

ICTPSP Call 2007

Efficient and interoperable eGovernment Services

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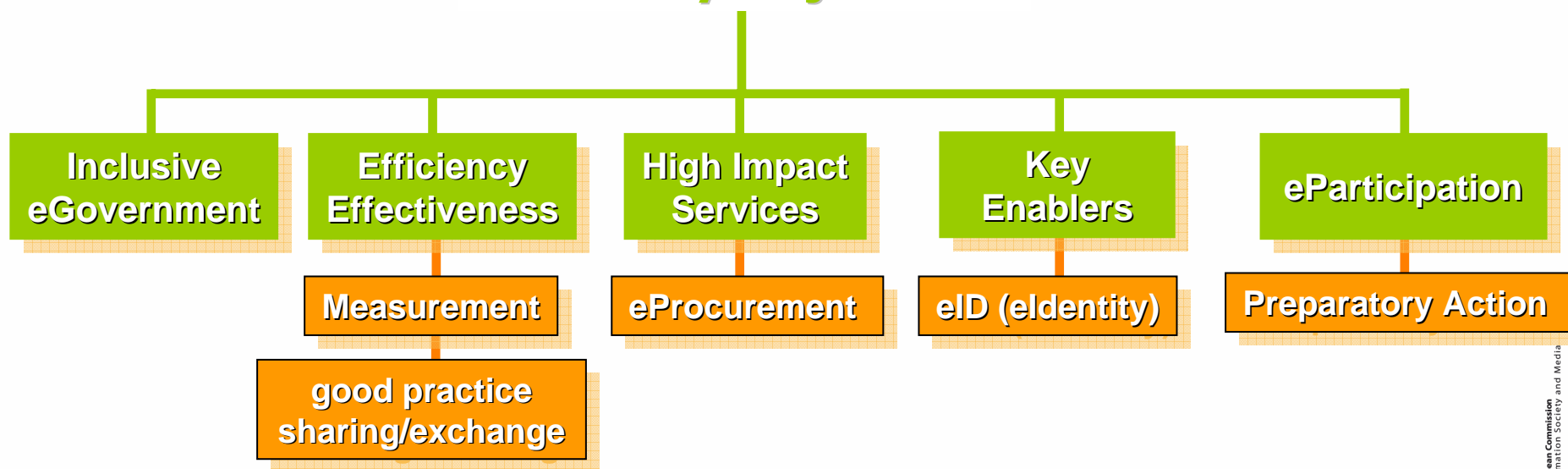
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Policy context – eGovernment Action Plan

- eGovernment Action Plan to support & deliver
 - a focused set of actions for National Administrations & Commission
 - with strong commitment of Member States
 - Next milestone: Ministerial Conference, Lisbon September 2007
- Emphasis on services deployment

5 Priority Objectives



eGovernment Objectives ICTPSP Call 2007 Overview

Pilots Type A

- Enabling EU-wide public **eProcurement**
- Towards pan-European recognition of **e-IDs**

Pilots Type B

- Mutual recognition & interoperability of **electronic documents**
- **Accessible & inclusive** eGovernment services
- **Combined delivery** of social services

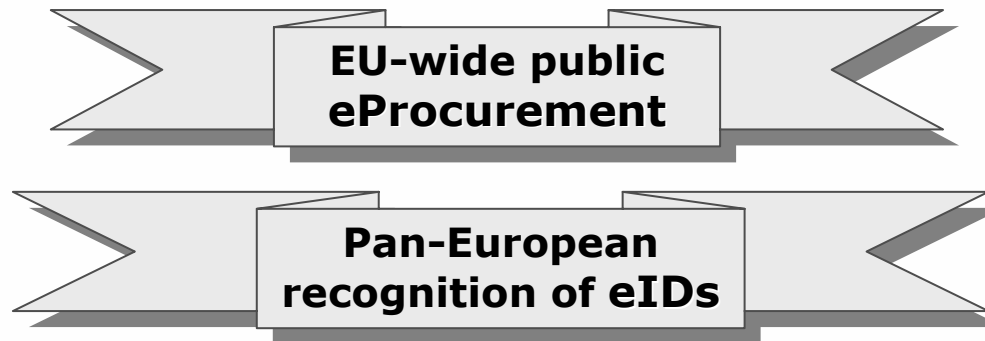
Thematic Networks

- Promoting local and regional **eParticipation**
- Stimulating measurement of **impact and user satisfaction**
- Brokering pan-European eGovernment solutions and services online

Budget allocation: 24 M €

eGovernment Pilots Type A Call 2007

- Pilot's areas defined by Member States in the context of **agreed political declarations** (e.g Manchester declaration)
- eGovernment call 2007 → **two (2)** Large Scale Pilots focused on **Interoperability**, with direct involvement and leadership of Member States:



- Additional policy dimensions include contributions to:
 - reducing administrative burdens
 - Services Directive implementation

Enabling EU wide Public Procurement (I)

Objective

EU-wide implementation of electronic public procurement enabling companies / **SMEs**, to respond to public procurements in any EU state.

4 specific topics:

- **Virtual Company Dossier:** tendering dossier with all the necessary attestations for selection/exclusion criteria
- **eSignature:** cross border recognition of eSignature
- **eCatalogue:** enable bidding and ordering, in particular in the case of dynamic purchasing system
- **eInvoicing/eOrdering:** to enable a paperless post processing between buyers and the sellers

Outcome

An integrated pilot solution building upon national systems and providing **cross-border access** to public eProcurement to businesses & public administrations

Enabling EU wide Public Procurement (II)

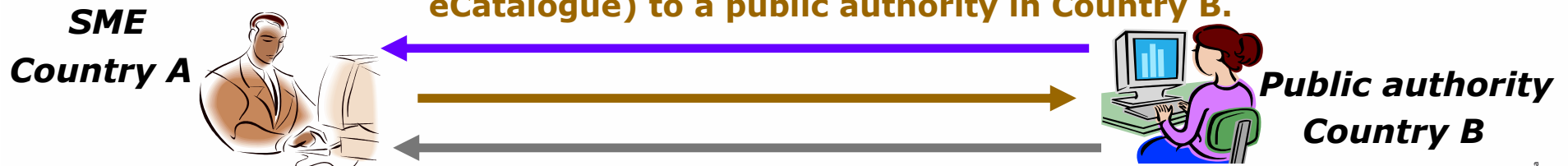
Impact

- EU implementation by public authorities of **mutually interoperable eProcurement systems**
- Improved **competitiveness** of European businesses and in particular SMEs
- Development of **markets for innovative ICT** solutions for eProcurement.

Example

① A public authority in Country B publishes a call for tenders

② an SME in Country A submits a complete eDossier (including its eCatalogue) to a public authority in Country B.



③ Once awarded, contract is signed electronically.
All invoices/payments are made electronically

Towards pan-European recognition of eIDs (I)

Objective

Implementation of an EU wide interoperable system for **recognition of eID and authentication** that will enable businesses, citizens and government employees to use their national electronic identities in any Member State

Outcome

Integrated pilot solution providing **cross-border** recognition of eID and authentication across Europe

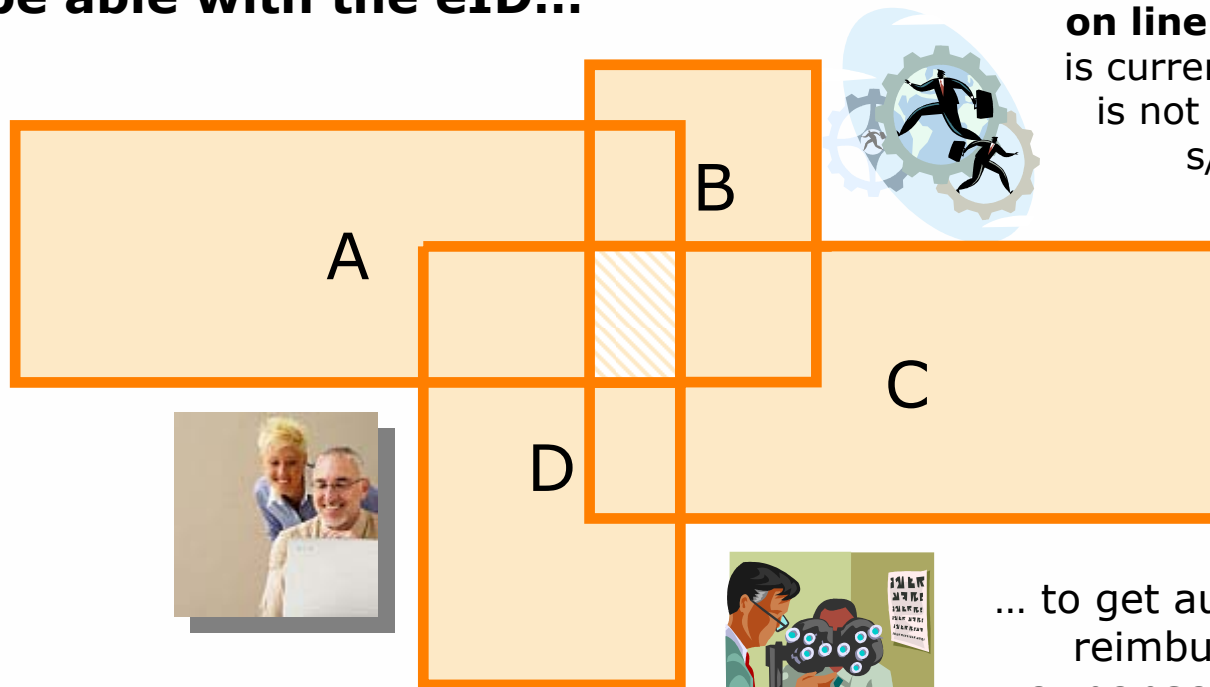
Impact

- Deployment and interoperability of EU-wide eID for public services across Europe.
- Secure, easy-to-use eID solutions for citizens and business, in particular SMEs at relevant levels (local, regional, cross/ national).
- Higher volume of authenticated electronic transactions/ operations processed.

Towards pan-European recognition of eIDs (II)

A citizen living in **Country A**
will be able with the eID...

... to make the **tax declaration on line** in country B where s/he is currently working (**Country B** is not far from **Country A** so s/he is commuting)



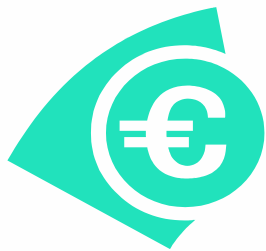
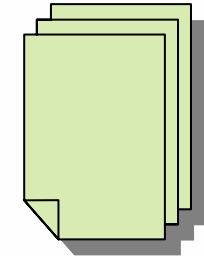
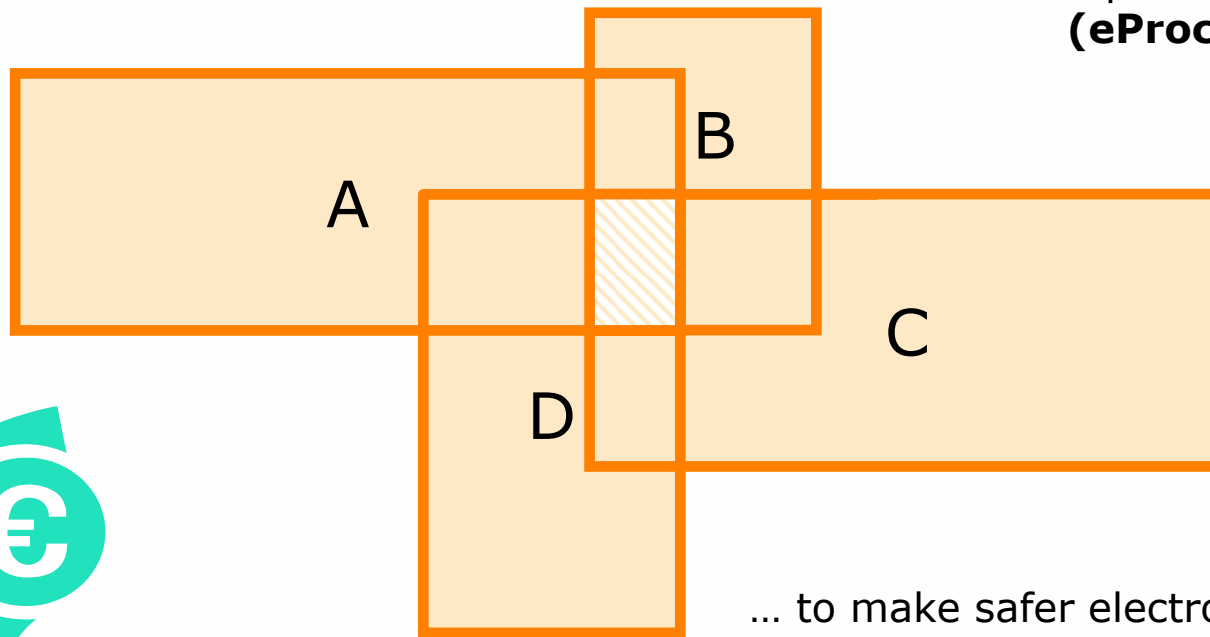
... to get the **pension rights** from **Country D** (where s/he was working before for some years) on line

... to get automatic and paperless reimbursement of **health expenses** incurred during the holidays in **Country C**

Towards pan-European recognition of eIDs (III)

A business established in **Country A** will be able with the eID...

... to participate electronically in public tenders published in country B
(eProcurement)



... to get the repayment and refund of VAT expenditures in **Country D** more easily (eID key enabler of the future pan-EU VAT « one-stop-shop »)

... to make safer electronic transactions with clients and suppliers in **Country C**
(eCommerce)

eGovernment Pilots Type B Call 2007

- Implementation of ICT based **innovative services**
- **Full service value chain** expected in the consortium (including service providers, commercial organisations, users, public authorities)
- **One or more Pilot Type B proposals** will be selected on quality for each of the following three work programme objectives:

eGovernment
Pilots Type B
Call 2007

**Mutual recognition &
interoperability of
electronic documents**

**Accessible & Inclusive
eGovernment Services**

**Combined Delivery of
Social Services**

Mutual recognition & interoperability of electronic documents

Objective

Mutual recognition and interoperability of electronic documents → pre-requisite and key enabler for many eGovernment services.



Need to develop policies, practices and standards on identification, authentication, accessibility, and long term archiving of electronic documents

Expected outcomes

- **An innovative implementation** of systems enabling eServices to interoperate across the EU through the exchange, authentication and archiving of electronic documents.
- Possible Examples (non exhaustive) – Pilots dealing with the recognition of official certificates issued electronically by different governments; Pilots dealing with innovative use of ICT to help public administrations to comply with the Service Directive; ...

Target end-users



Public authorities willing to test and eventually adopt the system(s) proposed



Citizens & Businesses accessing & using "official" electronic documents as required

Accessible & inclusive eGovernment services

Objective

Increasing the effectiveness of the delivery of eGovernment information & services so that **everyone**, including disadvantaged groups, can benefit

Expected outcomes

- **High-quality services**, delivered on multi-channel platforms and highly tuned to the users' context and needs.
- This includes for example highly personalised virtual assistance for newcomers, or delivery modes adapting to user-defined preferences, personal characteristics or different levels of use throughout the administrative "life cycle" of a citizen.

Target end-users

→ **Citizens currently not using eGov services as they find them too complex or difficult to use.**

→ **Service interface transformed to be easy and user friendly**

Combined delivery of social services

Objective

Improving the effectiveness of Public Administrations in the processing of **combined social assistance services**; for example allowances for children, education, unemployment, invalidity, pension, etc.

Expected outcomes

- **Intelligent and collaborative support working platforms** which should combine and integrate multiple services, therefore improving and simplifying the process of administrative services.
- *Examples: a Pilot deploying a one-stop-shop for the unemployed integrating job search functionalities, training, allowance management and other unemployment related services.*

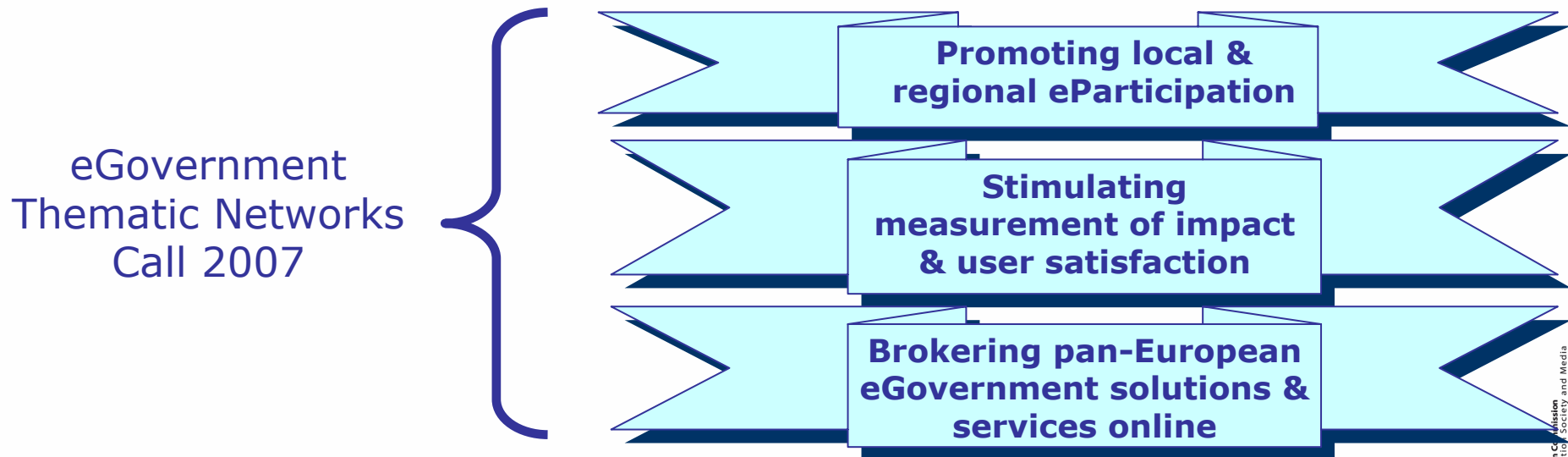
Target end-users



Civil servants and their intermediaries
providing social assistance services to
those who cannot use online services and
require "proximity administration" support

eGovernment Thematic Networks - Call 2007

- Thematic Networks should develop **new policy implementation schemes** through working groups, workshops and exchanges of good practices and expertise.
- In total **three Thematic Networks** will be funded, one for each of the three following work programme objectives:



Promoting local & regional eParticipation

Rational

- Re-engaging citizens in political debate, policy development and implementation at local, regional and national levels
- Creating **cross-border links** between local and/or regional eParticipation activities and initiatives;
- Facilitating a broader **deployment of local and regional good practices**
- Building **synergies with actions supported by the Commission** (e.g. European good practice exchange portal, eParticipation preparatory action) concerning the Information Society and Regional development policies.
- *Topical note: the network could include analysis and follow-up emerging Web2.0 social networking tools examining their utility and suitable governance models – c.f. French Presidential elections*

Stimulating measurement of impact & user satisfaction

Rational

Drive forward knowledge, practice and adoption of **measurement schemes** in Member States and associated countries by:

- networking & sharing experiences & good practices
- reviewing & promoting innovative national eGovernment impact measurement frameworks
- comparing leading public and private sector initiatives;
- contributing to European Commission Efficiency & Effectiveness activities (e.g. Good Practice Exchange Portal <http://www.epractice.eu>)

Relevant consortia for this network should be a combination of Public and private organisations dealing with efficiency measurement schemes, eGovernment data collection and analysis of user satisfaction, efficiency and effectiveness

Brokering pan-European eGovernment solutions & services online

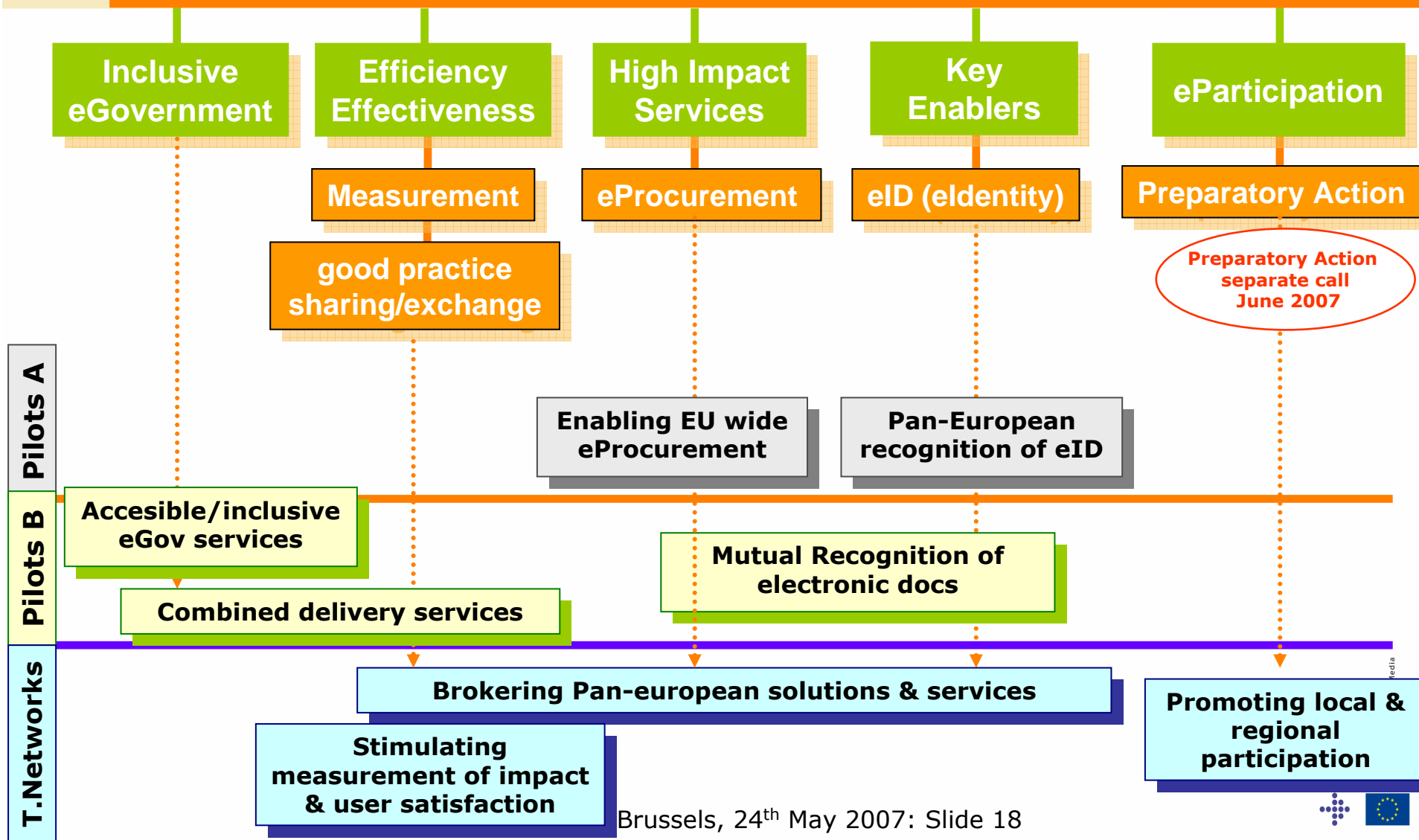
Rational

- “Looking beyond the horizon” at shared services from the perspective of service providers
- Consider options for ensuring interoperability at EU level
- Analyse specific needs, requirements and solutions for **cross border provision of services** in different European regions.
- Consider options for realising **EU services portals** that offer pro-active, tailored services to European citizens and businesses
- Examine case studies and methodologies for simultaneous implementation of services providers from different countries

***Relevant consortia** for this network could comprise public and private service providers, together with relevant industrial, user and public administration partners*

eGov Action Plan

Priority Objectives & ICTPSP correspondence





For more information on ICTPSP:

- Short url: http://ec.europa.eu/ict_psp
- Functional mailbox: infso-ict_psp@ec.europa.eu
- New eGovernment newsletter & website:
“under construction”

currently: http://ec.europa.eu/egovernment_research