European Commission

eGovernment in the European Union

ISA

Visit the e-Government factsheets online on Joinup.eu

Joinup is a collaborative platform created by the European Commission under the Interoperability Solutions for Public Administrations (ISA) in Europe Programme. Joinup provides numerous services around 3 main functionalities:
1. An observatory on interoperability, e-government, e-inclusion and e-health
2. A collaborative platform of open communities
3. A repository of interoperability solutions

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Profile

Basic data and indicators

Basic Data[1]

Population (1 000): 507,416.607 inhabitants (2014)

GDP at market prices: 13,529,100 million Euros (2013)

GDP per inhabitant in PPS (Purchasing Power Standards EU 28 = 100): 100

GDP growth rate: 0% (2013)

Inflation rate: 0.6% (2014)

Unemployment rate: 10.2% (2014)

General government gross debt (Percentage of GDP): 85.4% (2013)

General government deficit/surplus (Percentage of GDP): -3.2 % (2013)

Area: 4,306,585 km^2

Source: Eurostat

Source: https://webtools.ec.europa.eu/fusionmapsxt/Tools/GUI/FusionMapsGUI.html

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[1] The basic statistical data includes the 28 EU Member States.

Information Society Indicators

Generic Indicators

The following graphs present data for the latest Generic Information Society Indicators for the European Union. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

Percentage of households with Internet access in EU
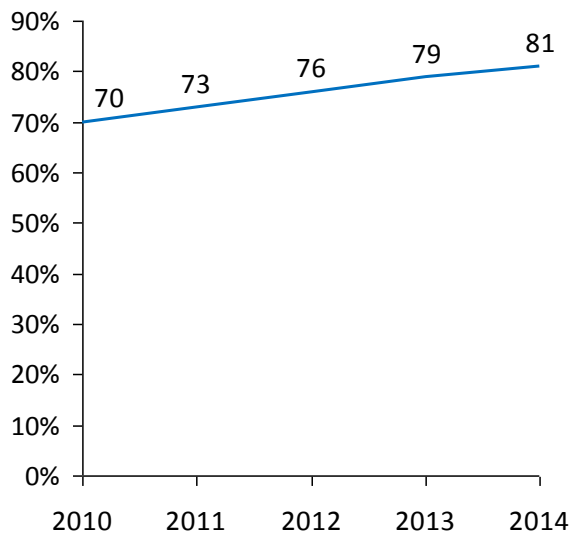
Source : http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_bde15b_h&lang=en

Percentage of enterprises with Internet access in EU
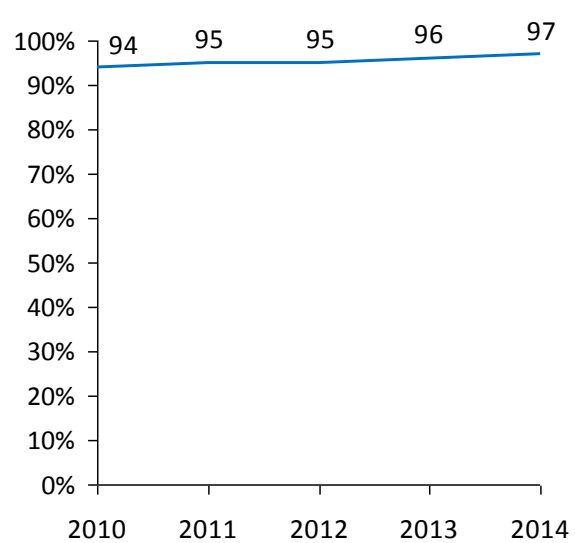
Source: http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_ci_in_en2&lang=en

Percentage of individuals using the internet at least once a week in EU
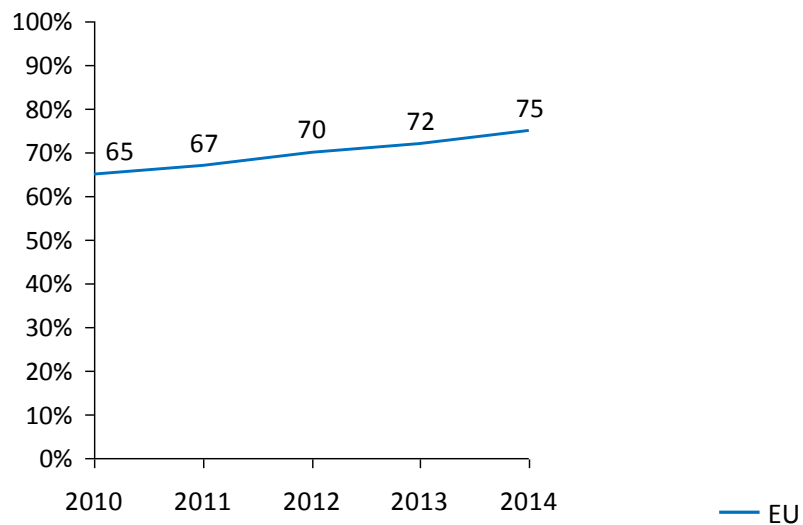
Source : http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_bdek_di&lang=en

Percentage of households with a broadband connection in EU
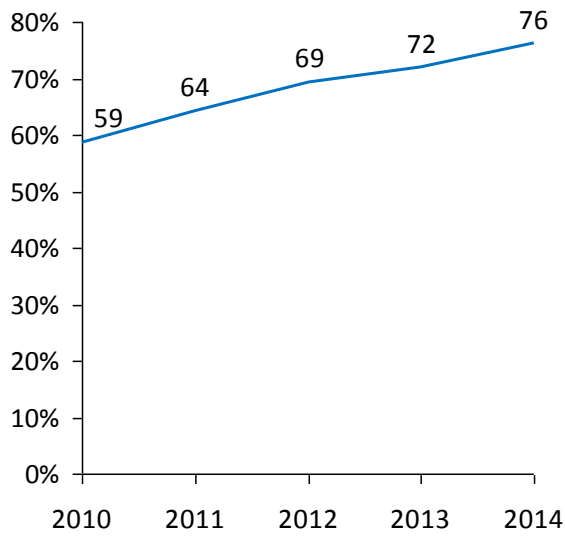
Source :
http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_r_broad_h&lang=en

Percentage of enterprises with a broadband connection in EU
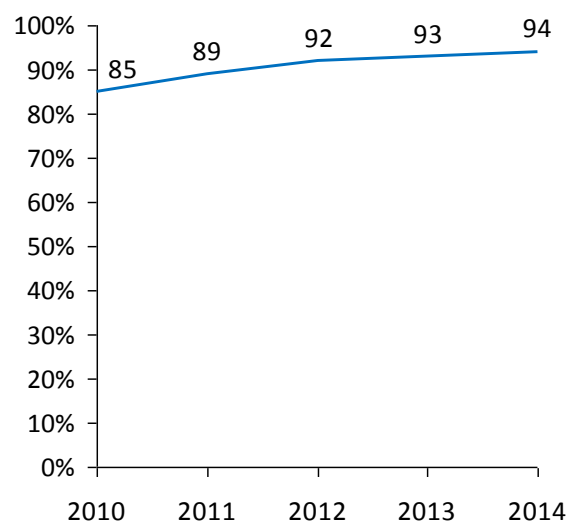
Source:
http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_bde15b_e&lang=en

Percentage of individuals having purchased/ordered online in the last three months in EU

Source:
http://epp.eurostat.ec.europa.eu/tgm/table.do?tab=table&init=1&language=en&pcode=tin00067&plugin=1
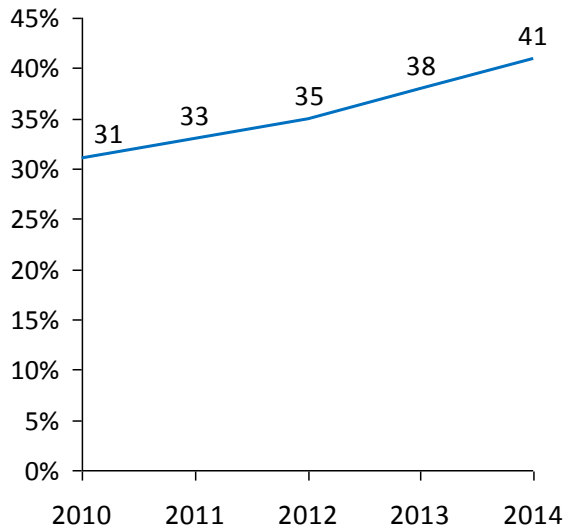
Percentage of enterprises having received orders online within the previous year in EU

Source :
http://epp.eurostat.ec.europa.eu/tgm/table.do?tab=table&init=1&language=en&pcode=tin00111&plugin=1
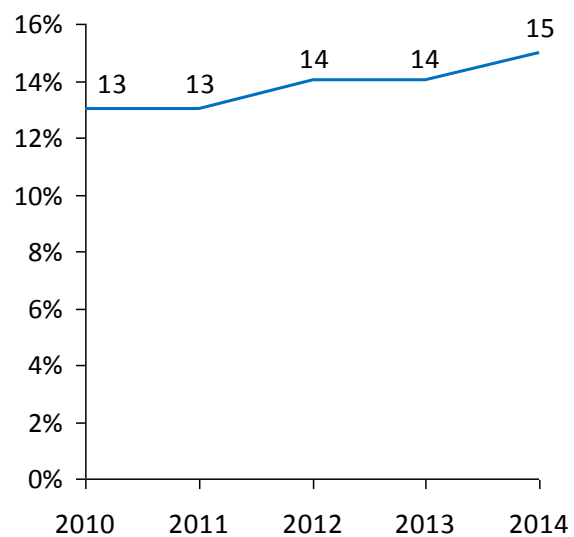
——— EU

eGovernment Indicators

The following graphs present data for the latest eGovernment Indicators for the European Union. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

Percentage of individuals using the internet for interacting with public authorities in EU
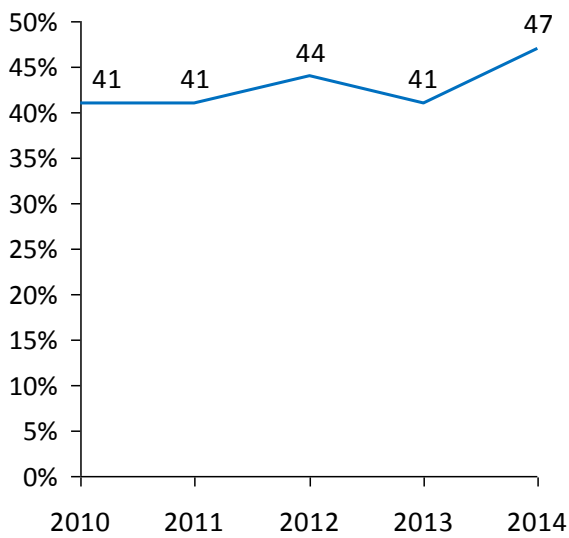
Percentage of individuals using the internet for obtaining information from public authorities in EU
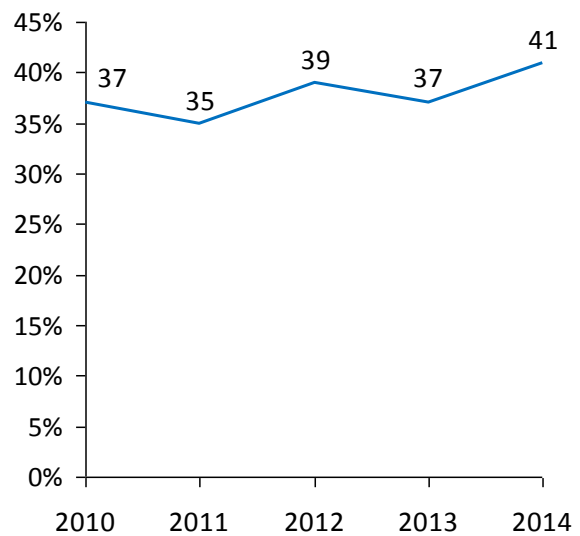
── EU

Percentage of individuals using the internet for downloading official forms from public authorities in EU
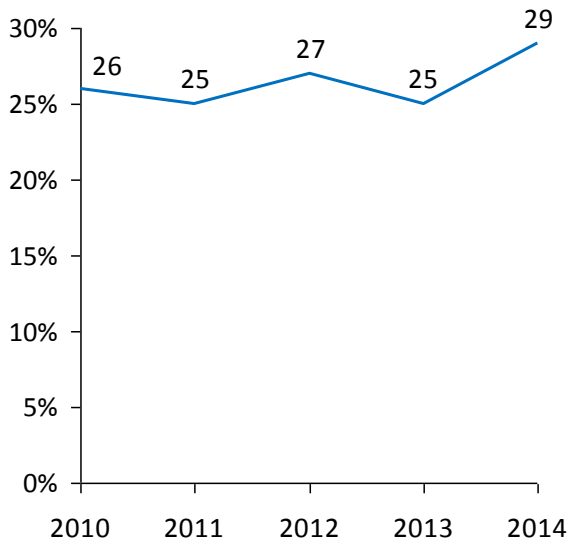
Percentage of individuals using the internet for sending filled forms to public authorities in EU
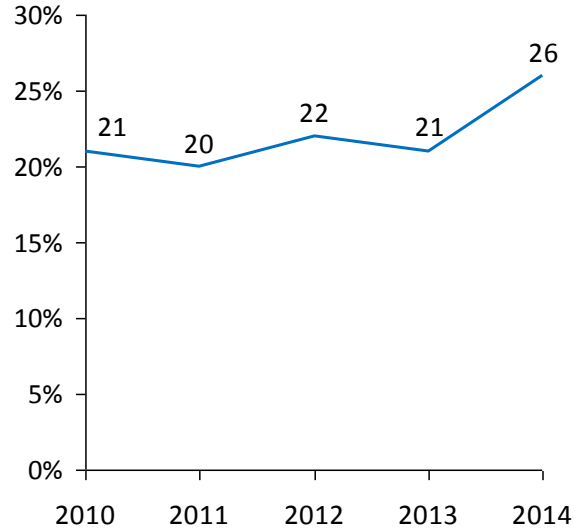
—— EU

Information Society and eGovernment in the European Union

Overview on main strategic directions, funding mechanisms and achievements

Main Strategies

Digital Single Market Strategy for Europe

On 6 May 2015, the European Commission unveiled its detailed plans to create a Digital Single Market, thereby delivering on one of its top priorities.

The Digital Single Market Strategy has benefitted from input and dialogue with Member States, the European Parliament and stakeholders. It has a multi-annual scope and is focused on key interdependent actions that can only be taken at EU level. They have been chosen to have maximum impact, can be delivered during this Commission's mandate, and will be taken forward in line with Better Regulation principles. Each will be subject to appropriate consultation and impact assessment. The Digital Single Market Strategy will be built on three pillars:

▶ **Better access for consumers and businesses to online goods and services across Europe** – this requires the rapid removal of key differences between the online and offline worlds to break down barriers to cross-border online activity.

▶ **Creating the right conditions for digital networks and services to flourish** – this requires high-speed, secure and trustworthy infrastructures and content services, supported by the right regulatory conditions for investment, fair competition and a level playing field.

▶ **Maximising the growth potential of our European Digital Economy** – this requires investment in ICT infrastructures and technologies such as Cloud computing and Big Data, and research and innovation to boost industrial competiveness as well as better public services, inclusiveness and skills.

The third priority, 'Maximising the growth potential of our European Digital Economy', is in particular relevance for the area of eGovernment, including the following actions for the Commission:

▶ **Proposing** a 'European free flow of data initiative' to promote the free movement of data in the European Union and launching a European Cloud initiative covering certification of cloud services, the switching of cloud service providers and a "research cloud".

▶ **Revising** and extending the European Interoperability Framework.

▶ **Supporting** an inclusive digital society where citizens have the right skills to seize the opportunities of the Internet and presenting a new eGovernment Action Plan that will include (i) making the interconnection of business registers a reality by 2017, (ii) launching in 2016 an initiative with the Member States to pilot the 'Once-Only' principle; (iii) extending and integrating European and national portals to work towards a 'Single Digital Gateway' to create a user friendly information system for citizens and business and (iv) accelerating Member States' transition towards full e-procurement and interoperable e-signatures.

Furthermore there are a number of legislative initiatives with direct relevance for e-government, such as:

▸ the Regulation on electronic identification and trust services for electronic transactions in the internal market (eIDAS);

▸ the Directive on Public Sector Information to maximise the impact and benefits of Open Data;

▸ the Infrastructure for Spatial Information in the EU (INSPIRE) Directive establishing the location framework for government and commercial services and data;

▸ the Service Directive and its requirement that any requests to establish a company in another Member State shall be done electronically via the Points of Single Contact;

▸ the Directive on interconnection of EU business registers;

▸ the SUP proposal which for the first time introduces EU wide online registration for companies;

▸ the proposed Regulation on the circulation of public documents, etc.

In addition to the legislative and policy instruments, e-government is supported through a number of funding programmes:

Connecting European facility

Under the "Connecting Europe Facility" (CEF) Digital Services Infrastructures (CEF DSI) deploy digital public services that work across borders, an essential precondition for the DSM.

ISA programme – Interoperability Solutions for European Public Administrations

The ISA programme (Interoperability solutions for European Public Administrations) provides a framework that allows Member States to work together to create efficient and effective electronic cross-border public services for the benefit of citizens and businesses.

Horizon 2020

Horizon 2020's Societal Challenge 6 finances projects aimed at ICT-enabled open government.

Justice Programme

The Justice Programme provides dedicated calls for e-Justice projects.

ESIF – European Structural and Investment Funds

The European Structural and Investment Funds also provide investments in the field of e-government in less favoured regions, as this is seen as a strategic component of their economic and social development.

According to the Digital Single Market Strategy the digitalisation of administrations should be designed in a cost-effective way. Digitalisation implies certain costs for the administration: initial costs (e.g. equipment, software, skills, etc.), maintenance costs, life-cycle of products. Reusing digital government solutions across countries and enabling reliable data exchange between systems are particularly important for cost-savings. The revised Better Regulation Commission Guidelines will include a strengthened assessment of the digital dimension to help deliver initiatives which are internet ready and fit for the digital world so that virtual or physical goods and processes are treated in the same way.

European eGovernment Action Plan 2011-2015

The European [eGovernment Action Plan 2011-2015](#) was launched on 15 December 2010 during the '[Lift-Off Towards Open Government](#)' conference. The plan aims to realise the vision of the 5th Ministerial eGovernment Conference on 18 November 2009, in Malmö, Sweden (the 'Malmö Declaration'): by 2015 European public administrations become "… recognised for being open, flexible and collaborative in their interactions with citizens and businesses. They use eGovernment to increase their efficiency and effectiveness and to constantly improve public services in a way that caters for user's different needs and maximises public value, thus supporting the transition of Europe to a leading knowledge-based economy."

Based upon this declaration, the eGovernment Action Plan 2011-2015 identifies four political **priorities**:

▸ **Empower citizens and businesses**

Citizens and businesses are to be empowered by eGovernment services designed around users' needs to provide flexible and personalised ways of interacting and performing transactions with public administrations; these services should be developed in collaboration with users, whenever possible. Following this approach, public services can gain in efficiency and users' expectations will be better met, resulting in their increased satisfaction. Empowerment also means that governments should provide easy access to public information, improve transparency and allow effective involvement of citizens and businesses in the policy-making process.

▸ **Reinforce mobility in the Single Market**

eGovernment should support the further construction of a Digital Single Market. However, substantial issues remain to be solved regarding transferability of public services such as those related to social security, health benefits, pensions and other personal services. Governments should develop services to increase the mobility of both citizens and businesses within Europe. 'Seamless' services for entrepreneurs should facilitate setting up and running a business all across Europe, while personal mobility of citizens should be increased to allow them to study, work, reside, receive health care and retire anywhere in the European Union. Moreover, easier provision of eGovernment services for citizens and businesses across borders should be achieved by proposing actions to reinforce the Digital Single Market and to strengthen cooperation in this field.

▸ **Enable efficiency and effectiveness**

The actions on this priority will focus on using ICT and enabling organisational changes to deliver better, less intrusive, more sustainable and faster public services by reducing the administrative burden, improving organisational processes and promoting a sustainable low-carbon economy.

▸ **Create the necessary key enablers and pre-conditions to make things happen**

A number of technical and legal preconditions need to be put in place to enable the implementation of actions that will enhance eGovernment services in Europe. These include the promotion of interoperability across borders to allow - among others - sharing of information; deployments of one-stop-shop approaches; and Europe-wide use of (national) electronic identity solutions and payment schemes. Interoperability is to be supported by open specifications and the development of key enablers, such as electronic identity management and stimulation of innovation in eGovernment.

This eGovernment Action Plan for 2011-2015 aims at maximising the complementary nature of national and European policy instruments. It supports the transition from current eGovernment to a new generation of open, flexible and collaborative seamless eGovernment services at local, regional, national and European levels that will empower

citizens and businesses. This plan is in-line with the Europe 2020 economic strategy and complements the Digital Agenda for Europe towards a knowledge-based, sustainable and inclusive economy. More information is available at the plan's [official website](#)[2].

As also foreseen by the Digital Single Market Strategy for Europe, a new e-Government Action Plan will be presented in 2016.

Europe 2020 - a strategy for smart, sustainable and inclusive growth

On 17 June 2010, the European Council adopted the '[Europe 2020 - A strategy for smart, sustainable and inclusive growth](#)' economic strategy. Europe 2020 sets out a vision for Europe's social market economy over the next decade, and rests on three interlocking and mutually reinforcing priority areas: **smart Growth**, developing an economy based on knowledge and innovation; **sustainable Growth**, promoting a low-carbon, resource-efficient and competitive economy; and **inclusive Growth**, fostering a high-employment economy delivering social and territorial cohesion.

Progress towards these objectives will be measured against five representative headline EU-level **targets**:

- raising to 75 % the employment rate for women and men aged 20-64, including a greater participation of young people, older workers and low-skilled workers, as well as a better integration of legal migrants;

- improving the conditions for research and development, in particular with the aim of raising combined public and private investment levels in this sector to 3 % of GDP;

- reducing greenhouse gas emissions by 20 % (or even 30 %, if a satisfactory international agreement can be achieved to follow Kyoto), compared to 1990 levels; increasing the share of renewables in final energy consumption to 20 %; and moving towards a 20 % increase in energy efficiency;

- improving education levels, in particular by aiming to reduce school drop-out rates to less than 10 % and by increasing the share of 30-34 years old having completed tertiary, or equivalent education to at least 40 %;

- promoting social inclusion, in particular through the reduction of poverty, by aiming to lift at least 20 million people out of the risk of poverty and exclusion.

The areas most in need of attention will be addressed by [7 flagship initiatives](#) at EU, national, local and regional levels. Within each initiative, both the EU and national authorities will have to coordinate their efforts so as to be mutually reinforcing. Within the framework of actions contributing to the Smart Growth priority area, the [Digital Agenda for Europe](#) programme constitutes a flagship initiative for recovering from the financial and economic crisis, and for lifting up the EU economy in the next decade by making the best use of Information and Communication Technologies (ICT). More information can be viewed at the Europe 2020 [website](#).

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[2] Check - http://europa.eu/legislation_summaries/information_society/strategies/si0021_en.htm

Digital Agenda for Europe

The Digital Agenda for Europe was proposed on 5 May 2010 by the European Commission and was endorsed on 31 May 2010 at the Transport, Telecommunications and Energy meeting of the Council of the European Union. Being the first flagship initiative within the framework of the Europe 2020 economic strategy, this ambitious action plan is aimed at delivering sustainable economic and social benefits from a Digital Single Market, based on fast and ultra-fast Internet and interoperable applications. To this end, the agenda outlines seven **priority areas** for action:

▶ **A new Single Market to deliver the benefits of the digital era**

In a Digital Single Market citizens should be able to enjoy commercial services and cultural entertainment across borders. However, EU online markets are still separated by barriers, which hamper access to pan-European telecom services, digital services and content. The Commission intends to open up access to legal online content by simplifying copyright clearance, management and cross-border licensing. Other actions include making electronic payments and invoicing easier, and simplifying online dispute resolution.

▶ **Improve ICT standard-setting and interoperability**

To allow people to create, combine and innovate, ICT products and services need to be open and interoperable.

▶ **Enhance trust and security**

Trust and security must surface. Europeans will not embrace technology they do not trust - they need to feel confident and safe online. A better coordinated European response to cyber-attacks and reinforced rules on personal data protection constitute part of the solution. Actions could also potentially oblige website operators to inform their users about security breaches affecting their personal data.

▶ **Increase Europeans' access to fast and ultra-fast Internet**

The 2020 target for fast and ultra-fast internet is internet speeds of 30 Mbps or above for all European citizens, with half European households subscribing to connections of 100Mbps or higher. Today only 1 % of Europeans have a fast fibre-based internet connection, compared to 12 % of Japanese and 15 % of South Koreans. The Commission will inter alia explore how to attract investment in broadband through credit enhancement mechanisms and will give guidance on how to encourage investment in fibre-based networks.

▶ **Boost cutting-edge research and innovation in ICT**

Europe must invest more in R&D and ensure our best ideas reach the market. The Agenda aims to inter alia leverage private investments with European regional funding and increase EU research funding to ensure that Europe keeps up with and even surpasses its competition. EU investment in ICT research is less than half compared to US levels (€ 37 billion compared to € 88 billion in 2007).

▶ **Empower all Europeans with digital literacy, skills and accessible online services**

Cultivation of eSkills is needed. Over half of Europeans (250 million) use the Internet every day, while another 30 % have never used it. Everyone, young or old, irrespective of social background is entitled to knowledge and skills, and needs to be part of the digital era; commerce, public, social and health services, learning and political life have increasingly been moving online.

▶ **Unleash the potential of ICT to benefit society**

We need to invest in <u>smart use of technology</u> and in the exploitation of information to seek solutions to reduce energy consumption, support ageing citizens, empower patients and improve online access for people with disabilities. One main objective is, by 2015, patients to have access to their online medical records wherever they are in the EU. The Agenda will also boost energy saving ICT technologies such as Solid State Lighting technology (SSL) which requires 70 % less energy compared to standard lighting systems.

In these seven areas, the Digital Agenda foresees some 100 **follow-up actions**, of which 31 would be legislative. Further information and relevant publications can be viewed at the Digital Agenda's <u>website</u>.

Main funding mechanisms

The Connecting Europe Facility (CEF)

On 29 June 2011, the European Commission adopted <u>a proposal for the next Multi-Annual Financial Framework for the period 2014-2020</u>. In this Framework a new integrated investment instrument was proposed to improve Europe's transport, energy and digital networks: '<u>The Connecting Europe Facility' (CEF).</u> Well-functioning infrastructures are a key condition to achieve the Europe 2020 targets. By investing in the three main networks to make them smart, sustainable and fully interconnected, Europe's competitiveness will be boosted and new jobs will be created.

CEF Digital has a budget of 1.14 billion euros, out of which 170 million euros are for Broadband activities, while 970 million euros are dedicated to Digital Service Infrastructures (DSIs) delivering networked cross-border services for citizens, businesses and public administrations. These projects are to contribute:

▸ to improvement of the competitiveness of the European economy,

▸ to promoting of interconnection and interoperability of national, regional and local networks, and

▸ to access to such networks, thus supporting the development of a Digital Single Market.

The <u>Broadband</u> component of the programme seeks to contribute to the achievement of the Digital Agenda targets of all European households having access to internet connections of 30 Megabits per Second by 2020, and of 50% of households subscribing to internet connections above 100 Megabits per Second by 2020.

In view of these targets, CEF aims at facilitating an efficient flow of private and public investments to stimulate the deployment and modernisation of broadband networks. At least one third of the broadband projects financially supported under CEF shall aim at speeds above 100Mbps.

The <u>Digital Service Infrastructures (DSIs)</u> will facilitate the cross-border and cross-sector interaction between European public administrations. This, in turn, will enable the provision of essential services for businesses and citizens in areas as diverse as electronic identification and procurement, and interoperable health services.

Projects will be firmly centred on deploying a relatively small number of trans-European infrastructures based upon mature technical and organisational solutions, and aimed at supporting exchanges and collaboration with and within the public sector, across the EU.

The DSIs also entails building infrastructures to roll-out the building blocks Large Scale Pilots have provided to ensure interoperability (such as eID, eProcurement, electronic Healthcare records, e-Justice) and to link up Member States' infrastructures.

Horizon 2020

Horizon 2020 is an EU Research and Innovation programme with nearly €80 billion of funding available over 7 years (2014 to 2020).

Horizon 2020 is the financial instrument implementing the Innovation Union, a Europe 2020 flagship initiative aimed at securing Europe's global competitiveness.

Seen as a means to drive economic growth and create jobs, Horizon 2020 has the political backing of Europe's leaders and the Members of the European Parliament. They agreed that research is an investment in our future and so put it at the heart of the EU's blueprint for smart, sustainable and inclusive growth and jobs.

By coupling research and innovation, Horizon 2020 is helping to achieve this with its emphasis on excellent science, industrial leadership and tackling societal challenges. The goal is to ensure Europe produces world-class science, removes barriers to innovation and makes it easier for the public and private sectors to work together in delivering innovation.

Horizon 2020 is open to everyone, with a simple structure that reduces red tape and time so participants can focus on what is really important. This approach makes sure new projects get off the ground quickly – and achieve results faster.

Horizon 2020 reflects policy priorities of the Europe 2020 strategy and addresses major concerns shared by citizens in Europe and elsewhere. Horizon 2020 covers seven different domains of actions called 'Societal Challenges'. The Societal Challenge 6 'Europe in a changing world – Inclusive, innovative and reflective societies' deals with a series of societal issues and among others addresses directly problems related to eGovernment and Modernisation of Public Administrations. The research and innovation actions in this area for 2014 and 2015 focus on demonstrating the open and collaborative government concept through the following topics:

- Research into using emerging technologies in public sector;

- Pilots on open participation of the youth in decision-making processes;

- ICT-enabled open government; innovation actions for mobile, personalised public services and transparency of public administrations;

- Design and creation of innovative applications by SMEs, in order to foster the delivery of mobile public services (eGov apps) for local and regional public authorities.

Main achievements

Large Scale Pilot projects

The "Large Scale Pilot" projects (LSPs) develop practical solutions tested in real government service cases across Europe. Large scale pilot projects (LSPs) have been developed and run under the ICT Policy Support Programme[3] in five main areas; eID, eProcurement, eBusiness, eHealth and e-Justice to engage public authorities, service providers and research centres across the EU.

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[3] Finalised in 2014

Seven LSPs are piloting a number of solutions, or building blocks, that enable cross-border digital services in the above-mentioned policy areas. Three such LSPs are still currently running:

▶ e-SENS - moving services forward.

▶ e-CODEX - making justice faster.

▶ STORK 2.0 - making access smarter through a single European electronic identification and authentication area.

Four projects are completed:

▶ SPOCS (making business easier) has finished, and offers its Starter-Kit.

▶ PEPPOL (eProcurement) has been transferred to the non-profit international association OpenPEPPOL AISBL to sustain the developed structures and results.

▶ STORK (making access smarter) has been finished but results are taken-up by STORK 2.0.

▶ epSOS – (making healthcare better) has finished, and offers its Wiki and link to the OpenNCP Community

Previous strategies

In March 2000, the Heads of State or Government of the Member States agreed on the following objective within the framework of the EU Summit in Lisbon: "By 2010, the European Union has to become the most competitive and dynamic **knowledge-based economy** in the world capable of sustainable economic growth with more and better jobs, as well as greater social cohesion." This strategic approach became known as the 'Lisbon Strategy' and came to cover a very wide range of policies to modernise Europe. After initially moderate results, on 2 February 2005, the European Commission proposed a 'New start for the Lisbon Strategy' focusing on the European Union's efforts on two principal tasks - delivering **stronger, lasting growth** and **more** and **better jobs**. The European Council of March 2005, as well as the European Parliament and the European social partners, gave full support to the Commission's proposal to relaunch and refocus the Lisbon Strategy.

'European Information Society 2010'

In this context, in 2005, the European Commission launched a policy framework, embracing all aspects of the information, communication and audio-visual sectors. This framework was called 'i2010 - A European information society for growth and employment' and provided the broad policy guidelines for the emerging information society in the years up to 2010. This strategy, also known as 'European Information Society 2010', constituted the successor to the previous **eEurope 2005** initiative and focused on the following three major **priorities** for Europe's information society and media policies:

▶ completion of a single European information space;

▶ strengthening of innovation and investment in ICT research;

▶ an Inclusive European information society.

The i2010 strategy was reviewed on an annual basis and the pertinent annual reports also updated i2010 related actions. The i2010 strategy was succeeded by the 'Digital Agenda for Europe'.

Information Strategy and eGovernment in the European Commission

Main strategic objectives and principles

A Two-Tier Approach towards Modern Administrations

The European Commission follows a **two-tier approach**. At a **political** level, the Europe 2020 economic strategy and the Digital Agenda for Europe flagship initiative aim to deliver sustainable economic and social benefits from a Digital Single Market based on fast and ultra-fast Internet and interoperable applications.

Open Government

The open government approach is based on increasing information and knowledge exchange, enhanced connectivity, openness and transparency in order to help public administrations become more efficient and effective, provide user-friendly services and reduce costs and administrative burden. The availability of open data can facilitate the creation of new services, and stimulate new markets, businesses and jobs by adding value to the original data provided by government.

An open government will support ICT-enabled public sector innovation; improving the efficiency, effectiveness and quality of public services by introducing new processes, products, services and methods of delivery enabled by ICT. It is calculated that the full use of big data in Europe's 23 largest governments can reduce administrative costs by 15% to 20%.

Open Government is part of a Vision for Public Services, aiming at outlining the long-term vision for a modern and open public sector and the way public services may be delivered in an open government setting (enabled by ICT), i.e. how public services may be created and delivered seamlessly to any citizen and business at any moment of time.

Open Source Strategy

The European Commission has reviewed its internal Open Source Software strategy. It addresses the procurement of open source software and the Commission's contribution to open source software projects. The strategy also provides for more software developed within the Commission to be published as open source.

In March 2015, the renewed strategy for internal use of open source software in the Commission was published.

Virtually all European governments and most of European Union's public authorities at local, regional, national and European levels are engaged in modernising and even transforming themselves, through **eGovernment**.

The European Commission itself is promoting and following this track in order to support European integration in the most efficient manner. For the support of the **integration process**, a series of ICT-related actions have already been put in place. Several data exchange programmes between public administrations, established in the eighties, as well as the IDA, IDABC and currently the ISA programme have significantly contributed to the European integration and most of its policies. Additionally, the establishment of the ISA[2] programme is under approval, as the proposal for a new programme was adopted by the European Commission on 26 June 2014.

At an **operational** level, the Commission needs to tackle two challenges: modernising its own 'internal' administration and operating professional trans-European services. Concerning the modernisation of its administration, the Commission in 2005 renewed its commitment to the **e-Commission initiative** which aimed at delivering better quality and more transparent services for staff and external stakeholders. This guarantees security of information, including protection of personal data, based on streamlined processes and interoperable information systems supported by a cost-effective, resilient and high performing ICT infrastructure.

Furthermore, special attention has been paid to the operation of **trans-European services** that support the implementation of EU legislation, from internal market regulations to consumer and health policies. Efficient operation of these services relies on online information services between public administrations across Europe, namely, those supported by the ISA programme.

ISA[2] (Interoperability Solutions for European Public Administrations) programme

On 26 June 2014, the European Commission has adopted a proposal for a Decision of the European Parliament and of the Council establishing a programme on interoperability solutions for European public administrations, businesses and citizens (ISA[2]).

ISA[2] will cover the period 2016-2020 with a financial envelope of €131 million. It will replace the current ISA programme which comes to an end in December 2015 and which resulted in a number of high-value solutions, including e-Prior (an IT system for electronic invoicing and the exchange of public procurement documents), the Internal Market Information System IMI (allowing national authorities to exchange information), MT@EC (a machine translation service in all official languages for the EU institutions and Member States), and a system allowing online collection of statements of support for European citizens' initiatives.[4]

ISA (Interoperability Solutions for European Public Administrations) programme

ISA (Interoperability Solutions for European Public Administrations) provides a framework that allows Member States to work together to create efficient and effective electronic cross-border public services. The programme supports and maintains the European Interoperability Framework (EIF) and contains **actions** on:

- Trusted information exchange;
- interoperability architecture;
- Assessment of the ICT implications of new EU legislation;
- accompanying measures, such as communication activities, evaluation of progress in implementing the programme, and, among measures, the new action on the ISA collaboration platform, which has resulted in the creation of the Joinup portal focusing on eGovernment, semantic interoperability and Open Source Software (OSS).

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[4]Press release - Faster, better public services for business and citizens as Commission proposes push to sweep away e-barriers http://ec.europa.eu/isa/documents/press-releases/faster-better-public-services-for-businesses-and-citizens_en.pdf

e-Commission

According to a Communication from Maroš Šefčovič, the former Vice-president of the European Commission, on 1 August 2012, the **e-Commission 2012-2015** initiative is considered as a logical progression of e-Commission 2006-2010. It describes the principles on which the Commission intends to continue implementing its commitments in the eGovernment Action Plan, the Digital Agenda and the rationalisation exercise.

This initiative will run until 2015 and consists of a vision, a set of principles and an action plan. This vision aims to:

▶ strengthen operational effectiveness and efficiency and guarantee continuity of the Commission's IT services;

▶ reduce costs and create value for the Commission through innovation;

▶ contribute to reducing administrative burden in the Commission and in Member States (streamlining administrative processes);

▶ help to improve the transparency of the Commission; and

▶ eliminate the digital barriers between European public administrations.

The e-Commission 2006-2010 mid-term review, adopted in 2008, acknowledged homogeneous progress, with accomplishments in both external and internal dimensions, complemented by those in the organisational enablers' area; in particular in the ICT governance and methodological fields, as well as in the technical enablers' field (e.g. the provision of collaborative internet tools to support communication on European affairs). Progress towards all of the eight primary objectives of the initiative was observed, namely with respect to: better quality services, more transparent services, security of information, streamlined processes, interoperability, cost-effective infrastructure, resilient infrastructure, and highly performing infrastructure. Two areas required special attention in the period 2009-2010: interoperability and the streamlining of processes, for which specific additional actions were recommended.

Regarding the external dimension, in specific domains supported by information systems and their associated processes, the Commission may be considered to have reached maturity levels 3 or 4 of the model. For instance, the New Computerised Transit System (NCTS) which supports customs transit operations among the Member States is a fine example of maturity at level 4. However, as **integration** among such systems is still largely missing, the major challenge is to progress towards further integration of information systems and associated processes, within the limits defined by the existing legal provisions, so as to ensure the consistency of services provided to partner administrations, businesses and citizens.

In 2009 and 2010, the e-Commission initiative focused on completing identified actions, such as fostering collaborative work with staff, citizens, national administrations and businesses through new Internet technologies (Web 2.0 tools including blogs, wikis, forums and portals). On 1 September 2010, as the e-Commission 2006-2010 initiative was approaching its end, the Directorate General of Informatics (DIGIT) of the European Commission launched an **external survey** to assess the progress achieved and to shape the new e-Commission 2011-2015.

e-Commission 2006-2010

Adopted on 23 November 2005, the strategic framework **'e-Commission 2006-2010'** laid down the European Commission's approach to modernise its own administrative processes via ICT. The strategy was in line with the objectives of the i2010 initiative and was guided by two principles, namely **efficiency** and **transparency** and two dimensions, namely the **external**, for services to citizens, businesses and partner administrations and the **internal**, for services to its own staff.

Implementation along the external dimension was expected to affect areas such as the electronic management of the Taxation and Customs Union, the trading of greenhouse gas emissions, the structural funds and the internal market. Citizens would also benefit from a more interactive and user-friendly Europa site. The corresponding internal dimension would bring benefits such as modernised support systems for human resources, savings in paper, and effective financial, document and decision management. The Commission's staff would also enjoy a better work-life balance thanks to teleworking and videoconferencing facilities.

To assess maturity achieved or encompassed, a four-level **eGovernment maturity model** was employed by the framework:

▸ **Level 1 - Simple website**, where only information is provided online on public policies and administrative procedures.

▸ **Level 2 - Online government**, where, in addition, simple electronic interaction mechanisms are implemented (such as e-mail or web-based forms).

▸ **Level 3 - Integrated government**, where parts (but not all) of the administrative activity are automated. The services offered should not be based on simply revamped existing procedures, but they should be the product of genuine integration between interaction channels, back office information systems and administrative processes.

▸ **Level 4 - Transformed government**, where no paper forms are filled in and the administrative activity is automated end-to-end, crossing organisational boundaries. Services are built up from the viewpoint of internal and external users, rather than based on the structure of the particular organisation.

At the start of the framework (November 2005), the Commission was, on average, considered to have reached level 2 of the scale. The objective of the e-Commission strategy was to proceed to level 3 by 2010, i.e. to implement an **integrated Commission**.

Other relevant EU initiatives

European Multi-Stakeholder platform on ICT standardisation

The European Multi Stakeholder Platform (MSP) on ICT standardisation was set up at the end of 2011. Based on a European Commission Decision 2011/C 349/04 to advise on matters related to the implementation of ICT standardisation policies, it deals with:

▸ potential future ICT standardisation needs in support of European legislation, policies and public procurement;

▸ technical specifications for public procurements, developed by global ICT standards-developing organisations;

▸ cooperation between ICT standards-setting organisations;

▸ the Rolling Plan, which provides a multi-annual overview of the needs for preliminary or complementary ICT standardisation activities in support of the EU policy activities

The MSP is composed of representatives of national authorities from EU Member States & EFTA countries, by the European and international ICT standardisation bodies, and by stakeholder organisations that represent industry, small and medium-sized enterprises and consumers. It is co-chaired by the European Commission Directorates General GROWTH, and CONNECT. It meets four times per year.

e-Procurement strategy

E-procurement refers to the use of electronic communications by public sector organisations when buying supplies and services or tendering public works.

Increasing the use of e-procurement in Europe can generate significant savings for European taxpayers. These savings would maximise the efficiency of public spending in the current context of fiscal constraints. E-procurement can also provide a new source of economic growth and jobs, including by facilitating access to public procurement contracts by SMEs.

On April 2012 the European Commission adopted a Communication setting out a strategy to make the use of e-procurement the rule in the EU by mid-2016.

European Cloud Computing Strategy

In September 2012, the European Commission adopted a strategy for "Unleashing the Potential of Cloud Computing in Europe". The strategy outlines actions to deliver a net gain of 2.5 million new European jobs, and an annual boost of €160 billion to the European Union GDP (around 1%), by 2020. The strategy is designed to speed up and increase the use of cloud computing across all economic sectors. This strategy is the result of an analysis of the overall policy, regulatory and technology landscapes and of a wide consultation with stakeholders, to identify ways to maximise the potential offered by the cloud. This document sets out the most important and urgent additional actions. It represents a political commitment of the Commission and serves as a call on all stakeholders to participate in implementing these actions. Working groups are already engaged on this.

On December 27th 2014, the European Commission has published its first Call for Tender for Cloud Service.

Cloud services offer benefits in terms of infrastructure elasticity and scalability while favouring the pay-per-use model against upfront capital investments. The Cloud will enable the Commission to follow the ceaseless pace of today's technological race among infrastructure providers where costs of storage, bandwidth and computing power are decreasing day by day while enabling at the same time innovative solutions for new challenges such as Big Data.

Depending on their security and data qualification, information systems can be deployed either in a Private Cloud operated for the Commission and EU Institutions only, or in the Public Cloud operated for external customers too. This hybrid approach allows the Commission to get the most effective solution under different circumstances to meet our changing needs.

Legal framework

Main legal texts impacting on the development of eGovernment

Data Protection/Privacy

Regulation (EC) No 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data [Official Journal L8 of 12.01.2001].

This Regulation contains provisions aiming to protect personal data processed by European Union (EU) institutions and bodies. These provisions aim to ensure a high level of protection for personal data managed by Community institutions and bodies.

This Regulation also provides for the establishment of a **"European Data Protection Authority"**, an independent Community authority responsible for monitoring the correct application of the data protection rules by the EU institutions and bodies. This authority will be comparable to the data protection authorities established by Member States in accordance with Directive 95/46/EC on data protection. Citizens will thus be able to lodge complaints directly with that authority if they consider their data protection rights under the Regulation have not been respected.

Each Community institution and body shall appoint at least one person as Data Protection Officer with the task of cooperating with the Data Protection Supervisor and ensuring that the rights and freedoms of the data subjects are unlikely to be adversely affected by the data processing. Citizens enjoy legally enforceable rights under the Regulation, such as the right to access, rectify, block or delete personal data relating to them in files held by the Community institutions and bodies.

Directive 97/66/EC of the European Parliament and of the Council, of 15 December 1997, on the processing of personal data and the protection of privacy in the telecommunications sector

Directive 97/66/EC specifically deals with the **protection of privacy in telecommunications**. It states that Member States must guarantee the confidentiality of communication by means of national regulations. Any unauthorised listening, tapping, storage or other kinds of interception or surveillance of communications is illegal. Where calling-line identification is offered, users must be given the option not to subscribe to this service, or not to have their identification revealed when making a telephone call. Conversely, subscribers to this service must have the option to reject incoming calls from individuals who have blocked their calling-line identification. Additionally, the Directive states that where printed or electronic telecommunication directories exist, individuals are entitled to have their data removed from the list, in principle, at no cost.

It has been repealed by Directive 2002/58/EC. This directive is part of the Electronic communications regulatory framework, which is discussed below.

Directive 95/46/EC of the European Parliament and of the Council, of 24 October 1995, on the protection of individuals with regard to the processing of personal data and on the free movement of such data[5]

To remove obstacles to free movement of data without diminishing the protection of personal data, Directive 95/46/EC (the **data protection Directive**) was developed to harmonise national provisions in this field and to ensure that all citizens have equivalent protection across the Union. The directive, effective from 24 October 1998, applies to 'any operation or set of operations which is performed upon personal data', called 'processing' of data. Such operations include the collection of personal data, its storage, disclosure, etc. The Directive applies to data processed by automated means (e.g. a computer database of customers) and to data that are part of or intended to be part of non-automated 'filing systems'. Access to the latter can vary, for example, the filing system may contain traditional card paper files, with information presented in alphabetical order.

The data protection Directive does not apply to data processed for purely personal reasons or household activities (e.g. an electronic personal diary or a file with details of family and friends). It does not apply either to areas such as public security, defence or criminal law enforcement, which are outside the competence of the EC and remain a national prerogative. National legislation generally provides protection for individuals in these areas.

Interconnection of business registers

Directive 2012/17/EU of the European Parliament and of the Council of 13 June 2012 amending Council Directive 89/666/EEC and Directives 2005/56/EC and 2009/101/EC of the European Parliament and of the Council as regards the interconnection of central, commercial and companies registers

Directive 2012/17/EU on the interconnection of business registers entered into force on 7 July 2012. Member States have had two years to adapt their national laws to introduce the first set of provisions in the Directive, including a new obligation on business registers to make available documentation submitted by limited liability companies normally within 21 days of receipt. Ensuring that information about companies is always up to date is one of the main objectives of this Directive.

Business registers will also have to make available information on the rules in their national law, according to which third parties can rely on certain company documents. The second set of provisions in the Directive requires a Business Registers Interconnection System (BRIS) to be established. The technical details of this system will be adopted through an implementing act which will be prepared by the Commission by 7 July 2015. Member States will then have another two years to transpose the remaining rules and make the necessary preparations for connecting to the new system. When the Directive is fully transposed, BRIS will make it easy to access information on EU companies via the e-Justice or other national portals. In addition, it will facilitate electronic communication between registers in relation to cross-border mergers and branches of companies registered in other Member States.

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[5] Amended by Regulation (EC) No 1882/2003

eCommerce

Directive 2000/31/EC of the European Parliament and of the Council, of 8 June 2000, on certain legal aspects of information society services, in particular electronic commerce, in the Internal Market (Directive on electronic commerce)

Promoting the development of electronic commerce is one of the key factors in the effort to make the European Union the most competitive and dynamic knowledge-based economy in the world. Directive 2000/31/EC sets up the basic legal framework for electronic commerce in the internal market. It **removes obstacles** to cross-border online services in the European Union and provides legal certainty to businesses and citizens alike.

eCommunications

The electronic communications regulatory framework consists of one Framework Directive (Directive 2002/21/EC, of 7 March 2002) on a common regulatory framework for electronic communications networks and services and four specific Directives. This framework has been supplemented by the 'Telecoms Reform', a new package of rules originally due to be transposed into national laws of the 27 Member States by May 2011.

Electronic communications regulatory framework (2002)

The Framework Directive and its four accompanying Directives of the original 2002 regulatory package are described below:

Directive 2002/19/EC of the European Parliament and of the Council, of 7 March 2002, on access to and interconnection of electronic communications networks and associated facilities **(Access Directive)**

This Directive establishes rights and obligations for operators and for undertakings seeking interconnection and/or access to their networks. The principle is to allow competition rules to act as an instrument for market regulation. However, insofar as there is no effective competition on the market, the national regulatory authorities (NRAs) must act by imposing obligations on operators with significant market power. The objective is to establish a framework to **encourage competition** by stimulating the development of communications services and networks, and also to ensure that any bottlenecks in the market do not constrain the emergence of innovative services that could benefit the users. The approach adopted is technologically neutral, i.e. the Directive does not intend to introduce rules to affect technological progress but, instead, to establish a *modus operandi* to address market issues.

The Directive applies to all forms of communication networks carrying publicly available communications services. These include fixed and mobile telecommunications networks, networks used for terrestrial broadcasting, cable TV networks and satellite, as well as Internet networks used for voice, fax, data and image transmission.

Directive 2002/20/EC of the European Parliament and of the Council, of 7 March 2002, on the authorisation of electronic communications networks and services **(Authorisation Directive)**

The provisions of this Directive cover authorisations for all **electronic communications networks** and services, whether they are provided to the public or not. However, they only apply to the granting of rights to use radio frequencies where such use involves the provision of an electronic communications network or service, normally for remuneration. The aim is to establish a harmonised market for electronic communications networks and services by limiting regulation to the minimum that is strictly necessary.

The main innovation is the **replacement of individual licences** by general authorisations, while a special scheme for attributing frequencies and numbers continues to exist. According to this principle, the provision of electronic communications networks or services may only be subject to a general authorisation. In other words, the undertaking concerned may be required to submit a notification but it may not be required to obtain an explicit permission or authorisation via any other administrative act by the national regulatory authority (NRA), before exercising the rights stemming from the authorisation.

Directive 2002/21/EC of the European Parliament and of the Council, of 7 March 2002, on a common regulatory framework for electronic communications networks and services **(Framework Directive)**

The aim of this Directive is to establish a harmonised framework for the regulation of electronic communications networks and services. It contains **horizontal provisions** serving the accompanying Directives, such as scope and general principles, basic definitions, general provisions on national regulatory authorities (NRA), the new concept of significant market power and rules for granting certain essential resources, such as radio frequencies.

In response to the **convergence of technologies** and the need for horizontal regulation of infrastructure, the framework covers all electronic communications networks and services, such as fixed-line voice telephony, mobile and broadband communications, cable and satellite television. On the other hand, the content of services delivered over electronic communications networks, such as broadcasting content or financial services, is excluded and so is telecommunications terminal equipment.

In June 2009 Regulation (EC) No 544/2009 amended directive Directive 2002/21/EC. The objective of this Regulation for amending Regulation (EC) No 717/2007 and Directive 2002/21/EC was to maintain and further develop a common set of rules to ensure that users of public mobile communications networks when travelling within the Community do not pay excessive prices for Community-wide roaming services (be it in respect of voice calls, SMS messages or data transmissions), thereby contributing to the smooth functioning of the internal market, while achieving a high level of consumer protection and safeguarding competition between mobile operators, cannot be sufficiently achieved by the Member States in a secure, harmonised and timely manner.

Directive 2002/22/EC of the European Parliament and of the Council, of 7 March 2002, on universal service and users' rights relating to electronic communications networks and services **(Universal Service Directive)**

The Directive intends to ensure the availability of a minimum set of high quality services that are available to all users at an affordable price, without distortion of competition. It lays down obligations with regard to the **provision** of certain **mandatory services**, such as the retail provision of leased lines. It also establishes end-users' rights and the

corresponding obligations of undertakings that provide publicly available electronic communications networks and services.

Directive 2002/58/EC of the European Parliament and of the Council, of 12 July 2002, on the processing of personal data and the protection of privacy in the electronic communications sector **(Directive on privacy and electronic communications)**

New technologies, and in particular the Internet and electronic messaging services, call for specific requirements to ensure that users have a **right to privacy**. The Directive tackles a number of issues of varying degrees of sensitivity, such as the retention of connection data by the Member States for police surveillance purposes (data retention), the sending of unsolicited electronic messages, the use of cookies, and the inclusion of personal data in public directories.

In March 2006, it was amended by Directive 2006/24/EC on the retention of data generated or processed in connection with the provision of publicly available electronic communications services or of public communications networks services. The aim of the latest Directive is to harmonise the provisions of the Member States concerning obligations incumbent on the providers of electronic communications services with respect to data retention. It was further amended in November 2009 by Directive 2009/136/EC. This directive aimed amongst some changes in the text at elaborating further on the security of processing and unsolicited communication.

In June 2013 Commission Regulation (EU) No 611/2013 on the measures applicable to the notification of personal data breaches under Directive 2002/58/EC of the European Parliament and of the Council on privacy and electronic communications was adopted. This Regulation is limited to the notification of personal data breaches and therefore does not set out technical implementing measures concerning Article 4(2) of Directive 2002/58/EC on informing the subscribers in case of a particular risk of a breach of the security of the network.

The Telecoms Reform (2009)

The rapid change affecting the sector, notably with regard to the growth of Voice-Over-IP (VOIP) telephony services, as well as to the uptake of television services through broadband lines, resulted in an agreement on the reform of Telecoms in the EU, reached by the European Parliament and the Council of Ministers on 4 November 2009. Two additional Directives and one new Regulation were adopted:

Directive 2009/140/EC of the European Parliament and of the Council, of 25 November 2009 **(Better Regulation Directive)**

This amended Directives 2002/21/EC (framework), 2002/19/EC (access) and 2002/20/EC (authorisation) of the 2002 regulatory framework.

Directive 2009/136/EC of the European Parliament and of the Council, of 25 November 2009 **(Citizens' Rights Directive)**

This amended Directives 2002/22/EC (universal service) and 2002/58/EC (privacy and electronic communications) of the 2002 framework, as well as Regulation (EC) No 2006/2004 on cooperation between national authorities responsible for the enforcement of consumer protection laws.

[Regulation (EC) No 1211/2009](#) of the European Parliament and of the Council, of 25 November 2009

The regulation established the new Body of European Regulators for Electronic Communications ([BEREC](#)) and the Office. The new body will help ensure **fair competition** and more **consistency of regulation** on the telecoms markets. The aim that BEREC replaces the present loose cooperation among national regulators in the form of the 'European Regulators Group' with a better structured and more efficient approach. BEREC decisions will be made, as a rule, by majority of heads of the 27 national telecoms regulators.

The most [prominent reforms](#) in the new package of rules for Europe's telecoms networks and services include:

- a right of European consumers to change, in one working day, fixed or mobile operator while keeping their old phone number;
- better consumer information;
- protecting citizens' rights relating to Internet access by a new Internet freedom provision;
- new guarantees for an open and more 'neutral' net;
- consumer protection against personal data breaches and spam;
- better access to emergency services, such as the 112 pan-European number;
- greater independence for national telecoms regulators;
- a new Commission say on competition remedies proposed by national regulators for telecoms markets;
- functional separation as a means to overcome competition issues;
- accelerating broadband access for all Europeans;
- encouraging competition and investment in next generation access networks.

eSignatures

[Regulation (EU) No 910/2014](#) of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC

[The Regulation (EU) No 910/2014](#) on electronic identification and trust services for electronic transactions in the internal market (eIDAS Regulation) adopted by the co-legislators on 23 July 2014 is a milestone to provide a predictable regulatory environment to enable secure and seamless electronic interactions between businesses, citizens and public authorities. The eIDAS Regulation, which is based on the Commission Communication (COM(2012)238 final of 4 June 2012), will increase the effectiveness of public and private online services, eBusiness and electronic commerce in the EU.

eID and eTS - namely electronic signatures, electronic seals, time stamp, electronic delivery service and website authentication - are inseparable by essence when analysing the requirements needed to ensure legal certainty, trust and security in electronic transactions.

In this regard, the eIDAS Regulation

  ▸ ensures that people and businesses can use their own national electronic
    identification schemes (eIDs) to access public services in other EU countries where
    eIDs are available.
  ▸ creates an European internal market for eTS by ensuring that they will work across
    borders and have the same legal status as traditional paper based processes. Only
    by providing certainty on the legal validity of all these services, businesses and
    citizens will use the digital interactions as their natural way of interaction.

This regulation will repeal Directive 1999/93/EC with effect from 1 July 2016. It enhances
and expands the *acquis* of Directive 1999/93/EC.

Regulation (EU) No 211/2011 of the European Parliament and of the Council of 16 February
2011 on the citizens' initiative

This Regulation establishes the procedures and conditions required for a citizens' initiative
as provided for in Article 11 TEU and Article 24 TFEU. It stipulates the requirements for
organisers and for signatories, the registration process of a proposed citizens' initiative,
Procedures and conditions for the collection of statements of support, and other important
requirements for creating a citizen's initiative.

It is supplemented by Commission implementing regulation (EU) No 1179/2011 of 17
November 2011 laying down technical specifications for online collection systems pursuant
to Regulation (EU) No 211/2011 of the European Parliament and of the Council on the
citizens' initiative.

Directive 1999/93/EC of the European Parliament and of the Council, of 13 December 1999,
on a Community framework for electronic signatures

This Directive establishes the legal framework at European level for electronic signatures
and certification services. The aim is to make electronic signatures easier to use and to help
them become legally recognised within the Member States. The Directive defines two new
ideas: the **advanced electronic signature** and the **qualified certificate**. The main
provision is that an advanced electronic signature based on a qualified certificate satisfies
the same legal requirements as a handwritten signature. It is also admissible as evidence in
legal proceedings. Furthermore, this Directive lays down the criteria that form the basis for
legal recognition of electronic signatures by focusing on certification services, namely:
common obligations for certification service providers; common rules on liability to help
build confidence among users; and cooperative mechanisms to facilitate trans-border
recognition of signatures and certificates with third countries.

eProcurement

Directive 2004/17/EC of the European Parliament and of the Council, of 31 March 2004, on
the coordination of the procurement procedures of entities operating in the water, energy,
transport and postal services sectors
Directive 2004/18/EC of the European Parliament and of the Council, of 31 March 2004, on
the coordination of procedures for the award of public works contracts, public supply
contracts and public service contracts

The Directives, which took effect on 30 April 2004, aiming to simplify, clarify and revise
previous legislation in this area by introducing two new legal instruments. They also provide
a **coherent framework** for **conducting procurement electronically** in an open,
transparent and non-discriminatory way, establish rules for tendering electronically and fix
the conditions for modern purchasing techniques based on electronic means of
communication.

Re-use of Public Sector Information (PSI)

Directive 2003/98/EC of the European Parliament and of the Council, of 17 November 2003, on the re-use of public sector information

The term Public Sector Information (PSI) refers to documents, databases and other information produced, collected and stored by public sector bodies. Thanks to the aid of ICTs, PSI can now be processed in an efficient, effective and user friendly manner, creating a variety of new opportunities for its exploitation. The Directive sets out a **framework** for the conditions of its reuse and aims to ensure equal treatment for commercial editors within the internal market. Public sector organisations authorising this type of reuse continue to hold copyright and related rights. They are, however, invited to exercise their copyrights in a way that facilitates re-use.

This Directive was amended by Directive 2013/37/EU of the European Parliament and of the Council of 26 June 2013 on the re-use of public sector information. This Directive lays down a clear obligation for Member States to make all documents re-usable unless access is restricted or excluded under national rules on access to documents and subject to the other exceptions laid down in this Directive. The amendments made by this Directive do not seek to define or to change access regimes in Member States, which remain their responsibility. In addition, the scope of Directive 2003/98/EC is to be extended to libraries, including university libraries, museums and archives.

General information source: Europa, Summaries of EU legislation

Services Directive

Directive 2006/123/EC of the European Parliament and of the Council of 12 December 2006 on services in the internal market

The objective of the Services Directive is to release the untapped growth potential of services markets in Europe by removing legal and administrative barriers to trade in the services sector.

The simplification measures foreseen by the Directive should significantly facilitate life and increase transparency for SMEs and consumers when they want to provide or use services in the single market.

The Directive requires the Member States to simplify procedures and formalities that service providers need to comply with. In particular, it requires Member States to remove unjustified and disproportionate burdens and to substantially facilitate the establishment of a business and the cross-border provision of services.

Pursuant to the Directive, Member States are obliged to set up "points of single contact", through which service providers can obtain all relevant information and deal with all administrative formalities without the need to contact several authorities. The "points of single contact" have to be accessible at a distance and by electronic means.

The Services Directive also strengthens the rights of recipients of services, which can be both consumers and businesses. It also lays down a set of measures to promote a high quality of services and to enhance information and transparency relating to service providers and their services.

Finally, the Services Directive obliges the Member States to cooperate with each other in order to ensure efficient supervision of providers and their services.

Actors

Main roles and responsibilities

Policy/Strategy

Vice-President of the European Commission responsible for the Digital Single Market

As [Vice-President for the Digital Single Market](#), M. Andrus Ansip will steer and coordinate the work of several Commissioners, in particular the Commissioners for Digital Economy and Society; Internal Market, Industry, Entrepreneurship and SMEs; Employment, Social Affairs, Skills and Labour Mobility; Justice, Consumers and Gender Equality; Economic and Financial Affairs, Taxation and Customs; Regional Policy; and Agriculture and Rural Development.
His tasks include:

▸ Leading the Project Team "[Digital Single Market](#)".

▸ Creating a connected Digital Single Market and making Europe a world leader in information and communication technology.

▸ Breaking down national silos in telecoms regulation, in copyright and data protection legislation and in the management of radio waves.

▸ Helping build the framework conditions for protecting citizens online, including fighting against cybercrime.

▸ Simplifying consumer rules for online shopping.

▸ Mobilising additional public and private investment for infrastructure such as broadband networks.

▸ Promoting digital and eGovernment approaches in national and EU administrations.

▸ Supporting the development of cultural and creative industries in Europe.

Commissioner responsible for Digital Economy and Society

As [Commissioner for Digital Economy and Society](#) M. Günther Oettinger is responsible for DG for Communications Networks, Content and Technology (CNECT), DG Informatics (DIGIT), the relevant parts of the Innovation & Networks Executive Agency (INEA), the relevant parts of the Executive Agency for Small and Medium-Sized Enterprises (EASME), the relevant parts of the Research Executive Agency (REA) and the relevant parts of the Education, Audio-visual and Culture Executive Agency (EACEA)

His tasks include:

▸ Preparing ambitious legislative steps towards a connected Digital Single Market by breaking down national silos in telecoms regulation, in copyright and data protection legislation, in the management of radio waves and in the application of competition law.

▸ Adding more ambition to the ongoing reform of the EU's telecoms rules and developing a common approach to managing radio-spectrum use across the EU.

▸ Modernising copyright rules.

▸ Developing measures to make online communications and data more secure.

▸ Supporting the deployment of a high-quality, digital infrastructure.

Coordination/Implementation

Directorate General for Communications Networks, Content & Technology (DG CONNECT)

The Directorate General contributes to EU goals in the Digital Age: human advancement, fairness, jobs and growth. It seeks to foster innovation, creativity, culture, excellent research and competitive markets as well as a trustable, accessible and positive digital experience for every European citizen and manages the Digital Agenda of the EU.

 Among DG CONNECT's responsibilities are:

▸ Fund high-quality ICT research and innovation that delivers imaginative and practical solutions to both technological and societal challenges through the EU research and innovation strategy. We also work with researchers globally;

▸ Promote greater use of, and public access to a "connected Digital Single Market", for goods and services;

▸ Ensure that people have the right skills and confidence to use the new technologies as part of work and everyday life and that Europe has the same rights, freedoms and protection online as offline;

▸ Work to give everyone in Europe a fast connection to an open Internet;

▸ Support European innovators, entrepreneurs and start-ups;

▸ Help Europe's culture, creative and audio-visual sectors to thrive. The DG supports the freedom of expression, freedom of information, freedom and pluralism of the media;

▸ Champion digital government and public services across Member States and within the Commission.

Directorate-General for Informatics (DIGIT)

The mission of the Directorate-General for Informatics (DIGIT) is to deliver digital services to enable EU policies and to support the Commission's internal administration.

With this goal in mind, DIGIT as trusted partner has the responsibility to:

▸ Provide the EC, and whenever appropriate other European Institutions and bodies, with high quality and innovative:

- **Workplace solutions**: creating new ways of working and collaboration for staff;

- **Business solutions**: delivering information systems supporting rationalised business processes within the framework of the corporate IT Governance strategy;

- **Infrastructure solutions**: providing reliable, cost-effective and secure infrastructure and services;

- **Effective solutions**: aligning IT investments with business priorities, facilitating relationships with our strategic partners, balancing risk with business value for the Institution

▸ Support the modernisation of public administrations by promoting and facilitating interoperability so that European public administrations can work seamlessly together across boundaries - Interoperability solutions

The Directorate-General for Informatics is also responsible for the coordination of the e-Commission strategy and its implementation via the delivery of IT systems and services. Moreover, through the ISA programme, DIGIT facilitates the deployment of pan-European eGovernment services to administrations, citizens and enterprises – businesses.

DIGIT Unit B6 - Interoperability solutions for European public administrations (ISA)

The Unit coordinates the application of the [Interoperability Solutions for European Public Administrations](#) (ISA) programme, which facilitates efficient and effective cross-border electronic collaboration among European public administrations.

In the period 2005-2009, this objective was implemented under the [IDABC](#) **programme** on Interoperable Delivery of European eGovernment Services to public Administrations, Business and Citizens. To achieve its objectives, IDABC issued recommendations, developed solutions and provided services that enabled national and European administrations to communicate electronically and offer modern public services to businesses and citizens in Europe. The programme also provided financing to projects that addressed European policy requirements and improved cooperation among administrations across Europe.

On 27 July 2009, [ISA](#), the follow up programme for the period 2010–2015, was finally adopted by the Council[6]. ISA is based on the experience gained from IDABC and its [evaluations](#). It is aimed at facilitating efficient and effective electronic cross-border and cross-sector interaction among European public administrations, and at enabling the delivery of electronic public service through common solutions. Thereby, it focuses on ensuring availability of common frameworks (such as policies, specifications and methodologies), common services (including both applications and infrastructures), as well as generic tools (such as demonstrators and shared and collaborative platforms). Moreover, various sectors will also be supported in assessing the ICT implications of Community legislation and in planning the implementation of relevant solutions.

The first ISA work programme was adopted by the Commission on 30 June 2010 and is to be revised once a year to reflect changes in policies or priorities. The Commission implements the ISA work programme via public procurement procedures.

Individual DGs

Within the European Commission, individual Directorates-General are responsible for the implementation of IT solutions within the mandate of their respective competencies, such as Directorates-General for Internal Market, Industry, Entrepreneurship and SMEs (DG [GROWTH](#)), for Employment, Social Affairs and Inclusion (DG [EMPL](#)) and for Regional and Urban Policy (DG [REGIO](#)).

Audit/Assurance

Internal Audit Service (IAS) of the European Commission

Operating under the responsibility of M. Frans Timmermans, First Vice-President, in charge of Better Regulation, Inter-Institutional Relations, the Rule of Law and the Charter of Fundamental Rights, the [Internal Audit Service](#) (IAS) is a core part of the internal audit system for the European Commission and EU agencies. The mission of the IAS is to provide independent, objective assurance and consulting services designed to add value and improve[7] the operations of the European Commission.

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[6] http://register.consilium.europa.eu/doc/srv?l=EN&f=ST%203667%202009%20INIT

eGovernment Who's Who

Main eGovernment decision-makers and executives

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Infrastructure

Main eGovernment infrastructure components of Pan European scope

Name:	European Interoperability Framework (EIF) for European public services
Objective:	**Interoperability**
Further information:	http://ec.europa.eu/isa/documents/isa_annex_ii_eif_en.pdf
Description:	The purpose of the European Interoperability Framework (EIF) is:

- ▶ to promote and support the delivery of European public services by fostering cross-border and cross-sector interoperability;
- ▶ to guide public administrations in their work to provide European public services to businesses and citizens;
- ▶ to complement and tie together the various National Interoperability Frameworks (NIFs) at European level.

This non-technical document addresses all those involved in defining, designing and implementing European public services. The document aims to contribute to the better functioning of the internal market by increasing interoperability among European public administrations.

The EIF (and the EIS) are maintained under the ISA programme.

Name:	European Interoperability Strategy (EIS) for European public services
Objective:	**Interoperability**
Further information:	http://ec.europa.eu/isa/documents/isa_annex_i_eis_en.pdf
Description:	Based on a joint vision, the EIS sets out a common, coherent approach to interoperability. The agreed vision is that, by 2015, interoperability will have significantly fostered European public service delivery. To achieve this, activities at EU and Member State level should be coordinated and interoperability governance at EU level should be established.

The strategy clusters future interoperability activities under three headings:

▶ Trusted information exchange

▶ Interoperability architecture

▶ Assessment of the ICT implications of new EU legislation.

These activities are to be supported by accompanying measures on awareness-raising and sharing of best practice.

The EIS (and the EIF) are maintained under the ISA programme.

Name:	CIRCABC: Communication and Information Resource Centre Administrator
Objective:	**Basic Infrastructure**
Further information:	https://joinup.ec.europa.eu/software/circabc/description
Description:	CIRCABC (Communication and Information Resource Centre for Administrations, Businesses and Citizens) is an open-source, web-based application which enables geographically spread collaborative groups to share information and resources in private workspaces.

It is a freely downloadable, multilingual Open Source Software (OSS) for administrations, businesses and citizens, which offers distribution and management of documents in any format with a high level of security. It includes advanced features such as version control, management of translations, a multilingual search facility, forums, and is widely accessible to users with disabilities (WAI compliance). It makes public administration documents more accessible and harmonised for businesses and private associations.

The service is continually being developed and improved. It has succeeded CIRCA, which has been widely used by the EU public administrations since 1996.

Name:	STESTA: Trans European Services for Telematics between Administrations
Objective:	**Basic Infrastructure**
Further information:	http://ec.europa.eu/idabc/en/document/2097/5644.html
Description:	STESTA is the European Community's own private, IP-based network. It offers a telecommunications interconnection platform that responds to the growing need for secure information exchange between European Public Administrations, allowing officials from different Ministries to **communicate** at a **trans-European level,** in a safe and prompt manner. The STESTA network service is the continuation of the TESTA network which began in 1996 and entered its second phase in early 2000. It now connects almost all EU Institutions, EU agencies and Member States, while Initiatives to connect further administrations are currently ongoing, including those of Candidate Countries.

Name:	EUSurvey
Objective:	**Online Questionnaire Management System**
Website:	https://joinup.ec.europa.eu/software/eusurvey/home
Description:	EUSurvey, the new version of IPM, is a multilingual online survey management system built for the creation and publication of surveys and public consultations. It covers all steps of a survey life cycle, from the design to the launch of the survey to the analysis and publication of results. It offers different types of questions, from simple text and multiple-choice questions to spreadsheet questions or multi-media survey elements. Results can be displayed as histograms, percentages or in full detail and can be exported to different formats and published automatically on a dedicated webpage within the application. It is widely accessible and provides support for either identification or anonymity, depending on survey requirements. While EUSurvey covers the functionalities of the IPM system, it also offers additional features and enhancements to improve the usability and attractivity of the application. Administrations, businesses and private associations are given the opportunity to use the EUSurvey Open Source release for their own needs.

Name:	e-TrustEx	[36]

Objective:	**Documents exchange platform**
Website:	https://joinup.ec.europa.eu/software/openetrustex/home
Description:	Open e-TrustEx is an open-source platform offered to Public Administrations at European, national and regional level to set up secure exchange of digital structured and unstructured documents from system to system via standardised interfaces.
	It allows Public Administrations to replace paper documents or files stored on DVDs and CDs by system-to-system exchange of information, using a technologically advanced platform.

Name:	GÉANT

Objective:	**Flagship European e-Infrastructure**
Website:	http://www.geant.net/About/Pages/home.aspx
Description:	GÉANT is the pan-European research and education network that interconnects Europe's National Research and Education Networks (NRENs). They connect over 50 million users at 10,000 institutions across Europe, supporting research in areas such as energy, the environment, space and medicine. GÉANT is a flagship project of the EU, key to keeping Europe at the forefront of the global research race.

Internal Administration Services

Internal Administration services

Name:	**ABAC (Accrual Based Accounting) Information System**
Objective	**Accounting Information Management**
Further information:	http://ec.europa.eu/budget/library/biblio/publications/modern_accounts/modernising_EU_accounts_en.pdf
Description:	In December 2002, the Commission presented an ambitious action plan to switch its general accounts to accrual base as of 2005. Up to this point the known as 'cash accounting' approach was used: transactions were recorded only when cash was received or paid out, making it impossible to distinguish between the purchase of an asset and the payment of an expense. As planned, in January 2005, the new accounting system became operational and a new set of accounting rules came into force. This transition was supported by the development of a system of Accrual Based Accounting, or ABAC, which represents a significant evolution of the Commission's financial systems.

Name:	**SYSPER 2**
Objective	**Human Resource Management**
Further information:	https://joinup.ec.europa.eu/community/epractice/case/sysper2-european-commissions-human-resource-management-system
Description:	SYSPER2 is the Human Resource Management information system of the European Commission. It became operational in July 2001 and serves all of the more than 30 000 Commission staff. The system supports traditional personnel administration areas, such as recruitment, career management and time management, as well as further topics including job descriptions, performance assessments and the management of promotions.
	The design was guided by the '**uniqueness of information**' principle: information has to be entered only once, at the source (e.g. by individual staff members or the middle management), and can be subsequently used by other system stakeholders through integration of their respective back-office systems, as well as by sharing common data via a central repository.

Name:	Decide
Objective	**IT system for the management of the European Commission's decision-making process / procedures, documents and workflow**
Further information:	http://ec.europa.eu/dpo-register/details.htm?id=25077
Description:	In the context of the on-going rationalisation process, the Secretariat-General (SG) of the European Commission has launched a thorough reform of the decision-making procedures. The objective is to streamline and harmonize procedures and to consolidate existing applications into one integrated system ("Decide"), supporting the whole process from planning to dissemination, across all types of documents.
	The Decide system relies on the existing core applications. Applications currently supporting specific procedures will be absorbed, while others will be integrated.
	The implementation of the Decide project is split in different iterations:
	• The first iteration focussed on rationalising the core internal Commission decision-making procedures and implementing the IT foundations supporting these changes. It included the definition of the Single Entry Point and the establishment of a solid foundation for the Decide system, based on robust and flexible core applications , to adapt to various evolving types of documents and procedures. The first iteration went into production on February 2015.
	• The second iteration covers the integration of Enterprise Search (the European Commission's corporate search solution) in Decide and changes for the new Commission.
	• The third iteration includes the rationalisation and rebuilding of the decision step, the renewal and integration of the planning step in Decide and the improvement of the handling of implementing and delegated acts.
	The Decide system enables electronic management of all documents adopted by the Commission. After adoption, Decide forwards electronic copies of such documents (e.g. directives, regulations, decisions …) to all relevant EU Institutions, as well as to the permanent delegations of the Member States and to the national parliaments and local governments in the EU. Due to wide availability, Decide uses e-mail to send these sets of documents to national parliaments. Some recipients have integrated the accompanying XML descriptor files with workflow tools on their side.

Name:	ECAS - European Commission Authentication System
Objective	Authentication System
Further information:	https://webgate.ec.europa.eu/cas/help.html
Description:	The Commission's Authentication Service is the system for logging on to a whole range of web sites and online services run by the Commission. It differentiates between the European institution or body depending on whether the user works for a commission service or not. In this case the option „External"should be chosen.

Name:	ESSI - Electronic Signature Service Infrastructure
Objective	eSignature creation and validation
Further information:	https://myintracomm-collab.ec.europa.eu/projects/ESSI/SitePages/Documentation.aspx
Description:	The Commission's Electronic Signature Service Infrastructure is the system to facilitate the integration of electronic signature in the Information Systems of the European Commission. ESSI, which makes use of the national Trust Status Lists of qualified certification service providers, thus allowing the validation and acceptance of advanced electronic signatures from the MS, especially simple when qualified certificates are used. The ESSI service is currently used, for example, by the Official Journal of the European Union to sign the electronic edition, to seal PDF documents in the IMI system and to sign tender templates and tender receipts in ePrior; and also to validate the signatures on tenders submitted by external companies when signed electronically.

eGovernment Services for Administrations

Important services to the European Public Sector

Name:	MT@EC - Machine Translation Service
Objective	Machine Translation Service
Further information:	http://ec.europa.eu/isa/actions/02-interoperability-architecture/2-8action_en.htm http://ec.europa.eu/isa/documents/publications/brochure-mt@ec-a5-v3_en.pdf
Description:	Documents used by the European Commission, other European Institutions and public administrations in the multilingual environment of the European Union need to be available in different national languages. The sheer volume of content makes this an impossible task to achieve using human translators alone. With MT@EC, the Commission has launched a new system based on Statistical Machine Translation (SMT) that provides an improved machine translation service in terms both of quality of output and number of supported languages. A total of 552 language pairs covering all of the EU official languages are currently provided. The service run by the Commission guarantees continuity and quality of service, as well as respect of confidentiality and other legal aspects related to trust in information exchange. MT@EC offers: ➢ web-user interface: accessible for humans via a standard web browser ➢ machine-to-machine interface: accessible for machines via a web service protocol.

Name:	Animal Disease Notification System (ADNS)
Policy area:	Health & Food Safety
Further information:	http://ec.europa.eu/food/animal/diseases/adns/index_en.htm
Description:	The operational objective of the Animal Disease Notification System (ADNS) is to ensure rapid exchange of information between the competent national authorities responsible for animal health and the Commission on outbreaks of important infectious animal diseases. Related information is inserted into the system by the designated competent authorities of the participating Member States.

Name:	**Community Database on Accidents on the Roads in Europe (CARE)**
Policy area:	**Road Safety Policy**
Further information:	http://ec.europa.eu/idabc/en/document/2281/5926.html
Description:	The CARE system was created on 30 November 1993 (93/704/EC) via a Council decision. Its purpose is to provide a tool to identify and quantify **road safety problems** throughout the European roads, evaluate the efficiency of road safety measures, determine the relevance of Community actions and facilitate the exchange of experience in this field.
	In contrast to most other existing international databases, the CARE system features a high level of disaggregation: it contains detailed data on individual accidents, as collected by the Member States. This approach allows for considerable flexibility in analysing accident-related data.

Name:	**European Environment Information and Observation Network (Eionet)**
Policy area:	**Environment**
Website:	http://www.eionet.europa.eu/
Description:	Eionet is a partnership network between the European Environment Agency (EEA), five European Topic Centres (ETCs) and a network of approx. 900 experts from 39 countries in over 300 national environment agencies and other relevant bodies. These constitute the National Focal Points (NFPs) and the National Reference Centres (NRCs).
	Organisations and individuals in the network are supported by an extensive information technology infrastructure, known as **e-Eionet**, aimed to ensure harmonised electronic collection, handling and provision of data reported on the European environment.

Name:	Common Agricultural Policy Electronic Dictionary (CAP-ED)
Policy area:	**Agriculture and rural development**
Further information:	http://ec.europa.eu/idabc/en/document/2073/5926.html
Description:	Within the framework of the Common Agricultural Policy (CAP), large amounts of related data have to be transferred between DG Agriculture and the Member State administrations. These are based on several diverse codes (ISO countries, budget codes, product codes, currencies, etc.) and are transmitted by using a variety of different formats (electronic files, faxes and e-mails).

The primary objective of the CAP-ED extranet is to **simplify** and **facilitate electronic data exchanges between CAP actors**. It provides the common repository/dictionary containing up-to-date code lists and data structures alongside multilingual explanations of all terms. |

Name:	Common Agricultural Policy-Improved Data & Indicators (CAP-IDIM)
Policy area:	**Agriculture and rural development**
Further information:	http://ec.europa.eu/idabc/en/document/5358/5963.html
Description:	The CAP-IDIM system is a web-based common repository and management tool to facilitate transfer, storage and processing of the **rural development monitoring data** submitted by the national and regional authorities across the Member States. This tool assists the European Commission and the Member States in monitoring rural development programmes.

Name:	Agricultural Market Information System (AMIS) quota
Policy area:	**Agriculture and rural development**
Further information:	http://ec.europa.eu/idabc/en/document/5357/5963.html
Description:	The AMIS quota system consists of a set of web modules connected to a central database. The system supports the **exchange of information** between the Member States and the Directorate General for Agriculture and Rural Development (DG AGRI) in aid of managing agricultural quotas. The system also allows dissemination of public information on quotas via the Europa website.

Name:	Trade Control and Expert System (TRACES)
Policy area:	Health & Food Safety
Website:	http://ec.europa.eu/food/animal/diseases/traces/index_en.htm
Description:	TRACES is an **integrated web-based veterinary system** for facilitating **traceability** of live animals. Through TRACES, information between all related national and Community authorities is coordinated to provide rapid reaction in case of animal diseases outbreaks. The TRACES system was established by the Commission Decision 2004/292/EC of 30 March 2004 and is maintained by the Directorate General for Health and Food Safety.

Name:	VAT Information Exchange System (VIES) - Administrations
Policy area:	Taxation
Further information:	http://ec.europa.eu/taxation_customs/taxation/vat/traders/vat_number/index_en.htm
Description:	With the completion of the Single Market on 1 January 1993, fiscal customs based controls at internal frontiers were abolished and a new VAT control system was put in place for intra-Community trade. The most significant benefit was the reduction of the administrative burden on companies, with the elimination of some 60 million customs documents per year. The computerised VIES manages the flow of data held across national VAT administrations, while enabling them to **monitor** and **control the flow of intra-Community trade** and to detect all kinds of irregularities.

Name:	SFC2014 - System for Fund Management in the European Community 2014-2020
Policy area:	Multiple policy areas
Website:	http://ec.europa.eu/sfc/en/2014/about-sfc2014
Description:	SFC2014's main function is the electronic exchange of information concerning shared Fund management between Member States and the European Commission. It has for objective to be the common Information System to manage jointly with Member States for the period 2014-2020 Structural Funds of DG REGIO, DG EMPL, DG AGRI, DG MARE and DG HOME. It is the follow-up of SFC2007.

Name:	SIMAP - Information system for European public procurement
Website:	http://simap.europa.eu/
Description:	The SIMAP portal contains EU-wide information on public procurement opportunities, including a collection of standard forms, access to national procurement databases, sections covering relevant legislation and useful links, as well as information on relevant codes and nomenclatures.
	These include the Common Procurement Vocabulary (CPV), a single classification system for public procurement aimed at standardising all references used by contracting authorities and entities to describe the subject of procurement contracts.
	Moreover, the eNotices section of the portal includes an online tool for preparing public procurement notices and publishing them in the Supplement to the Official Journal of the European Union. The portal is managed by the Publications Office of the European Union.

Name:	Internal Market Information System (IMI)
Policy area:	**EU Single Market**
Website:	http://ec.europa.eu/internal_market/imi-net/
Description:	The IMI system is an electronic tool for multilingual, fast and secure **exchange of information** to enable day-to-day cooperation in the implementation of the internal market among the Member States. Relevant legislation includes the revised Professional Qualifications Directive (2005/36/EC) and the Services Directive (2006/123/EC).
	IMI comprises a number of horizontal applications to support a range of internal market legislation and vertical applications to support specific pieces of legislation. The other main component of IMI is a database of pre-translated question sets, related to mutual assistance provisions of the relevant legislation.

Name:	Excise Movement and Control System (EMCS)
Policy area:	**Taxation and customs**
Further information:	http://ec.europa.eu/taxation_customs/taxation/excise_duties/circulation_control/index_en.htm
Description:	The Excise Movement and Control System (EMCS) is a **computerised system for monitoring the movement of excise goods** under duty suspension in the EU.

It records, in real-time, the movement of alcohol and tobacco and energy products for which excise duties have still to be paid.

More than 80 000 economic operators currently use the system, and it is a crucial tool for information exchange and cooperation between Member States.

The purpose of the EMCS is to:

•Combat fiscal fraud, with real-time information and checks on goods being moved under duty-suspension

•Ensure the secure movement of excise goods for which duty has still to be paid, with pre-dispatch checks on traders

•Simplify procedures for traders, with a standardised, electronic system for the whole EU

•Speed up the release of guarantees when goods arrive at their destination

•Create a **paperless administration**.

Name:	Common Emergency Communication and Information System (CECIS)
Policy area:	**Civil protection**
Further information	http://ec.europa.eu/echo/what/civil-protection/mechanism_en https://webgate.ec.testa.eu/cecis/firstScreen.jsp
Description:	The CECIS aims to **protect citizens** from **natural** and **technical disasters** and other hazards by interconnecting relevant authorities at European level. The end-users of the CECIS system are the Emergency Response Centre Coordination (ERCC) and the National Contact Points (NCPs). The ERCC, operated within ECHO 24/7, has been set up to support a coordinated and quicker response to disasters both inside and outside Europe using resources from 32 countries participating in the EU Civil Protection Mechanism while also continually monitoring for disasters. In a major role the ERCC acts as a **communication hub** between the affected countries, resource countries and the experts in the field through the Common Emergency Communication and Information System (CECIS) to facilitate day to day and crises communications. As of December 2014, the Common Emergency Communication and Information System (CECIS) operates on two independent applications: the existing CECIS for civil protection operations continues on a secure TESTA network (the European Union's secure Trans European Services for Telematics between Administrations network) and the newly launched internet-based system will be dedicated to marine pollution incidents. The new system will allow for quick communication between MS' coast guards and marine pollution authorities in the event of major disasters at sea and contain a database of available response capacities. CECIS Marine Pollution will be open to all Member States as well as the coastal states in the EU Neighbourhood that are part of the regional sea conventions. Although built on the same concept, the new application is modernized and adapted to the specific maritime needs. Later this year it will be linked also to SafeSeaNet, a system managed by the European Maritime Safety Agency for reporting maritime incidents in the EU.

Name:	ECRIS - European Criminal Records Information System
Policy area:	**Justice**
Further information:	http://ec.europa.eu/justice/criminal/european-e-justice/ecris/index_en.htm
Description:	ECRIS was created to improve the exchange of information on criminal records throughout the EU. It establishes an electronic interconnection of criminal records databases to ensure that information on convictions is exchanged between EU countries in a uniform, speedy and easily computer-transferable way.
	The system gives judges and prosecutors easy access to comprehensive information on the offending history of any EU citizen, no matter in which EU countries that person has been convicted in the past. Through removing the possibility for offenders to escape their criminal past simply by moving from one EU country to another, the system could also serve to prevent crime.

Name:	CISE - Common information sharing environment
Policy area:	**Maritime affairs**
Further information:	http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=COM:2014:0451:FIN
	http://ec.europa.eu/maritimeaffairs/policy/integrated_maritime_surveillance/index_en.htm
Description:	Maritime CISE is a voluntary collaborative process in the European Union seeking to further enhance and promote relevant information sharing between authorities involved in maritime surveillance. It is not replacing or duplicating but building on existing information exchange and sharing systems and platforms. Its ultimate aim is to increase the efficiency, quality, responsiveness and coordination of surveillance operations in the European maritime domain and to promote innovation, for the prosperity and security of the EU and its citizens.

Name:	eDAMIS - Electronic Data files Administration and Management Information System	
Further information:	https://webgate.ec.europa.eu/edamis/helpcenter/website/overview/gene_present.htm	
Description:	The electronic Data files Administration and Management Information System (eDAMIS) is the integrated environment for data transmission and for the Single Entry Point for data arriving at Eurostat. It incorporates the family of existing tools. EDAMIS is visible through the following tools:	

> ‣ EWA: The EDAMIS Web Application is installed in the National Statistical Institutes and used for sending statistical data files to Eurostat. Interactive, semi-automated and full-automated transmissions are supported.

> ‣ EWP: The EDAMIS Web Portal is installed at the European Commission and used for managing the dataset inventory, managing the user rights related to the transmissions, sending statistical data files to Eurostat (as an alternative to EWA) and monitoring the traffic through its Management Information System.

> ‣ EWF: EDAMIS Web Forms is a component of the EDAMIS Web Portal that can be used for the transmission of low volumes of data. It offers all the basic functions of EDAMIS and does not require any installation on the PC of the user.

eGovernment Services for Citizens and Businesses

Availability of eServices for Citizens and Businesses

Name:	EUROPA - web portal
Website:	http://europa.eu/index_en.htm
Description:	EUROPA, the web portal of the European Union, was launched in February 1995 on the occasion of the G7 ministerial meeting on the Information Society in Brussels. The portal includes basic information on how the EU works, latest EU news and events, as well as links to the websites of EU institutions and agencies. The site is run by the Communication department of the European Commission on behalf of the EU institutions.
	The EUROPA portal is designed to be as user-friendly as possible in line with the EU Institutions' commitment to openness and is compliant with the guidelines of the Web Accessibility Initiative (WAI, level 1).

Name:	European Union Open Data Portal
Website:	http://open-data.europa.eu/en/data
Description:	The European Union Open Data Portal is the single point of access to a growing range of data from the institutions and other bodies of the European Union (EU). Data are free for you to use and reuse for commercial or non-commercial purposes.
	By **providing easy and free access to data**, the portal aims to promote their innovative use and unleash their economic potential. It also aims to help foster the transparency and the accountability of the institutions and other bodies of the EU.
	The EU Open Data Portal is managed by the Publications Office of the European Union. Implementation of the EU's open data policy is the responsibility of the Directorate-General for Communications Networks, Content and Technology of the European Commission.

Name:	European Employment Services (EURES)
Website:	http://ec.europa.eu/eures/home.jsp?lang=en
Description:	The Eures Employment Services (EURES) is a cooperation network coordinated by the European Commission. The network is designed to facilitate the free movement of workers within the European Economic Area; Switzerland is also involved. Partners in the network include public employment services, trade union and employers' organisations.
	The network is complemented by the **European Job Mobility Portal**, which offers jobseekers powerful search functionalities on Europe-wide job vacancies in 31 European countries. In addition, jobseekers can also create their CV online allowing potential employers to search for suitable candidates.

Name:	EU Social Security Coordination
Website:	http://ec.europa.eu/social/main.jsp?langId=en&catId=849
Description:	The rules on social security coordination do not replace national systems with a single European one. The Member States are free to decide who is to be insured under their legislation, which benefits are granted and under what conditions. The EU provides **common rules** to protect social security rights when moving within Europe (EU-27, Iceland, Liechtenstein, Norway and Switzerland). The site provides information on the common rules, and easy access to EU and national information on the social security rights and obligations of citizens on the move in Europe, and consolidates national and European information sources.

Name:	Public Health Portal
Website:	http://ec.europa.eu/health/index_en.htm
Description:	The Public Health Portal resulted from the Community Public Health Programme 2003-2008. The portal aims to help meet EU objectives in **public health** and provides a wide range of information and data on health-related issues and activities at both European and international levels. The target audience comprises both citizens who want to be informed on issues affecting their health, and health professionals, administrations, policy makers and stakeholders.
	Health-EU has received a certificate of compliance for 2011-13 with the code of conduct HON code, awarded by the Health On the Net (HON) foundation based in Geneva.

Name:	PreLex
Website:	http://eur-lex.europa.eu/collection/legislative-procedures.html
Description:	PreLex is a **database of inter-institutional procedures**, aiming to facilitate monitoring of the decision-making process between the Commission and other institutions. The database follows all official documents (proposals, recommendations and communications) transmitted by the Commission to the legislator (the Council and the Parliament) and to other institutions and bodies. The database allows for easy access of relevant electronic documents available on Commission sites or external sites, such as EUR-Lex, the European Parliament's site and the Site of the European Economic and Social Committee. Information stored in the database has covered the period since 1976 and is updated on a daily basis.

Name:	EUR-Lex
Website:	http://eur-lex.europa.eu/
Description:	The EUR-Lex portal is a **free** and **multilingual gateway to Community legislation online**, offering comprehensive access to European law. Available online sources include the Official Journal of the European Union, the Treaties and the legislation in force; the document series of the European Commission; the case-laws of the Court of Justice and the Court of First Instance; and the collection of consolidated legislation. It also provides links to other sources of information, such as the registers of the institutions and other legislative sites of the EU and the Member States. EUR-Lex offers sophisticated search facilities providing in-depth documentary and legal analysis.

Name:	Europass
Website:	http://europass.cedefop.europa.eu/
Description:	The Europass service, provided through a network of national centres and an internet portal, offers useful information and an interactive tool to create the Europass CV and the Europass Language Passport with the help of online tutorials and guidelines. The service is available in 26 languages.
	Europass is completed by three additional documents (Europass Certificate Supplement, Europass Diploma Supplement and Europass Mobility) filled in and issued by the competent authorities.

Name:	Your Voice in Europe
Website:	http://ec.europa.eu/yourvoice/
Description:	The 'Your Voice in Europe' portal was launched in October 2001 as part of the Interactive Policy Making initiative (IPM). The website targets both businesses and citizens (and in particular consumers), showing them how they can be actively involved in the **Commission's policy making process**. The users can present their views on new initiatives, discuss the future of Europe, provide feedback on how existing rules are applied, and even lodge complaints. The portal was designed using the Online Consultation Mechanism tool of the Online Questionnaire Management System of IPM. IPM will be deactivated at the end of 2015 and is replaced by the new application EUSurvey.

Name:	Your Europe - Citizens
Website:	http://ec.europa.eu/youreurope/citizens/index_en.htm
Description:	'Your Europe' was launched on 17 February 2005. It is a multilingual public information service portal for citizens and enterprises intending to carry out cross-border activities within the European Union.
	With respect to citizens, the portal provides **information** on their **rights** and **opportunities** in the EU and the internal market, as well as **advice** on how to exercise these rights in practice. A variety of thematic areas is covered, such as moving to a new country, information on schooling, social security and finding employment. The broad spectrum of information is complemented by a selection of useful links to external sources, as well as access to the Your Europe Advice and SOLVIT services in support of both citizens and enterprises.

Name:	Your Europe - Businesses
Website:	http://ec.europa.eu/youreurope/business/index_en.htm
Description:	'Your Europe' was launched on 17 February 2005. It is a multilingual public information service portal for citizens and enterprises intending to carry out cross-border activities within the European Union.
	The portal covers a variety of subjects concerning businesses, such as, registration of companies, public procurement, taxes, business directories, and various funding opportunities or employment laws. EU-wide and country specific information pages also contain useful links to external sources, as well as access to the Your Europe Advice and SOLVIT services in support of both citizens and enterprises.

Name:	SOLVIT-Citizens (Solving problems on misapplication of Community Law)
Website:	http://ec.europa.eu/solvit/
Description:	SOLVIT is an online **problem solving network** in which EU Member States work together to solve problems caused by the misapplication of the Internal Market law by public authorities without resort to legal proceedings. There is a SOLVIT centre in every European Union Member State (as well as in Norway, Iceland and Liechtenstein). SOLVIT Centres handle complaints from citizens and businesses and are committed to providing real solutions to problems within ten weeks. Using SOLVIT is free of charge.
	SOLVIT has been operating since July 2002. The European Commission coordinates the network, provides database facilities and, when needed, helps speed up the resolution of problems. Related cases may be submitted by e-mail, post or fax, but also online by using the relevant submission service.

Name:	SOLVIT–Businesses (Solving problems on misapplication of Community Law)
Website:	http://ec.europa.eu/solvit/
Description:	Beyond citizen-oriented services, the **online problem-solving network** SOLVIT also provides solutions to businesses, addressing a variety of issues such as dealing with administrative obstacles, unjustified refusal of access to a national market, or problems in receiving reimbursement of VAT.

Name:	Joinup
Website:	https://joinup.ec.europa.eu
Description:	Joinup is a collaborative platform created by the European Commission and funded by the European Union via the Interoperability Solutions for Public Administrations (ISA) Programme. It offers several services that aim to help e-Government professionals share their experience with each other.

Joinup involves eGovernment and interoperability professionals from all over Europe. Professionals from other countries outside the EU are welcomed to join. Joinup offers relevant content and insight in various areas of interest, including among others:

- Cross-border and cross-sector interactions between public administrations;
- Pan-European electronic public services;
- Legal information on usage and development of open-source software within public administrations;
- Interoperability impact of EU regulations and actions;
- Access to a repository of reusable interoperability solutions;
- Methodologies and practice aids on the development of interoperability solutions;
- Pan-European e-Government projects

The Joinup platform is based on the Drupal web content management system, and can be downloaded here: Joinup project.

Name:	PLOTEUS-Portal on Learning Opportunities throughout the European Space
Website:	http://ec.europa.eu/ploteus
Description:	The objective of PLOTEUS is to facilitate **access to information on learning opportunities** in EU, EFTA and candidate countries, with a special view to supporting mobility throughout Europe for education and training purposes. Students, job seekers, workers, parents, teachers and guidance counsellors can find information on learning opportunities, such as university studies, vocational education and training at European, national and regional levels.

The current version of the portal allows direct queries on the content of national databases and offers direct answers to specific queries about single courses. 'Ploteus' is now maintained under the Lifelong learning programme supervised by the Directorate-General for Education and Culture (DG EAC).

Name:	ECI - European citizens' initiative
Website:	http://ec.europa.eu/citizens-initiative/public/welcome
Description:	A European citizens' initiative is an invitation to the European Commission to propose legislation on matters where the EU has competence to legislate. A citizens' initiative has to be backed by at least one million EU citizens, coming from at least 7 out of the 28 member states. A minimum number of signatories is required in each of those 7 member states.
	The rules and procedures governing the citizens' initiative are set out in an EU Regulation No 211/2011 adopted by the European Parliament and the Council of the European Union in February 2011.

Name:	Enterprise Europe Network
Website:	http://een.ec.europa.eu/
Description:	Established as part of the Competitiveness and Innovation Framework Programme (CIP), the network includes approx. 600 partner organisations in more than 40 countries. It offers comprehensive support and practical advice on EU legislation, and on finding business and funding opportunities. Main target is to support small and medium enterprises (SMEs), even though availability extends to all businesses, research centres and universities across Europe.
	The network also supports development of the research and innovation capacities of SMEs via its **business** and **technology cooperation database**, which provides information on tender opportunities, international networking, and partners' search facilities.

Name:	NCTS New Computerised Transit system
Further information:	http://ec.europa.eu/taxation_customs/customs
Description:	The New Computerised Transit System (NCTS) supports customs transit operations among the Member States. It is an **IT tool to manage** and **control** the transit system by enabling traders to submit electronically what is known as 'Community/Common Transit declarations'.
	The system is based on advanced IT systems and electronic processing of data. It aims to increase the efficiency and the effectiveness of transit procedures, to improve prevention and detection of fraud, and to accelerate transactions carried out under a transit procedure, while offering the necessary security.

Name:	VAT Information Exchange System (VIES) - Businesses
Further information:	http://ec.europa.eu/taxation_customs/taxation/vat/
Description:	With the completion of the Single Market, on 1 January 1993, fiscal customs based controls at internal frontiers were abolished and a new VAT control system was put in place for intra-Community trade. The most significant benefit was the reduction of the administrative burden on companies with the elimination of some 60 million customs documents per year. The computerised VIES manages the flow of the data held across national VAT administrations, while enabling them to monitor and control the flow of intra-Community trade and to detect all kinds of irregularities.
	The system enables enterprises to obtain rapid confirmation of the VAT numbers of their trading partners. In addition, the European Commission maintains an Online VAT Validation Service, which allows any member of the public to access parts of the VIES system and obtain confirmation on the validity of VAT identification numbers.

Name:	TED-Tenders Electronic Daily
Website:	http://ted.europa.eu
Description:	The TED-Tenders Electronic Daily service is an **online database** of the Publications Office of the European Union, which contains details of all public procurement invitations to tender published in the Supplement to the Official Journal of the European Union (S series, Official Journal S or OJ S).
	The database holds information on public tenders above some specific contract values and is updated five times a week with approximately 1 500 public procurement notices from the European Union, the European Economic Area and beyond. It provides facilities for browsing, searching and sorting procurement notices by country, region, business sector and more. Information about each and every procurement document is published in all of the 23 official EU languages. Access to the database is free of charge.

Name:	Taxation and Customs Union
Website:	http://ec.europa.eu/taxation_customs/index_en.htm
Description:	This is the web site managed by the Commission's Taxation and Customs Union Directorate-General, which takes an active part in the achievement of the strategic aims of the European Union. In this context it aims to:

- ▸ manage, defend and develop the customs union as a vital part of protecting the external borders of the EU;
- ▸ tackle the tax obstacles that currently prevent individuals and companies from operating freely across borders and from exploiting the full benefit of the Internal Market and encourage changes to tax systems so that they support Community objectives such as competitiveness and sustainable development;
- ▸ Respond effectively to the international challenges associated with customs and tax policies;
- ▸ Facilitate better co-operation between Member States to combat tax and customs fraud;
- ▸ It engages regularly in open dialogue with stakeholders and interested parties in order to ensure that rules and proposals keep pace with the reality of rapid change.

Name:	Open e-PRIOR electronic procurement platform
Further information:	https://joinup.ec.europa.eu/software/openeprior/description
Description:	'Open e-PRIOR' is an open-source eProcurement platform, developed under the ISA programme, by DG Informatics (DIGIT). It was deployed within DIGIT in 2009. The platform plays the role of an intermediary between back office applications of a public administration and the Pan-European Public Procurement OnLine (PEPPOL) interoperability platform. It is connected to PEPPOL via its own Access Point, facilitating the cross-border exchange of eProcurement documents between, for example, a public administration in country A with suppliers in country B. Open e-PRIOR currently covers post-award e-procurement, i. e. documents exchanged between the public administration and its contractors after the award of a contract, such as catalogues of goods or services, orders and invoices.

Name:	e-Justice – European e-Justice Portal
Policy area:	Justice
Website:	https://e-justice.europa.eu/home.do
Description:	The European e-Justice Portal is conceived as a future electronic one-stop-shop in the area of justice. It provides information on justice systems and improving access to justice throughout the EU, in 23 languages.

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An action supported by ISA

This action is supported by ISA, the European Commission's programme for interoperability solutions for European public administrations.

Why ISA?

Administrative procedures have the reputation of being lengthy, time-consuming and costly.

Electronic collaboration between public administrations can make these procedures quicker, simpler and cheaper for all parties concerned, in particular when transactions need to be carried out cross-border and/or cross-sector.

ISA supports this type of electronic collaboration.

With more than 40 actions it provides tools, services and frameworks for the modernisation of public administrations in Europe, across e-borders and sectors.

More on the programme:

http://ec.europa.eu/isa/

Contact ISA:
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