires a segmentation of users and the mix of channels shall be selected according to their needs while keeping a cost/benefit balance.
- R12** Complementary to the strategic approach an architectural approach is needed, that ensures interoperability, security, etc.
- R13** Cooperation is needed on the architectural approach, insight into user needs and preferences, exchange of experiences for strategy;
- R14** Experiences should be exchanged, e.g. as part of the Good Practice Framework and as follow-up to the multi-channel study with a view to:
- developing strategic approaches e.g. on channel selection
 - deepening the architectural approach and extracting interoperability requirements into European Interoperability Framework
 - investigating user preferences, technology options, take-up, impact;
- R15** Reporting should be done on the situation in the Member States and at European level by the end of eEurope 2005.

Electronic procurement

Good progress is being made in in e-procurement availability and the topic is of high interest and relevance.

The specific recommendation is:

- R16** No change in the eEurope 2005 context.

Best practice & promotion

Accumulated experience permits the identification of good practices and success factors. In addition to instruments such as conferences and awards, more structured exchange on best practice and transferability of lessons is considered very important. Some countries have requested guidance on eGovernment implementation.

Specific targets have not been defined in eEurope 2005 for good practice exchange, although actions were defined, notably the Ministerial Conferences. eEurope 2005 states that it “will not only identify and exploit good practices, but further advance them to act as a showcase which will be instrumental to the achievement of the eEurope targets.

The eGovernment Communication of Sept 2003 and Council Conclusions of Nov 2003 have asked for a framework for good practice exchange (which is being launched).

The specific recommendations are:

- R17** Good practice exchange at European level should develop fully in 2005 (this is already included in the update of the eEurope 2005 Action Plan);
- R18** Initiatives of countries to create mutual leverage and multiplier effects of good practices are welcomed, including making maximum use of the EU-level Framework;
- R19** Within eEurope the sharing of approaches to good practice exchange between Member States should be encouraged and supported;
- R20** Good practice promotion opportunities with the support of Structural Funds should be explored and experiences shared.

Benchmarking

eEurope 2005 currently measures the online availability of basic public services, based on the 20 basic services as for the first eEurope benchmarking exercise. This shows that the supply of online administrative services is growing fast. However, there is a need to better understand the social and economic impact of e-government and the drivers of demand for e-government. Complementary quantitative and qualitative measures are needed of ‘demand-side’ and impact indicators. The national/regional/local context needs to be taken into account.

A study is to be launched under the Modinis 2004 workprogramme, into the financing, economics, and results/benefits indicators for eGovernment as follow-up eGovt Communication and Council Conclusions. The IRL Presidency, with the Commission, has organised a conference on 17-18 June 2004, that addressed the economics and benefits of eGovernment and organisational innovation from a policy and academic perspective. The UK Presidency intends to host a Ministerial Conference in 2005 that will be built around the theme of results, relevance and impact of eGovernment for economic and social development.

The specific recommendations are:

- R21** Indicators should also include results/benefits/demand side and need to relate to eGovernment policy objectives;

R22 A process is needed towards an acceptable set of indicators and a measurement framework. This means:

- At this stage: seek understanding/agreement on a limited set of such indicators;
- IRL Presidency – Commission conference of June 2004 is step into that direction;
- Specific attention should be given to back-office re-organisation;
- By the end of eEurope 2005, the UK Ministerial eGovernment Conference could aim to provide results on measuring a limited number of indicators;
- A common measurement framework and a more extended set of common indicators is to be considered for beyond 2005;
- Commission and interested Member States to work together, and with OECD, on initial take-up/impact indicators, assessment of their usefulness, towards a common framework;
- Commission to make a proposal for these to the Council by the end 2005 / begin 2006 (after the UK Ministerial Conference).

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