



European
Commission

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WHAT'S INSIDE

eGovernment in the European Union

Visit the e-Government factsheets online on Joinup.eu

[Joinup](#) is a collaborative platform set up by the European Commission as part of the [ISA² programme](#). ISA² supports the modernisation of the Public Administrations in Europe.

Joinup is freely accessible. It provides an observatory on interoperability and e-Government and associated domains like semantic, open source and much more.

Moreover, the platform facilitates discussions between public administrations and experts. It also works as a catalogue, where users can easily find and download already developed solutions.

The main services are:

- Have all information you need at your finger tips;
- Share information and learn;
- Find, choose and re-use;
- Enter in discussion.

The logo for Joinup, featuring the word "joinup" in a lowercase, blue, sans-serif font. A horizontal line extends from the left of the "j" and another from the right of the "p", both ending in small circles.

This document is meant to present an overview of the eGovernment status in this country and not to be exhaustive in its references and analysis. Even though every possible care has been taken by the authors to refer to and use valid data from authentic sources, the European Commission does not guarantee the accuracy of the included information, nor does it accept any responsibility for any use thereof.

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Profile

Basic data and indicators

Basic Data

Population: 510,284,430 inhabitants (2016)

GDP at market prices: 14,820,476 million EUR (2016)

GDP growth rate: 1.9% (2016)

Inflation rate: 0.3% (2016)

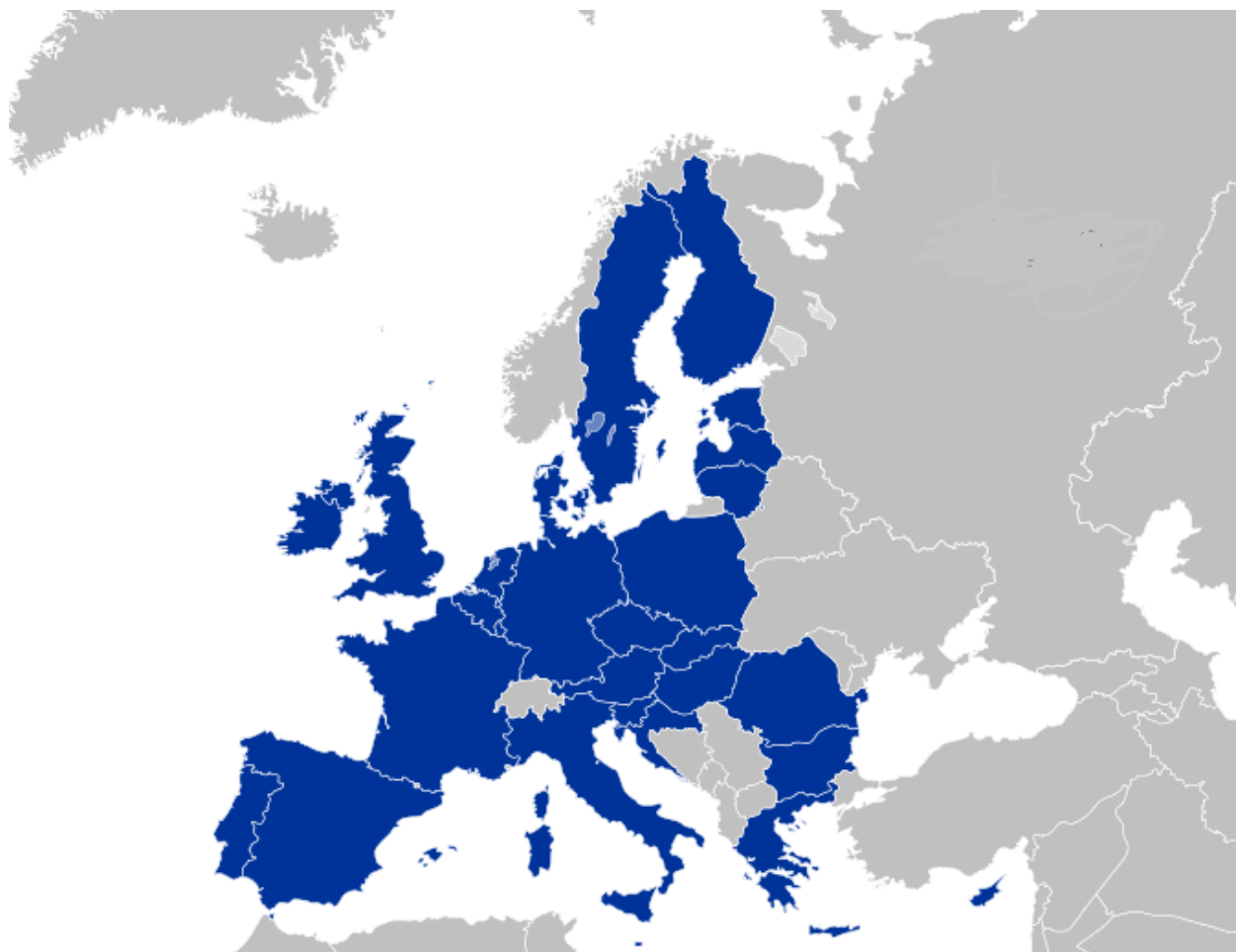
Unemployment rate: 8.5% (2016)

General government gross debt (Percentage of GDP): 83.5% (2016)

General government deficit/surplus (Percentage of GDP): - 1.7 % (2016)

Area: 4,306,585 km²

Source: [Eurostat](#) (last update: 10 May 2017)



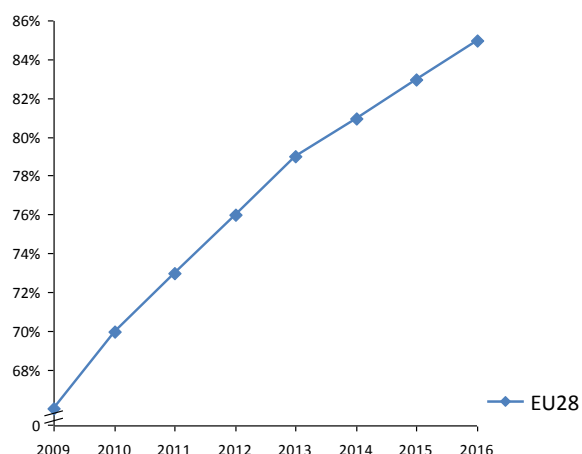
Source: [Wikipedia](#)

Information Society Indicators

Generic Indicators

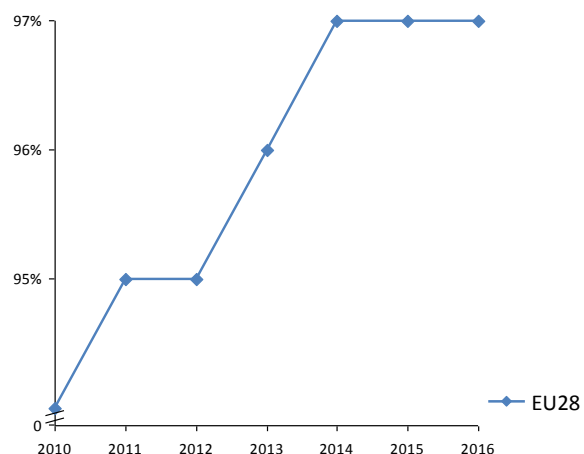
The following graphs present data for the latest Generic Information Society Indicators for the European Union. Statistical indicators in this section reflect those of [Eurostat](#) as of April 2017.

Percentage of households with Internet access in EU



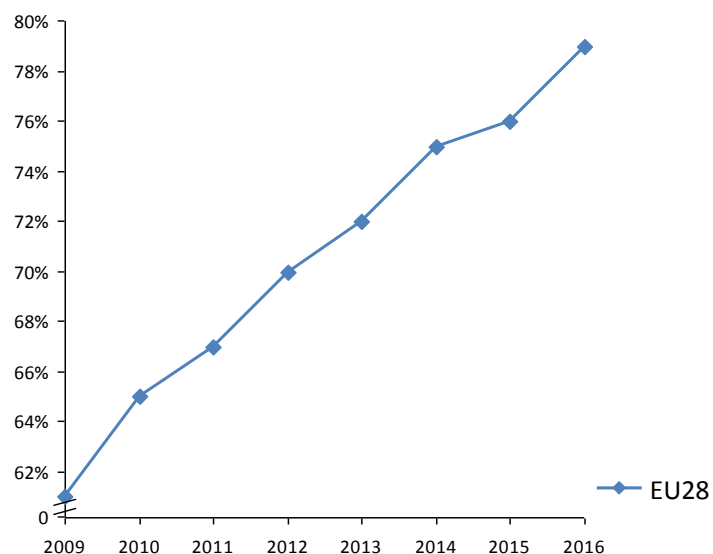
Source: [Eurostat Information Society Indicators](#)

Percentage of enterprises with Internet access in EU

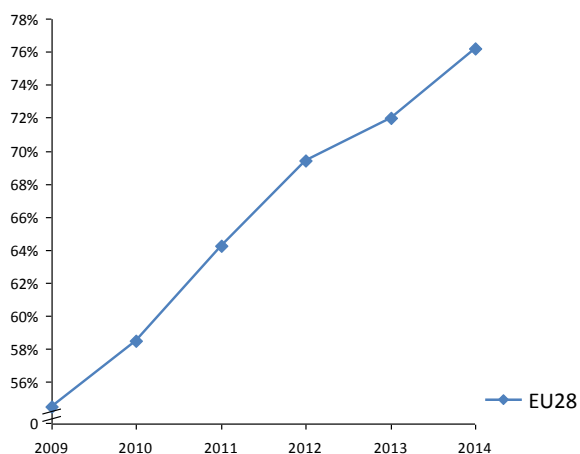
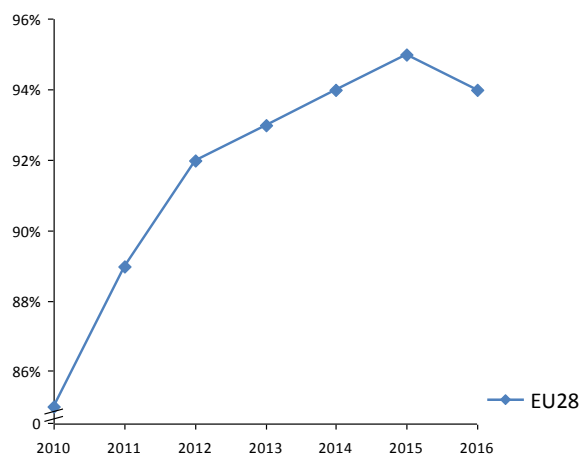
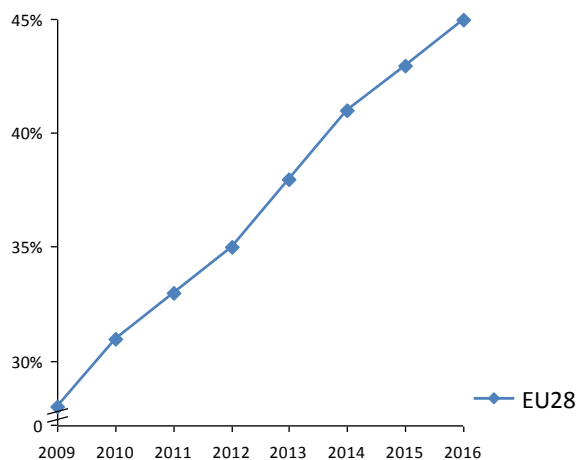
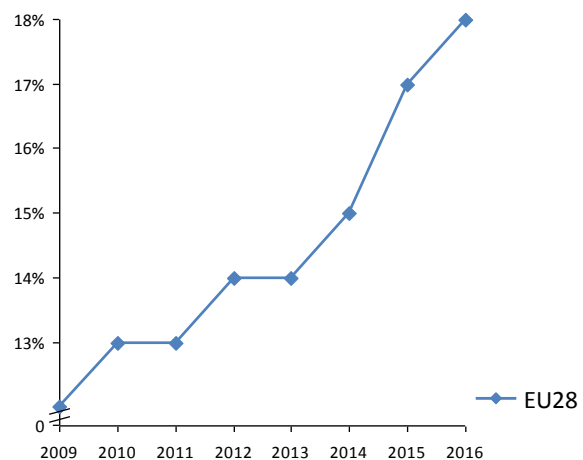


Source: [Eurostat Information Society Indicators](#)

Percentage of individuals using the internet at least once a week in EU



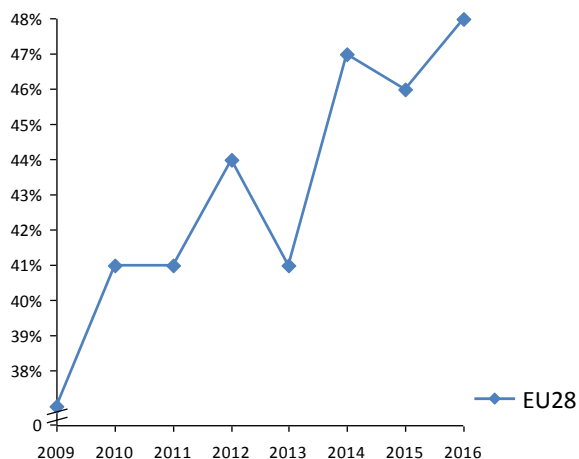
Source: [Eurostat Information Society Indicators](#)

Percentage of households with a broadband connection in EUSource : [Eurostat Information Society Indicators](#)**Percentage of enterprises with a broadband connection in EU**Source: [Eurostat Information Society Indicators](#)**Percentage of individuals having purchased/ordered online in the last three months in EU**Source: [Eurostat Information Society Indicators](#)**Percentage of enterprises having received orders online within the previous year in EU**Source: [Eurostat Information Society Indicators](#)

eGovernment Indicators

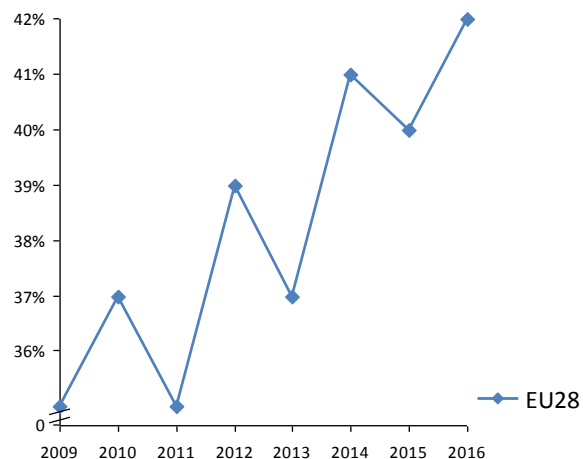
The following graphs present data for the latest eGovernment Indicators for the European Union. Statistical indicators in this section reflect those of [Eurostat](#) as of April 2017.

Percentage of individuals using the internet for interacting with public authorities in EU



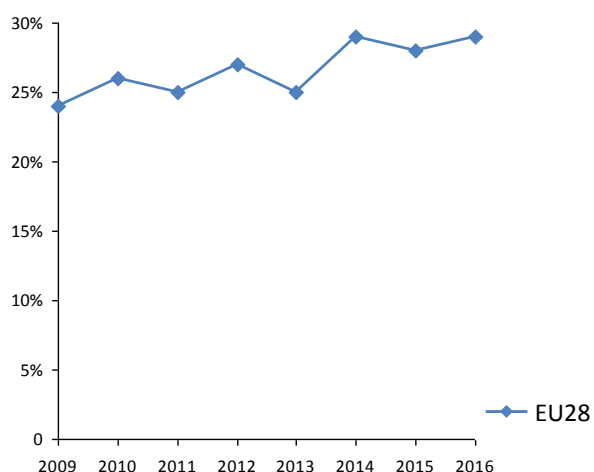
Source: [Eurostat Information Society Indicators](#)

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



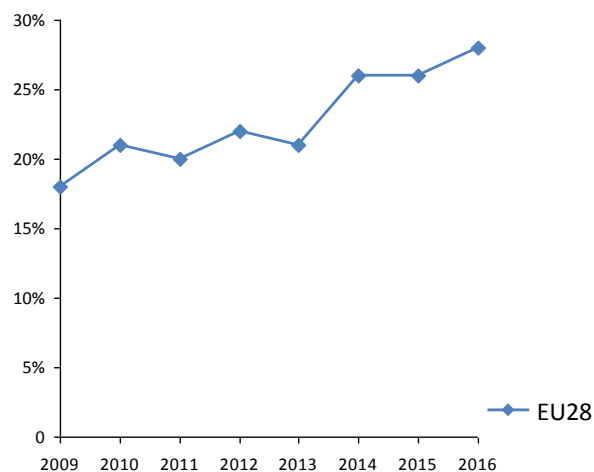
Source: [Eurostat Information Society Indicators](#)

Percentage of individuals using the internet for downloading official forms from public authorities in EU



Source: [Eurostat Information Society Indicators](#)

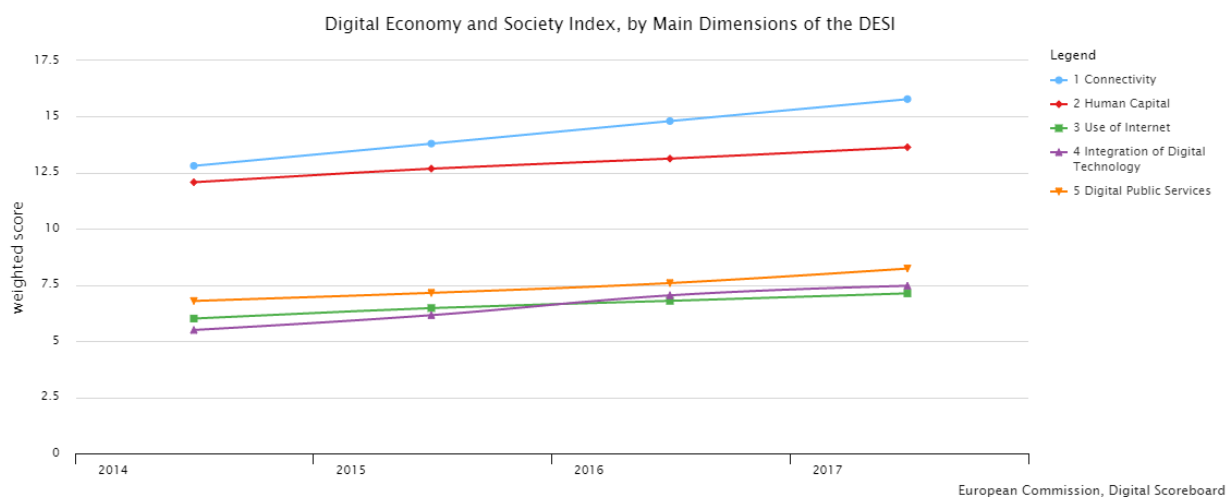
Percentage of individuals using the internet for sending filled forms to public authorities in EU



Source: [Eurostat Information Society Indicators](#)

Digital Economy and Society Index Indicators

The following graph presents data for the latest Digital Economy and Society Index Generic Information Society Indicators for the European Union. Statistical indicators in this section reflect those of [DG CNCT](#) at the time the Edition is being prepared. The graph below represents the evolution of the main five dimensions of DESI in the EU from 2014.



Source: [Digital Economy and Society Index Indicators](#)

In 2017, the average score in the European Union for each dimension was:

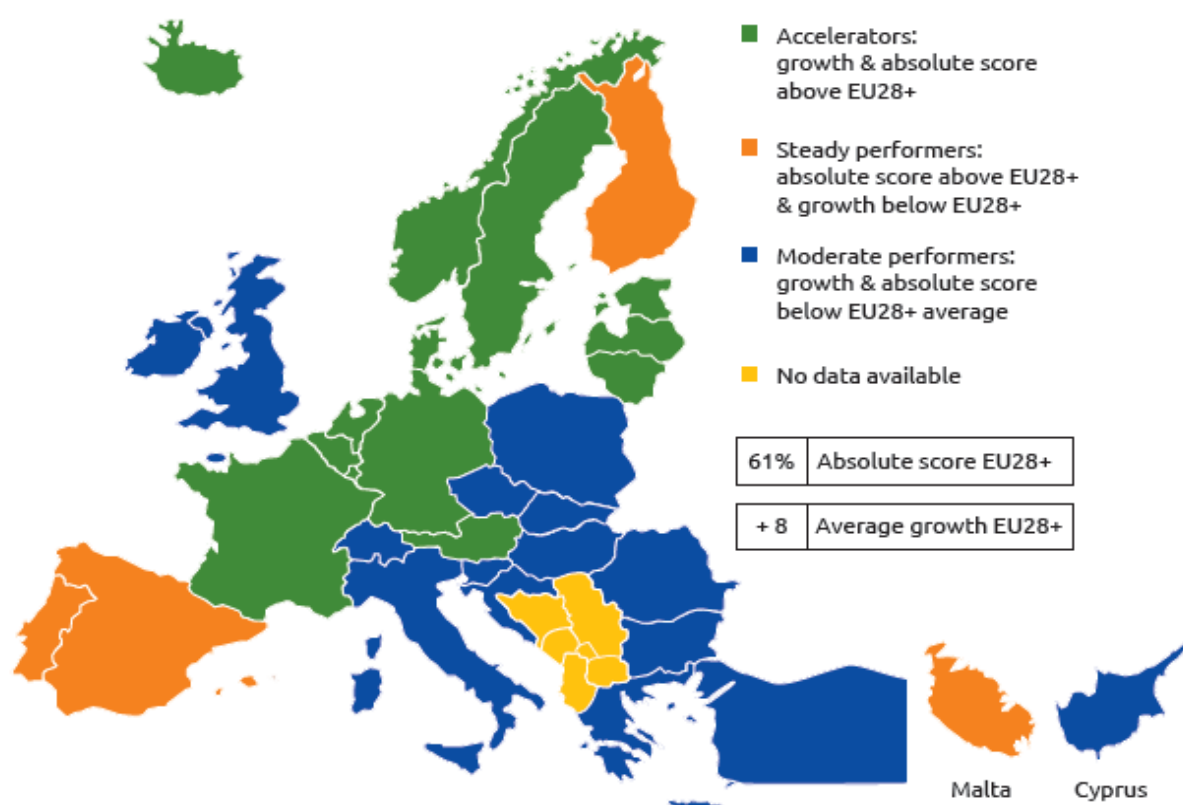
1. **Connectivity** – 15.8%;
2. **Human Capital** – 13.6%;
3. **Use of Internet** – 7.13%
4. **Integration of Digital Technology** – 7.47%;
5. **Digital Public Services** – 8.24%.

eGovernment State of Play

The image below is the result of the latest [eGovernment Benchmark study](#), which monitors the development of eGovernment in Europe, based on specific indicators. The eGovernment Benchmark Report assesses Member States' progress against four top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments are transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens can use online services in another country.
- **Key Enablers** – indicates the extent to which 5 technical pre-conditions are available online. These are: Electronic Identification (eID), Electronic documents (eDocuments), Authentic Sources, Electronic Safe (eSafe), and Single Sign On (SSO).

These top-level benchmarks are measured using a life-events (e.g. mystery shopping) approach. The following life-events were used for measuring the eGovernment Benchmark top-level indicators: Business Start-Up and Early Trading Operations, Losing and Finding a Job, Studying, Regular Business Operations, Moving, Owning and Driving a Car, and Starting a Small Claims Procedure. The figure below illustrates the performance of monitored countries against the EU average this year.



Source: [eGovernment Benchmark Insight Report¹](#)

¹ The latest version of benchmark report was published in October 2016, however it shall be noted that it summarizes the biennial score of the preceding year (2015).

Information Strategy, Information Society and eGovernment in the European Union

Main strategic directions, funding mechanisms and achievements
/ Main strategic objectives and principles

EU tools for progressing in public sector modernisation

This section of the eGovernment factsheet aims to present the main instruments the European Union has at its disposal to push forward the modernisation of the public sector, which is to be achieved through the increased provision of digital public services and the enhanced application of solutions facilitating interoperability.

At a high level, the EU publishes legally non-binding initiatives. These present both short term and long term objectives and actions that Member States should take in order to develop eGovernment solutions in relevant policy domains. The main initiatives driving public sector modernisation are the [Digital Single Market](#) and the [eGovernment Action Plan 2016-2020](#).

Furthermore, within the annual European Semester process, the Commission and the Council publish Country Specific Recommendations, which often address the topics related to modernisation of public administration. The European Semester official documents can be easily accessed [online](#).

The EU also provides funding instruments available to Member States, such as the [ISA² programme](#), [CEF](#) and [ESIF](#), which are described in detail in the later part of this section. These funding instruments, together with freely reusable solutions, significantly contribute to the public sector modernisation at national and regional levels.

In addition to the strategies, policy instruments and the aforementioned funding programmes, the European Commission implemented a number of legislative initiatives related to the modernisation of public sector, which are detailed in the subsequent Legal framework section of this factsheet. Finally, the EU also offers soft instruments to help the progress of the public sector modernisation, such as peer to peer help, the exchange of best practices via multiple platforms (such as [Joinup](#), [Futurium](#), etc.), and practical guidance through the [Quality of Public Administration Toolbox](#).

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.

The areas of attention of Europe 2020 will be addressed by [seven 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](#) 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](#).

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. The actions 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 competitiveness as well as better public services, inclusiveness and skills.

The third priority, 'Maximising the growth potential of our European Digital Economy', is of particular relevance for the area of eGovernment, as it includes 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, with the new [European Interoperability Framework](#) having been published on 23 March 2017.
- ▶ **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 (see below) for the period of 2016 – 2020 aiming to (i) modernise public administration, (ii) achieve the digital internal market; and (iii) engage more with citizens and businesses to deliver high quality services.

On 10 May 2017, the European Commission published the [mid-term review](#) of the Digital Single Market Strategy. By this date, the Commission has proposed all of the initiatives, which were set out by the Digital Single Market Strategy. The review was done in order to ensure a timely delivery and effective implementation of the strategy. The mid-term review identified **three main areas** where further actions are necessary to ensure fair, open and secure digital environment:

1. Spurring the European data economy;
2. Jointly tackling growing cybersecurity challenges;
3. Promoting fairness and responsibility of online platforms.

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**:

- ▶ **Pillar I: Digital Single Market** - The Digital Agenda will update EU Single Market rules for the digital era. The aims are to boost the music download business, establish a single area for online payments, and further protect EU consumers in cyberspace. This will be enabled through the following actions:
 - ▶ Member States to implement laws to support the Digital Single Market;
 - ▶ Member States to transpose the VAT Directive.
- ▶ **Pillar II: Interoperability and Standards** - Europe must ensure that new IT devices, applications, data repositories and services interact seamlessly anywhere. The Digital Agenda identifies improved standard-setting procedures and increased interoperability as the keys to success. This will be enabled through the following actions:
 - ▶ Member States to implement European Interoperability Framework;
 - ▶ Member States to implement (commitments on interoperability and standards in) the Malmö and Granada declarations.
- ▶ **Pillar III: Trust and Security** - The Digital Agenda proposes a number of practical solutions, including a coordinated European response to cyber-attacks and reinforced rules on personal data protection. This will be enabled through the following actions:
 - ▶ Member States to establish pan-European Computer Emergency Response Teams;
 - ▶ Member States to carry out cyber-attack simulations;
 - ▶ Member States to implement harmful content alert hotlines;
 - ▶ Member States to set up national alert platforms.
- ▶ **Pillar IV: Very fast internet** - Europe needs download rates of 30 Mbps for all of its citizens and at least 50% of European households subscribing to internet connections above 100 Mbps by 2020. The Digital Agenda aims to turn this ambition into reality by stimulating investments and proposing a comprehensive radio. This will be enabled through the following actions:
 - ▶ Member States to develop national broadband plans;
 - ▶ Member States to facilitate broadband investment;
 - ▶ Use structural funds to finance the roll-out of high-speed networks;
 - ▶ Member States to implement European Spectrum Policy Programme (ESPP).
- ▶ **Pillar V: Research and Innovation** - The Digital Agenda seeks to maintain Europe's competitive edge through increased coordination and elimination of Europe's fragmented efforts. This will be enabled through the following actions:
 - ▶ Member States to double annual public spending on ICT research and development;
 - ▶ Member States to engage in large-scale pilots financed by the Competitiveness and Innovation Programme.
- ▶ **Pillar VI: Enhancing eSkills** - As ever more daily tasks are carried out online, all EU citizens need enhanced digital skills to participate fully in society. The Digital Agenda tackles this unacceptable digital divide. This will be enabled through the following actions:
 - ▶ Member States to promote long-term eSkills and digital literacy policies;
 - ▶ Member States to implement provisions on disability in Telecoms Framework and

AVMS;

- ▶ Member States to mainstream eLearning in national policies.
- ▶ **Pillar VII: ICT for Social Challenges** - The Digital Agenda focuses on ICTs capability to reduce energy consumption, support ageing citizens' lives, revolutionise health services and deliver better public services. ICTs can also drive forward the digitisation of Europe's cultural heritage providing online access for all. This will be enabled through the following actions:
 - ▶ Member States to agree on common additional functionalities for smart meters;
 - ▶ Member States to include specifications for total lifetime costs for public lighting in public procurement;
 - ▶ Member States to make eGovernment services fully interoperable;
 - ▶ Member States to ensure that Points of Single Contact function as fully fledged eGovernment centres;
 - ▶ Member States to agree a common list of key cross-border public services;
 - ▶ Member States to fulfil obligations under European Rail Traffic Management System (ERTMS).

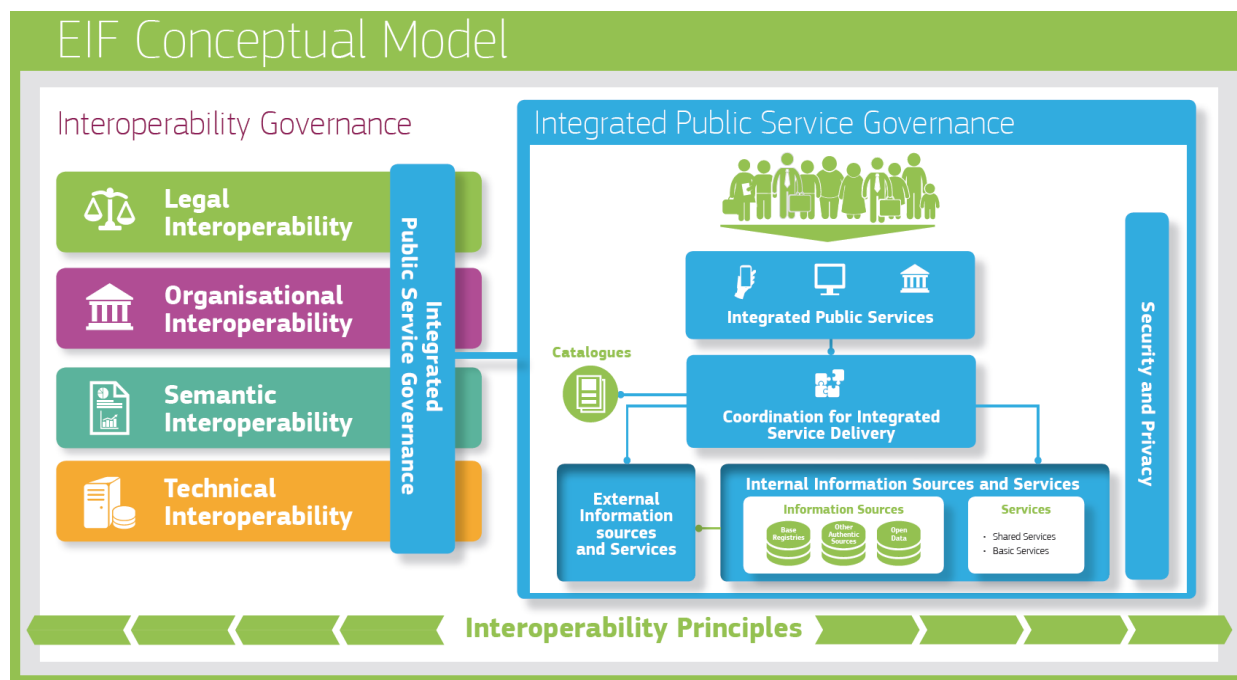
Further information and relevant publications can be viewed at the Digital Single Market's [website](#).

Interoperability Action Plan 2016 – 2020 supporting the implementation of the revised European Interoperability Framework

The revised [European Interoperability Framework](#) was adopted on 23 March 2017. The framework gives specific guidance on how to set up interoperable digital public services. It offers public administration a total of 47 concrete recommendations on how to improve governance of their interoperability activities, establish cross-organisational relationships, streamline processes supporting end-to-end digital services, and ensure that both existing and new legislation do not compromise interoperability efforts. The new conceptual model of the revised EIF Framework is illustrated below.

The revised EIF is accompanied by the [Interoperability Action Plan](#), which outlines priorities that should support the implementation of the EIF from 2016 to 2020. The Action Plan is made up of a total of 22 actions, which fall under five focus areas:

1. Ensure governance, coordination and sharing of interoperability initiatives;
2. Develop interoperability solutions to foster collaboration between organisations;
3. Engagement of stakeholders and raise awareness of interoperability;
4. Develop, maintain and promote key interoperability enablers;
5. Develop, improve and promote supporting instruments for interoperability.



Source: [ISA² programme](#)

EU eGovernment Action Plan 2016 - 2020²

The European [eGovernment Action Plan 2016 - 2020](#) was launched on 19 April 2016. The Digital Single Market Strategy for Europe announced its launch and defined its aim to remove existing digital barriers to the Digital Single Market and to prevent further fragmentation arising in the context of the modernisation of public administrations.³

Ahead of the publication of the new eGovernment Action Plan a paper on the 'Vision for Public Services' was published. The [Vision for Public Services](#) outlines 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.

The EU eGovernment Action Plan 2016 – 2020 aims to be the instrument to combine European, national and regional efforts. While Member States pursue their own strategies and activities, the current Action Plan, which is based on a shared long-term vision, sets out seven principles that forthcoming initiatives should observe in order to deliver significant benefits that eGovernment can bring to businesses, citizens and public administrations themselves. The achievement of these seven principles by the Member States is monitored by the bi-annual [eGovernment Benchmark Report](#). The main seven principles guiding the eGovernment Action Plan and strongly supported by all stakeholders are:

- ▶ **Digital by Default:** public administrations should deliver services digitally (including machine readable information) as the preferred option (while still keeping other channels open for those who are disconnected by choice or necessity). In addition, public services should be delivered through a single contact point or a one-stop-shop

² Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions: EU eGovernment Action Plan 2016-2020 Accelerating the digital transformation of government (COM(2016) 179 final)

³ Staff Working Document (SWD(2016) 108): Implementation and Evaluation report accompanying the document "Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions: EU eGovernment Action Plan 2016 - 2020 - Accelerating the digital transformation of government COM(2016) 179" and SWD(2016) 109

and via different channels.

- ▶ **Once only principle:** public administrations should ensure that citizens and businesses supply the same information only once to a public administration. Public administration offices take action, if permitted to internally re-use this data, in due respect of data protection rules, so that no additional burden falls on citizens and businesses.
- ▶ **Inclusiveness and accessibility:** public administrations should design digital public services that are inclusive by default and cater for different needs such as those of the elderly and people with disabilities.
- ▶ **Openness & transparency:** public administrations should share information and data between themselves and enable citizens and businesses to access control and correct their own data; enable users to monitor administrative processes that involve them; engage with and open up to stakeholders (such as businesses, researchers and non-profit organisations) in the design and delivery of services.
- ▶ **Cross-border by default:** public administrations should make relevant digital public services available across borders and prevent further fragmentation to arise, thereby facilitating mobility within the Single Market.
- ▶ **Interoperability by default:** public services should be designed to work seamlessly across the Single Market and across organisational silos, relying on the free movement of data and digital services in the European Union.
- ▶ **Trustworthiness & Security:** All initiatives should go beyond the mere compliance with the legal framework on personal data protection and privacy, and IT security, by integrating those elements in the design phase. These are important pre-conditions for increasing trust in and take-up of digital services.

The eGovernment Action Plan calls for the acceleration of the digital transformation of governments. At the heart of this urgency lies the potential of data; public administrations need to benefit from this, they need to become data-driven governments. Data exchange will help them to become more efficient and effective, opening up government data will help them create new services, jobs and growth, open data will allow them to engage with citizens in their decision-making process, big data will allow them to make better informed decisions, follow compliance, predict issues, etc.

The Action Plan provides for a dynamic and flexible approach allowing to keep track of the fast changing environment. Beyond the actions identified in the Action Plan, further actions may be proposed either by the Commission or by stakeholders, including Member States. This is facilitated by an online stakeholder engagement platform⁴ which was launched in June 2016.

The Action Plan identified 20 concrete actions to accelerate the implementation of existing legislation and the related take up of online public services, under the following policy priorities:

▶ **Modernise public administration with ICT, using key digital enablers**

Public administrations need to transform their back offices, to rethink and redesign existing procedures and services, and open their data and services to other administrations, and, as far as possible, to businesses and civil society. Digital public services should build on shared and reusable solutions and services based on agreed standards and technical specifications in order to reduce their cost of development, their time to deploy and increase interoperability.

⁴Contribute to the eGovernment Action Plan 2016 – 2020, FUTURIUM, an online platform gathering ideas for new actions and providing space for all to collaborate and discuss on how to improve eGovernment services in the EU, available at: <https://ec.europa.eu/futurium/en/egovernment4eu>.

▶ **Enabling cross-border mobility with interoperable digital public services**

Cross-border digital public services facilitate access to markets, increase confidence in and stimulate competition across the Single Market. Administrations should: help businesses to operate online across borders within the Single Market; simplify access to information under EU business and company laws; enable businesses to easily start doing business, expand and operate in other Member States through end-to-end public eServices.

▶ **Facilitating digital interaction between administrations and citizens/businesses for high-quality public services**

The new digital environment offers opportunities to facilitate the interaction of citizens, business and non-governmental organisations with public administrations. There is a promising potential to deliver such high quality public services, by stepping up the involvement of businesses and citizens as well as researchers in their design and delivery, and by ensuring feedback for improvement where necessary. This leads to further reducing red tape, easing use, lowering delivery costs.

The first update to the eGovernment Action Plan 2016-2020, in the context of the Digital Single Market Midterm Review in May 2017, added 5 new actions to the Action Plan.

Main activities under the Action Plan involve:

- ▶ Accelerating the take-up of eID under eIDAS to effectively support the implementation of the digital-by-default principle in the public sector as well as to enable the fully digital provision of cross-border services;
- ▶ Draft Single Digital Gateway Regulation, including elements of the once-only-principle for cross-border services and benefitting from the results of the ongoing [Large Scale Pilot TOOP](#);
- ▶ Implementation of revised EIF to ensure cross-border interoperability;
- ▶ Catalogue of standards for ICT procurement; including the
- ▶ Call for the Commission services to digitally transform the EU administration processes;
- ▶ Making the eJustice Portal a one-stop shop for information on European justice issues;
- ▶ Establishing a single window for reporting purposes in maritime transport and digitalise transport eDocuments;
- ▶ Accelerating the deployment and take-up of the INSPIRE Directive data infrastructure;
- ▶ Completing the setup of the [Electronic Exchange of Social Security Information](#);
- ▶ Transforming European websites to support increasing user engagement and participation of citizens and businesses in EU programmes and policy making.

Open Government

This eGovernment Action Plan is guided by the vision to make the public administrations and public institutions in the European Union open, efficient and inclusive, providing borderless, personalised, user-friendly, end-to-end digital public services to all citizens and businesses in the EU by 2020.

Indeed, there is a paradigm shift, moving from eGovernment that was focusing on efficiency and effectiveness, towards a digital government approach, whereby digital is an integral part of governments' modernisation efforts. And therefore, it is no longer about efficiency and effectiveness only; digital government will also enable greater public value, good governance, more openness and transparency, greater accountability and trust.

The **Open Government** approach can facilitate this transformation, driven by opening up public data and services and facilitating collaboration for the design, production and delivery of public service. This requires optimising process flows, opening up public sector data and services and moving from a silo mentality to a coordinated and collaborative approach. Open Government is based on the principles of **collaboration, transparency** and **participation**; functioning within an open governance framework. It is also about making government processes and decisions open, in order to foster citizen participation and engagement.

Creation of joined-up government, through breaking the internal silos between administrations, by [opening up data](#) and services between administrative departments, can reduce cost and avoid duplication. Breaking the silos between public administrations across borders will increase their efficiency and facilitate the cross-border mobility of businesses and citizens.

Breaking the silos with stakeholders and eventually opening public sector data, using standards Application Interfaces (APIs), and services to third parties, in full compliance with the legal framework for the protection of personal data and for privacy, will allow them to reuse these data and services. This will enable the design of targeted - personalised, proactive and location-based services, thus facilitating digital interaction between administrations and users. This ensures user-centricity of public services and fosters collaborative service creation.

Furthermore, by opening up to stakeholders in decision-making and encouraging eParticipation, public administrations will become more trustworthy and more accountable.

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. Indeed, while the basic administrative services remain the core of eGovernment, there is an emergence of many new types of every-day, location-based services that can be created by government or by businesses, civil society, stakeholders, etc. using the available open data, location data, as well as open services.

Building a European Data Economy

On 10 January 2017, the European Commission has published a new [Communication on Building a European Data Economy](#). The Communication looks at proven or potential blockages to the free movement of data and presents options to remove unjustified and or disproportionate data location restrictions in EU.

The Communication also considers the barriers around access to and transfer of non-personal machine-generated data, data liability, as well as issues related to the portability of non-personal data, interoperability and standards.

The Communication was accompanied by a [Staff Working Document](#).

Digitising European Industry

On 19 April 2016, European Commission presented a set of measures to [Digitise the European Industry](#). The measures to **Digitise European Industry** will help both large and small companies, researchers and public authorities, to make the most of new technologies. They will link up national and regional initiatives and boost investment through strategic partnerships and networks.

The purpose of this [Communication](#) is to reinforce the EU's competitiveness in digital technologies and to ensure that every industry in Europe, in whichever sector, wherever situated, and no matter the size, can fully benefit from digital innovations.

Facilitated by a **dynamic framework** for coordination and experience sharing between public and private initiatives at EU, national and regional level, the proposed actions are expected to mobilise close to EUR 50 billion of public and private investment in the next five years.

European Cloud Initiative

On 19 April 2016, European Commission presented the [European Cloud Initiative](#), its blueprint for cloud-based services and world-class data infrastructure to ensure that scientists, business and public services reap benefits of the Big Data revolution. This initiative is part of a package of measures to strengthen Europe's position in data-driven innovation, to improve competitiveness and cohesion and to help create a [Digital Single Market](#).

By bolstering and interconnecting existing research infrastructure, the Commission plans to create a new **European Open Science Cloud** that will offer Europe's 1.7 million researchers and 70 million science and technology professionals a virtual environment to store, share and re-use their data across disciplines and borders.

This will be underpinned by the **European Data Infrastructure**, deploying the high-bandwidth networks, large scale storage facilities and super-computer capacity necessary to effectively access and process large datasets stored in the cloud.

The **European Cloud Initiative** will make it easier for researchers and innovators to access and re-use data, and will reduce the cost of data storage and high-performance analysis. This world-class infrastructure will ensure that Europe participates in the global race for high performance computing in line with its economic and knowledge potential. The user base will over time be enlarged from the initial scientific community to the public sector and industry.

The user base of the European Open Science Cloud and of the European Data Infrastructure will be widened to the public sector, for example through large-scale pilots involving eGovernment and public sector stakeholders and by progressively opening the European Data Infrastructure to users from industry and the public sector to achieve a European dimension.

As the public sector generates massive amounts of data (e.g. Copernicus earth observation, INSPIRE location data) and needs larger computing capacity (e.g. for real time traffic and travel information systems, for smart city applications or for policy modelling), it will benefit from economies of scale, flexibility and continuity.

As a result, the public will thus benefit from cheaper, faster, better and interconnected public services and from better policy making based on affordable and secure computing- and data-intensive services. Moreover, the European Open Science Cloud will ensure that public data is fully discoverable, accessible and exploitable by scientists, policy makers and businesses. Lessons learnt will provide concrete guidance for the adoption of cloud-based services by public administrations across Europe.

ICT Standardisation Priorities for the Digital Single Market⁵

The Commission adopted on 19 April 2016 a [Communication setting up ICT standardisation priorities for the Digital Single Market](#) as part of the package on [Digitising European Industry](#). The initiative aims at re-energising the standard-setting system in Europe as a step towards industrial global leadership and digital innovation. The results of this plan will ensure that European standards are in place quickly enough to allow future devices to connect smoothly across the Digital Single Market.

The Commission has identified the following priority areas: **5G communications, cloud computing, the internet of things (IoT), (big) data technologies and cybersecurity**. These are the essential technology building blocks of the Digital Single Market. A regular review of the priorities is planned so as to respond to changes in technology and society.

Stronger European leadership in standard setting in these areas should increase competitiveness and help European innovations to better access the global market. The EU plans to support participation of European experts in international standardisation decisions, to help ensure European ideas contribute to global solutions.

Certain aspects of this priority plan also complement and develop specific public sector requirements identified in the [revised](#) version of the European Interoperability Framework for European Public Services, taking on board the standardisation needs of the European public administrations.

Furthermore, as part of the eGovernment Action Plan, a catalogue of services for ICT procurement is being put together. The European Catalogue will contribute to making procured solutions more interoperable and towards creating a more transparent public procurement market. The catalogue will serve as a one-stop-shop for procurers on guidelines for procurement, including on vendor lock-in, on the use of standards, and a lifecycle costing scheme that accounts for the often neglected interoperability costs. It will streamline the numerous guidelines and provide for a platform of exchange and dissemination.

Open Source Strategy 2014 - 2017

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.

Previous strategies

EU 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 aimed to realise the vision of the 5th Ministerial eGovernment Conference on 18 November 2009, in Malmö, Sweden (the 'Malmö Declaration'). According to the vision, by 2015 European public administrations should be "recognised for being open, flexible and collaborative in their interactions with citizens and businesses. They use eGovernment to increase their efficiency

⁵ [COM\(2016\) 176 final](#)

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."

European Interoperability Strategy (EIS) for European public services⁶

The goal of the European Interoperability Strategy (EIS) was to define, in agreement and cooperation with Member States, a focused set of concrete actions both at national and EU level which will improve interoperability of public services in Europe.

In order to establish a systematic approach to the governance of Interoperability at EU-level, the EIS aimed to define the organisational, financial and operational framework for supporting cross-border and cross-sectoral interoperability as well as the exchange of information between European public administrations, taking into account the existing/proposed Community programmes.

In 2015, a new action was launched in the context of the Digital Single Market Strategy adopted by the Commission in May 2015. This action was launched on the revision of the European Interoperability Strategy (EIS) and European Interoperability Framework (EIF)⁷.

The Impact Assessment work started in November 2015 and was concluded by June 2016. The revised versions of the EIF and its accompanying Implementation Strategy were launched on 23 March 2017.

The ISA² programme will be a vital instrument for the implementation of the EIF and its accompanying Implementation Strategy as per Article 8 of the legal decision.

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.

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](#)'.

eCommission 2012 - 2015

The eCommission 2012 - 2015 initiative is considered as a logical progression of eCommission 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 ran until 2015 and consisted of a vision, a set of principles and an action plan.

⁶ [Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions, Towards interoperability for European public services/* COM/2010/0744 final */](#)

⁷ http://ec.europa.eu/smart-regulation/roadmaps/docs/2016_digit_001_eif_eis_en.pdf

Other relevant EU initiatives

A Strategy for eProcurement

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

Increasing the use of eProcurement 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. eProcurement can also provide a new source of economic growth and jobs, including by facilitating access to public procurement contracts by SMEs.

In April 2012 the European Commission adopted a Communication [COM\(2012\) 179](#) setting out a strategy to make the use of eProcurement the rule in the EU by mid-2016.

In June 2013, the European Commission adopted a Communication [COM\(2013\) 453](#) that identifies the state of implementation of "end-to-end eProcurement", i.e. the process from the electronic publication of notices to electronic payment, in the EU, as foreseen by the 2012 Communication 'A Strategy for eProcurement'.

Furthermore, as part of the eGovernment Action Plan 2016-2020, the Commission will support Member States' transition towards end-to-end eProcurement, use of contract registers and interoperable eSignatures. The objective of the eGovernment Action Plan is that by 2018 companies anywhere in the EU will be able to bid for public procurement contracts electronically by 2018.

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 EUR 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. Dedicated [working groups](#) have been created to work on this.

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

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/EC 349/04](#) to advice 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.

Common Assessment Model Standards and Specifications (CAMSS)

CAMSS aims at promoting collaboration between public administrations through a "Common Assessment Method for Standards and Specifications".

This helps to expand interoperability between EU Member States through the sharing of information and knowledge, and the alignment of national processes by using CAMSS. It also aims to speed up the assessment processes, reduce their cost throughout European public administrations and avoid ICT vendor specific lock-in.

The main objective of CAMSS is to become the method of reference for the assessment of technical specifications and standards in the field of ICT.

Beneficiaries of CAMSS are public administrations in the Member States and EU institutions, standardisation bodies and the IT services industry. For these beneficiaries, CAMSS aims at providing a best practice (common) assessment method and guidance for the assessment of ICT technical specification or standards when defining ICT architectures and establishing European public services.

The use of the CAMSS by Member States helps to promote transparency in the choice of eGovernment solutions and standards and also lead to a more efficient use of public funds via sharing and reuse among eGovernment projects. The CAMSS toolkit consists of: a documented reference assessment process, a set of quality requirements (criteria), and assessment tools.

- ▶ A documented reference assessment process;
- ▶ A set of quality requirements (criteria);
- ▶ Assessment tools: online and offline (also in open source);
- ▶ The collection of assessments performed with the method;
- ▶ A list of standards which compiles standards and specifications (recommended and mandatory) that included in national lists.

CAMSS is supported through ISA² Action 2016.27.

Interoperability Maturity Model (IMM)

The European Commission's ISA² programme developed an Interoperability Maturity Model (IMM) to provide public administrations insight into two key aspects of their interoperability performance:

- ▶ The current interoperability maturity level of a Public Service;
- ▶ Improvement priorities to reach the next level of interoperability maturity.

The Interoperability Maturity Model measures how well a public administration interacts with external entities in order to organise the efficient provisioning of its public services to other public administrations, businesses and or citizens. The IMM helps owners of a Public Service to **enhance the quality** of the service delivery, **reduce costs** and **overcome integration issues** by reusing available services and **orchestrate services in an effective manner** to **maximise service outcome and benefits** for citizens and public administrations. Together with the IMM, the ISA² programme, developed [guidelines](#) on how to apply the model.

The IMM distinguishes between three different domains of interoperability:

- ▶ **Service Delivery** – Providing end-users accessibility to the public service;
- ▶ **Service Consumption** – Consumption of reusable services from other public administrations and businesses. This can include the consumption of functionalities, base registry information and security services;
- ▶ **Service Management** – Controlling and monitoring the process flow related to external service interactions from trigger to outcome.

EU Catalogue of Standards for ICT Procurement

Under the ISA² programme, the European Commission is creating a [Catalogue of Standards of ICT Procurement](#). The European Catalogue will contribute to ensure that procured solutions are interoperable and help to make the ICT procurement market more transparent. The Catalogue will offer a one-stop-shop for procurers on guidelines for procurement, including on vendor lock-in, on the use of standards, and a lifecycle costing scheme that accounts for the often neglected interoperability costs. It will streamline the numerous guidelines and provide for a platform of exchange and dissemination.

At the present moment the Catalogue is a draft version, a concept demonstrator. The first priority, under the ISA² programme, is to finalise the needs. The prototype proposes needs in four domains: cloud computing, transport systems, eGovernment, and smart and efficient use of energy. Surveys and targeted workshops will be organised to finalise the needs in procurement by the end 2017.

In February 2017, the European Commission has launched an open public consultation to improve the draft contents of the Catalogue. At this stage, the consultation aims at collecting feedback on the contents, and at receiving advices on possible catalogue structure improvements.

The consultation is on the following contents:

- ▶ Contents and lists of standards related to the four domains studied by the project: eGovernment, Cloud Computing, Energy (Efficient use of energy in buildings), Transport (electronic tolling systems);
- ▶ ICT standards from CAMSS study and the Digital Agenda action 2.

Main EU funding programmes

ISA² (Interoperability Solutions for European Public Administrations) programme

On 25 November 2015, [the ISA²](#), the follow-up programme to ISA was [officially adopted](#) by the European Parliament and the Council of the European Union.

[ISA](#) (Interoperability Solutions for European Public Administrations) provided a framework that allowed Member States to work together to create efficient and effective electronic cross-border public services. The programme supported and maintained the [European Interoperability Framework \(EIF\)](#) and contained 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 resulted in the creation of the Joinup portal focusing on eGovernment, semantic interoperability and Open Source Software (OSS).

The follow-up programme, ISA², will cover the period 2016 - 2020 with a financial envelope of EUR 131 million. This programme will support the development of interoperable digital solutions, which will be available to all interested public administrations in Europe.

The main beneficiaries of ISA² are public administrators at EU, national, regional and local level (direct beneficiaries), as well as citizens and businesses (indirect beneficiaries).

What is new in ISA²?

The new programme builds strongly on its predecessor, while also bringing a handful of new elements such as:

- ▶ A focus on the link between Public Administrations and businesses and citizens;
- ▶ Covering all levels of administration;
- ▶ An essential contribution to the Digital Single Market strategy;
- ▶ The goal of increased synergies with relevant EC initiatives;
- ▶ The adoption of a holistic approach to IOP with the responsibility for European Interoperability Strategy (EIS), the European Interoperability Framework (EIF), the European Interoperability Reference Architecture (EIRA) and the European Interoperability Cartography (EIC).

The Connecting Europe Facility (CEF)

On 29 June 2011, the European Commission adopted [a proposal for the next Multi-Annual Financial Framework for the period 2014-2020](#). In this Framework a new integrated investment instrument was proposed to improve Europe's transport, energy and digital networks: '[The Connecting Europe Facility](#)' (CEF). 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 EUR 1.14 billion, out of which EUR 170 million are for Broadband activities, while EUR 970 million are dedicated to Digital Service Infrastructures (DSIs) delivering networked cross-border services for citizens, businesses and public administrations. These projects are to contribute:

- ▶ Improvements in the competitiveness of the European economy;
- ▶ Promotion of the interconnection and interoperability of national, regional and local networks;
- ▶ Access to such networks, thus supporting the development of a Digital Single Market.

The [Broadband](#) 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 [Digital Service Infrastructures \(DSIs\)](#) facilitates the cross-border and cross-sector interaction between European public administrations. This, in turn, enables 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 entail building infrastructures to roll-out the building blocks the Large Scale Pilots have provided to ensure interoperability (such as **eID**, **eProcurement**, **electronic Healthcare records**, **eJustice**) and to link up Member States' infrastructures.

Horizon 2020

[Horizon 2020](#) is an EU Research and Innovation programme with nearly EUR 80 billion of funding available over seven 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 the future of Europe, 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 focused 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 (eGovernment apps) for local and regional public authorities.

[The Work Programme 2016-2017](#) supports eGovernment / ICT-enabled public sector innovation related activities through the following topics:

- ▶ Applied co-creation to deliver public services;
- ▶ Co-creation between public administrations: once-only principle;
- ▶ Policy-development in the age of big data: data-driven policy-making, policy-modelling and policy-implementation;
- ▶ Understanding the transformation of European public administrations;
- ▶ New business models for inclusive, innovative and reflective societies.

All of the Horizon 2020 funded projects can be accessed on their main [database](#).

European Structural and Investment Funds (ESIF)

The [European Structural and Investment Funds](#) also provide investments in the field of eGovernment in less favoured regions, as this is seen as a strategic component of their economic and social development. As stipulated in Article 9 of the Common Provisions Regulation, which lays down the common rules applicable to ESIF, each ESIF must also support eleven thematic objectives (TO), including thematic objectives 2 and 11 which are particularly relevant to the modernisation of public administrations.

ESIF Thematic Objective 2 (TO2)⁸, as set by the European Commission, aims at enhancing access to, use and quality of ICT. The main specific characteristics describing TO2 are:

- ▶ Extending broadband deployment and the roll-out of high-speed networks;
- ▶ Developing ICT products and services, eCommerce and enhancing demand for ICT;
- ▶ Strengthening ICT applications for eGovernment, eLearning, eInclusion and eHealth;

⁸ [Huckfield, Future of EU funds – Thematic Objectives: Thematic Objectives for EU Funds 2014 – 2020](#), 05. November 2012.

- ▶ Enhancing the accessibility, use and quality of information and communication technologies, through the development of digital literacy, investment in eInclusion, eSkills and related entrepreneurial skill.

ESIF Thematic Objective 11 (TO11), as set by the European Commission, aims to enhance institutional capacity and to support the efficiency of public administrations. The European Social Fund (ESF) foresees two investment priorities under TO11:

- ▶ Investment in institutional capacity and in the efficiency of public administration and public services at the national, regional and local levels with a view to reforms, better regulation and good governance (article 3 (d) (i) ESF Regulation);
- ▶ Capacity building for all stakeholders delivering education, lifelong learning, training and employment and social policies, including through sectorial and territorial pacts to mobilise in order to reform at the national, regional and local levels (article 3(d) (ii) ESF Regulation).

Structural Reform Support Programme (and Service)⁹

The Union has identified the implementation of structural reforms among its policy priorities to set the recovery on a sustainable path, unlock the growth potential to strengthen the adjustment capacity, and support the process of convergence.

Yet the reforms must be well-designed, legislated and effectively implemented, and therefore it became necessary to establish a [Structural Reform Support Programme](#) with the objective of strengthening the overall capacity of Member States to prepare and implement growth-enhancing institutional, structural and administrative reforms, including through assistance for the efficient and effective use of Union funds, to the extent that these Member States request support from the Union for this purpose.

In May 2017 the Council approved a EUR 142.8 million programme to help Member States implement structural reforms. The intention is to provide for an extension – under the auspices of the Structural Reform Support Service (SRSS) – of technical support to all Member States requesting it.

Justice Programme

This programme will contribute to the further development of a European area of justice based on mutual recognition and mutual trust. The [Justice Programme](#) provides dedicated calls for eJustice projects.

Monitoring mechanisms

In order to monitor countries' progress towards modernisation of public administration, especially the advancement of eGovernment, every two years the European Commission published the [eGovernment Benchmark report](#), which overlooks the state-of-play of eGovernment across Europe. Additionally, implementation of several initiatives is monitored on the [Joinup](#) platform and other observatories.

⁹ On 28 April 2016, COREPER (the Permanent Representatives Committee) agreed, on behalf of the Council of the European Union, its stance on a proposed regulation establishing a structural reform programme to help the Member States to implement reforms, and asked the Council's presidency to start negotiations with the European Parliament.

Legal framework

Main legal texts impacting on the development of eGovernment

Data Protection/Privacy

In January 2012, the European Commission proposed a comprehensive reform of data protection rules in the EU. In this context, on 4 May 2016, the official texts of the relevant Regulation and the Directive have been published in the EU Official Journal in all the official languages.

The objective of this new set of rules is to give citizens back control over of their personal data, and to simplify the regulatory environment for business. The data protection reform is a key enabler of the Digital Single Market which the Commission has prioritised. The reform will allow European citizens and businesses to fully benefit from the digital economy.

On 24 May 2016, [Regulation \(EU\) 2016/679](#) of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) (Text with EEA relevance) entered, and it shall apply from 25 May 2018.

On 5 May 2016, Directive (EU) 2016/680 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data by competent authorities for the purposes of the prevention, investigation, detection or prosecution of criminal offences or the execution of criminal penalties, and on the free movement of such data, and repealing Council Framework Decision 2008/977/JHA entered into force and EU Member States have to transpose it into their national law by 6 May 2018.

[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 data¹⁰

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 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 also have to make available information on

¹⁰ Amended by [Regulation \(EC\) No 1882/2003](#)

the rules in their national law, according to which third parties can rely on certain company documents. This information is also available on the [eJustice portal](#).

The Directive also requires a Business Registers Interconnection System (BRIS) to be established. The Commission implementing [Regulation \(EU\) 2015/884](#) sets out technical specifications and procedures required for the system of interconnection of business registers. By 8 June 2017 Member States will have 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 [eJustice](#) 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.

eInvoicing

[Directive 2014/55/EU of the European Parliament and of the Council of 16 April 2014 on electronic invoicing in public procurement](#)

EU countries and the European Commission decided to introduce a European Standard for eInvoicing in response to the many eInvoice formats used across the EU. Once the eInvoicing Directive 2014/55/EU has been transposed into the national laws of EU countries and the deadline for implementing the norm has passed, electronic invoices will be able to flow seamlessly across the EU.

Electronic communications regulatory framework (2002)

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.

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.

On 25 November 2009, the Telecoms Package (for more information please see below) was adopted serving as a review of the EU Telecoms Framework of 2002 and serving a purpose to create a common set of regulations for the telecoms industry across all 28 EU member states. Within this scope, Directive 2002/19/EC has been amended by [Directive 2009/140/EC](#).

[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.

On 25 November 2009, the Telecoms Package (for more information please see below) was adopted serving as a review of the EU Telecoms Framework of 2002 and serving a purpose to create a common set of regulations for the telecoms industry across all, back then, 27 EU Member States. Within this scope, Directive 2002/20/EC has been amended by [Directive 2009/140/EC](#).

[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 NRAs, 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 2002/21/EC. The objective of this Regulation was to maintain and further develop a common set of rules to ensure that users of public mobile communications networks do not pay excessive prices for Community-wide roaming services (be it in respect of voice calls, SMS messages or data transmissions) when travelling within the Community. This contributes to the smooth functioning of the internal market, while achieving a high level of consumer protection and safeguarding competition between mobile operators, which cannot be sufficiently achieved by the Member States in a secure, harmonised and timely manner.

On 25 November 2009, the Telecoms Package (for more information please see below) was adopted serving as a review of the EU Telecoms Framework of 2002 and serving a purpose to create a common set of regulations for the telecoms industry across all 27 EU Member States. Within this scope, Directive 2002/21/EC has been amended by [Directive 2009/140/EC](#).

[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.

Electronic identification and trust services

[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.

eProcurement

[Directive 2014/24/EU](#) of the European Parliament and of the Council of 26 February 2014 on public procurement and repealing Directive 2004/18/EC

The Directive, which took effect on 26 February 2014, set out the legal framework for public procurement, including electronic procurement. It sets out procedures which must be followed before awarding a contract to suppliers (i.e. providers of works, supplies or services) when its value exceeds set thresholds, unless it qualifies for a specific exclusion - e.g. on grounds of national security.

Payment Services

[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 revised Directive on Payment Services (PS2) was adopted by the EU is to provide modern, efficient and cheap payment services and to enhance protection for European consumers and businesses.

On 8 October 2015, the European Commission announced the adoption of the [PSD2](#) by the European Parliament. This new law, as proposed by the European Commission in July 2013, enhances consumer protection, promotes innovation and improves the security of payment services. Some of the new rules will introduce the following:

- ▶ Stricter **security requirements** for the initiation and processing of **electronic payments** and the protection of consumers' financial data;
- ▶ Open the EU payment market for companies offering consumer or business-oriented payment services based on the access to information about the payment account – the so called "payment initiation services providers" and "account information services providers";
- ▶ Enhancement of consumers' rights in numerous areas, including reducing the liability for non-authorised payments, introducing an unconditional ("no questions asked") refund right for direct debits in euro;
- ▶ Prohibition of surcharging (additional charges for the right to pay e.g. with a card) whether the payment instrument is used in shops or online.

Re-use of Public Sector Information (PSI)

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 ICT, PSI can now be processed in an efficient, effective and user friendly manner, creating a variety of new opportunities for its exploitation.

[Directive 2013/37/EU](#) of the European Parliament and of the Council of 26 June 2013 on the re-use of public sector information

Directive 2013/37/EU is amending the [Directive 2003/98/EC](#) of the European Parliament and of the Council, of 17 November 2003, on the re-use of public sector information that set 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.

Directive 2003/98/EC laid 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 Directive does not seek to define or to change access regimes in Member States, which remain their responsibility.

The scope of Directive 2003/98/EC was extended to libraries, including university libraries, museums and archives by [Directive 2013/37/EU](#); and Member States were obliged to [transpose](#) it by 18 July 2015.

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.

[Proposal for a REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL on establishing a single digital gateway to provide information, procedures, assistance and problem solving services and amending Regulation \(EU\) No 1024/2012](#)

Commission's Directorate General for Internal Market, Industry, Entrepreneurship and SMEs has put forward a proposal for a regulation on Establishing a Single Digital Gateway.

The Commission envisions the single digital gateway as something that would address the current fragmentation and information gaps by completing, improving and linking up relevant EU and national-level online information, assistance services and procedures in a user-friendly way. The vision is to provide businesses and citizens with high quality, comprehensive information, effective assistance and problem solving services and efficient compliance procedures regarding EU and national rules applicable to citizens and businesses when they want to do business and/or to travel to, buy from, work, study or reside in another Member State. The gateway will be based on a user interface that would search the best service package for any query a user may have.

The implementation plan of the proposal for regulation can be found online on Commission's [website](#).

Spatial Information

[Directive 2007/2/EC](#) of the European Parliament and of the Council of 14 March 2007 establishing an Infrastructure for Spatial Information in the European Community (INSPIRE)

On 25 April 2017, [Directive 2007/2/EC](#) of the European Parliament and of the Council of 14 March 2007 establishing an Infrastructure for Spatial Information in the European Community (INSPIRE) was published in the official Journal, establishing an infrastructure for spatial information in Europe to support Community environmental policies, and policies or activities which may have an impact on the environment. It entered into force on the 15 May 2007 and it will be implemented in various stages, with full implementation required by 2019.

The INSPIRE Directive aims to create a European Union (EU) spatial data infrastructure. This will enable the sharing of environmental spatial information among public sector organisations and better facilitate public access to spatial information across Europe.

A European Spatial Data Infrastructure will assist in policy-making across boundaries. Therefore the spatial information considered under the Directive is extensive and includes a great variety of topical and technical themes.

The Telecoms Reform (2009)

The Telecoms Package was the review of the European Union Telecommunications Framework from 2007 – 2009. The objective of the review was to update the EU Telecoms Framework of 2002 and to create a common set of regulations for the telecoms industry across all 28 EU Member States.

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 to ensure **fair competition** and more **consistency of regulation** on the telecoms markets. The aim is for BEREC to replace 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 28 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.

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](#), Mr. Andrus Ansip steers and coordinates 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. Some of his main tasks include the following:

- ▶ 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 produced by regulation in telecoms, copyright and data protection legislation and by the management of radio waves;
- ▶ Helping build the framework conditions for protecting citizens online, including fighting cybercrime;
- ▶ Simplifying consumer rules for online shopping;
- ▶ Mobilising additional public and private investment for infrastructure, such as broadband networks;
- ▶ Promoting digital and eGovernment solutions within 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](#) Mr. Andrus Ansip is responsible for DG for Communications Networks; Content and Technology (CNCT); 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 Informatics (DIGIT)

The [mission](#) of the [Directorate-General for Informatics \(DIGIT\)](#) is to deliver digital services, enabling the effective implementation of EU policies and to support the Commission's internal administration.

With this goal in mind, DIGIT, as a 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 collaborating 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 and together across boundaries - Interoperability solutions.

The Directorate-General for Informatics is also responsible for the coordination of the eCommission strategy and its implementation via the delivery of IT systems and services. Moreover, through the ISA² programme, DIGIT facilitates the deployment of pan-European eGovernment services to administrations, citizens and enterprises/businesses.

DIGIT Unit D2 - Interoperability solutions for European public administrations (ISA)

The Unit manages the execution of the programme on interoperability solutions and common frameworks for European public administrations, businesses and citizens (ISA² programme) as a means for modernising the public sector.

In the period 2005-2009, this objective was implemented under the [IDABC](#) programme on the Interoperable Delivery of European eGovernment Services to public Administrations, Businesses 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.

The follow up programme ISA ran from 2010-2015. [ISA](#) was based on the experience gained from IDABC and its [evaluations](#). It aimed at facilitating efficient and effective electronic cross-border and cross-sector interaction between European public administrations, and at enabling the delivery of digital public services through common solutions. Thereby, it focused on ensuring the 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 were also supported in assessing the ICT implications of Community legislation and in planning the implementation of relevant solutions.

[ISA²](#) is the follow-up programme to ISA. ISA² started on 1 January 2016 and it will run until 31 December 2020. ISA² expands the scope of its predecessor, by explicitly including regional

and local authorities, and providing a link to citizens and businesses. Furthermore, the programme will develop, maintain and promote a holistic approach to interoperability in the Union so as to eliminate the fragmentation of the current 'digital service provisioning' landscape, which constitutes a risk for accomplishing the Digital Single Market.

It will be revised once a year, to reflect changes in policies or priorities. The Commission implements the ISA² work programme via public procurement procedures.

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

The Directorate General contributes to EU goals in the Digital Age: human advancement, fairness, jobs, and growth. It seeks to foster innovation, creativity, culture, research excellence and competitive markets as well as to provide trusted, accessible and positive digital experiences to every European citizen, while managing the Digital Single Market Strategy and overseeing the implementation of the eGovernment Action Plan 2016-2020.

Among DG CNCT's [responsibilities](#) are:

- ▶ Funding high-quality ICT research and innovation that delivers imaginative and practical solutions addressing both technological and societal challenges through the EU research and innovation strategy. DG CNCT actively collaborates with researchers around the world;
- ▶ Promoting greater use of, and public access to a "connected Digital Single Market", for goods and services;
- ▶ Ensuring 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;
- ▶ Working to give everyone in Europe a faster connection to an open Internet;
- ▶ Supporting European innovators, entrepreneurs and start-ups;
- ▶ Helping 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;
- ▶ Championing digital government and public services across Member States and within the Commission.

DG CNCT Unit H4 – eGovernment & Trust

The Unit leads the [deployment of EU Digital Public Services](#), focussing on cross-border excellence in eGovernment. The unit is also responsible for setting out the overarching policy for the digital transformation of government through the eGovernment Action Plan 2016-2020. The action plan sets out a vision for public administrations through 7 principles and a number of policy priorities. It also includes 20 concrete actions to achieve these, such as the coordination of the cross-border services support, funded by CEF (Connecting Europe Facility) for DG CNCT.

In this context the unit is responsible for the DG's eGovernment portfolio which includes the eGovernment policy within the Digital Agenda for Europe and the eGovernment Action Plan 2016-2020, and the deployment of innovative technologies in public administrations and governments. The eGovernment Action Plan is used for implementing the necessary actions to transform administrations into more open, transparent and collaborative entities interacting efficiently with increasingly mobile businesses and citizens.

Other DGs

Within the European Commission, individual Directorates-General are responsible for the implementation of IT solutions within the mandate of their respective competencies:

- ▶ [DG GROW](#) – for better business environment;
- ▶ [DG JUST](#) – for a modern judicial system;
- ▶ [DG EMPL](#) – for policy in the field of employment, social affairs and inclusion, which is a shared competence between the EU and its member countries;
- ▶ [DG REGIO](#) – for strengthening economic, social and territorial cohesion by reducing disparities between regional and national levels of development in the European Union.

Audit/Assurance

Internal Audit Service (IAS) of the European Commission

Operating under the responsibility of Mr. 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 the operations of the European Commission.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Commissioner responsible for Digital Economy and Society



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eGovernment Services

This section aims to present the main eGovernment services, in terms of websites and platforms available for internal Commission staff, national administrations, citizens and businesses. For each service, its website and a brief description are presented.

Infrastructure

Main eGovernment infrastructure components of Pan European scope

Name: **European Interoperability Framework (EIF) for European public services**

Objective: **Interoperability enhancement**

Website: https://ec.europa.eu/isa2/eif_en

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 is maintained under the ISA² programme. A revised version of the EIF was published in March 2017.

Name: **Interoperability Action Plan**

Objective: **Interoperability enhancement**

Website: http://eur-lex.europa.eu/resource.html?uri=cellar:2c2f2554-0faf-11e7-8a35-01aa75ed71a1.0017.02/DOC_2&format=PDF

Description: Based on a joint vision, the Interoperability Action Plan sets out a common, coherent approach to interoperability. The Interoperability Action Plan tackles the causes of existing interoperability issues and is indicative. It may be updated if more actions are identified and included in it or others are withdrawn. Changes can be proposed by the European Commission at any time and good reasons should be given. The new action plan contained a total of 22 actions upon its publication.

The new Interoperability Action Plan is maintained under the ISA² programme.

Name: CIRCABC: Communication and Information Resource Centre Administrator

Objective: Basic Infrastructure provision

Website: <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: TESTA: Trans European Services for Telematics between Administrations

Objective: Interoperability and basic infrastructure

Website: https://ec.europa.eu/isa2/solutions/testa_en
https://ec.europa.eu/isa2/actions/strengthening-eu%E2%80%99s-telecommunications-backbone_en

Description: TESTA 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 TESTA network service originates from the IDA programme (1996). Following this programme, TESTA passed on to the IDA II, IDABC and ISA programme, each time building on the lessons learned in the previous programmes and providing more security and value added services.

TESTA provides guaranteed performance and high levels of security and has connections with all the EU Institutions, EU Agencies, Member States (EU National networks), Acceding Countries and members of community programs.

Name: EUSurvey**Objective:** Online Questionnaire Management**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 attractiveness of the application.

Administrations, businesses and private associations are given the opportunity to use the EUSurvey Open Source release for their own needs.

Name: eTrustEx**Objective:** Documents exchange**Website:** <https://joinup.ec.europa.eu/software/openetrustex/home>**Description:** Open eTrustEx is an open-source platform offered to Public Administrations at European, national and regional levels to set up the 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:** Europe's Research and Education Networks interconnection**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.

Name: Connecting Europe Facility (CEF) Building Blocks**Objective:** European eInfrastructure improvement**Website:** <https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/About+CEF+building+blocks>**Description:** Under the Multi-annual Financial Framework for the period 2014 – 2020, a new integrated investment instrument was created to improve Europe's transport, energy and digital networks: 'The Connecting Europe Facility' (CEF). Well-functioning infrastructures are a key condition to achieve the Europe 2020 targets.

The CEF building blocks are a set of highly reusable tools and services that have been mainly developed and piloted by the Member States in different large scale pilots. The building blocks that are currently available for the reuse are the following: [CEF eID](#), [CEF eSignature](#), [CEF eInvoicing](#), [CEF eDelivery](#), and [CEF Automated Translation](#).

Internal Administration Services

Internal Administration services

Name: ABAC (Accrual Based Accounting) Information System

Objective: Accounting Information Management

Website: 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 approach known as 'cash accounting' 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

Website: <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:** Management of the European Commission's decision-making process / procedures, documents and workflow**Website:** <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 harmonise 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 focused 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 the Decide system and the 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, etc.) 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: EU Login**Objective:** Authentication**Website:** <https://ecas.ec.europa.eu/cas/help.html>

Description: EU Login is the system for signing in to a whole range of web sites and online services with a single account and a single set of credentials. It allows any user, including citizens and members of partner organisations, to access services offered by the European Commission and also by other European institutions or bodies. It offers three levels of security ranging from basic (username and password) to high (strong authentication).

Name: ESSI - Electronic Signature Service Infrastructure**Objective:** eSignature creation and validation**Website:** <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

Policy area: Machine Translation Service

Website: https://ec.europa.eu/info/resources-partners/machine-translation-public-administrations-mtec_en

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

Website: 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

Website: http://ec.europa.eu/transport/road_safety/index_en.htm

Description: The CARE system was created on 30 November 1993 ([93/704/EC](#)) via a Council decision. Its purpose is to provide a set of tools 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 database: 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 approximately 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 **eEionet**, aimed to ensure harmonised electronic collection, handling and provision of data reported on the European environment.

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: Common Communications Network / Common Systems Interface (CCN/CSI)

Policy area: Customs and Taxation

Website: N/A

Description: 'CCN/CSI network' means the common platform based on the common communication network (hereinafter the 'CCN') and common system interface (hereinafter the 'CSI'), developed by the Union to ensure all transmissions by electronic means between competent authorities in the area of customs and taxation. Since 2015, the network is also used to exchange statistical micro data.

The Common Communications Network (CCN) and the Common Systems Interface (CSI) is an interoperability infrastructure that has been in production since 1999 and is composed of:

- ▶ The Common Communications Network (CCN), a series of physical gateways located either in the National Administration or in DG Taxation and Customs Union premises. These gateways are interconnected in a secure way using an international IP network and locally connected to the application platforms within the national administration; They implement all functions of the system, which are made available through CSI; CCN is going to rely soon on STESTA (see Chapter on Infrastructure)
- ▶ The Common Systems Interface (CSI) is a set of protocols and programming interfaces allowing the above mentioned application platforms to use CCN so as to exchange information. CSI assures the availability of a harmonised service interface in the heterogeneous systems in the national administrations.

As from the beginning of 2009, the CCN/CSI network is also supporting the on-going cooperation between the Administrations of third countries (such as Russia), the Commission, the Member States and European Agencies.

Name: The Export control system (ECS)

Policy area: Customs

Website: N/A

Description: The Export Control System (ECS) is an electronic system that relates to handling of export and exit of goods from the EU customs territory enabling Customs Administrations in all Member States of the EU to electronically handle Exit Summary Declarations (EXS) and to risk analyse the EXS declarations in advance of the goods exiting the Community. ECS manages electronically some aspects of the export procedure. ECS implements [Regulation 648/2005](#) and its Implementing Provisions ([Regulation 1875/2006](#)).

Name: VAT Information Exchange System (VIES) - Administrations**Policy area: Taxation****Website:** 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 an 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**Policy area: Multiple policy areas****Website:** <http://simap.ted.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

Website: 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

Website: http://ec.europa.eu/echo/what/civil-protection/mechanism_en
http://ec.europa.eu/echo/funding-evaluations/public-procurement/call-for-tender/common-emergency-communication-and_en

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, operating 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 CECIS to facilitate day to day and crises communications.

As of December 2014, 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 Member States' 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 modernised 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: MOVEHUB

Policy area: Land Transport Policy and Road Safety

Website: TACHOnet -
http://ec.europa.eu/transport/modes/road/social_provisions/tachograph/tachonet_en.htm
 ERRU - https://ec.europa.eu/transport/modes/road/rules-governing-access-profession/european-register-road-transport-undertakings-erru_en
 RESPER - http://ec.europa.eu/transport/road_safety/topics/driving-licence/eu-driving_licence/index_en.htm

Description: The MOVEHUB is a system to exchange structured messages between different countries and it currently integrates:

- ▶ TACHOnet, which was created in 2006 on a voluntary basis to exchange structured data between Member States on driver cards, in order to reduce the frauds;
- ▶ The Tachograph Regulation 165/2014, requires Member States to exchange information electronically in order to ensure that the tachograph is properly used to apply the social road transport rules. It will make the use of TACHOnet mandatory for all the Member States from 02/03/2018. The implementing rules are described in Regulation 2016/68;
- ▶ ERRU (European Register of Road transport Undertakings);
- ▶ Regulation (EC) No 1071/2009 foresees that Member States set up national electronic registers of road transport undertakings. The interconnection of these registers is described in Regulation 2016/480;
- ▶ RESPER (RESeau PERmis de conduire);
- ▶ The main objective of this network is to strengthen cooperation between Member States;
- ▶ The Third Driving License Directive (2006/126/EC) compels Member States to exchange driving license information via '... the driving license network set up for these purposes (art.15) ...' The systematic exchange of driver's license information between Member States would help in combating document fraud and the circumvention of national restrictive measures imposed for driving offences and thus improving road safety.

Name: TENtec**Policy area:** Trans-European Transport Network (TEN-T)**Website:** http://ec.europa.eu/transport/infrastructure/tentec/tentec-portal/site/index_en.htm**Description:** TENtec is the European Commission's information system to coordinate and support the Trans-European Transport Network Policy (TEN-T). It is based on two pillars:

- ▶ The first pillar focuses on policy-related information by storing and managing technical, geographical and financial data for the analysis, management and political decision-making related to TEN-T and the underlying funding programme, the Connecting Europe Facility (CEF). The core TENtec modules are OMC (Open Method of Coordination) and iReport, which are accessible through the TENtec Private Portal;
- ▶ The second pillar is related to grant management activities, managed by the Innovation and Networks Executive Agency (INEA), to support the necessary workflows for issuing grant agreements after completion of the selection cycle for new projects - including proposal submission and reception and the required web interfaces. The underlying modules are eSubmission, Action Status Report, Project Follow-Up, Evaluation and Grant Agreement.

Moreover, TENtec also enables the European Commission to easily compile information and create timely reports and maps. All parties concerned benefit from an increased visibility, data quality and systematic up-to-date overview of the budget execution and technical implementation for each TEN-T/CEF project.

TENtec acts as a bridge to Member States ministries and other key stakeholders (DG REGIO, DG ENV, EIB and neighbouring countries) and includes support for transport modelling of future policy and budgetary scenarios, briefings, the mapping of TEN-T/CEF co-funded projects and other layers (alternative fuels, secure and safe parking etc.).

The seamless inclusion of Geographical Information Systems (GIS) also supports interactive maps and satellite overlays (e.g. OpenStreetMap). With these features in place, TENtec was able to provide full support to the policy-making process, leading to the European Commission's TEN-T Regulation and the CEF.

Name: ECRIS - European Criminal Records Information System**Policy area:** Justice**Website:** http://ec.europa.eu/justice/criminal/european-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: SIS II – Schengen information System Second Generation**Policy area:** Migration and home affairs**Website:** http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/borders-and-visas/schengen-information-system/index_en.htm**Description:** The Schengen Information System (SIS) is a highly efficient large-scale information system that supports external border control and law enforcement cooperation in the Schengen States. The SIS enables competent authorities, such as police and border guards, to enter and consult alerts on certain categories of wanted or missing persons and objects.**Name:** CISE - Common information sharing environment**Policy area:** Maritime affairs**Website:** 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

Policy area: Data management

Website: https://webgate.ec.europa.eu/edamis/login/index.cfm?TargetUrl=disp_log_in

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.

Name: European Competition Network 2 (ECN2)

Policy area: Competition

Website: <https://webgate.ec.europa.eu/ecn>

Description: The [European Competition Network \(ECN\)](#) has been established as a forum for discussion and cooperation of European competition authorities in cases where **Articles 101 and 102 of the Treaty of the Functioning of the European Union** are applied. It should ensure an efficient division of work and an effective and consistent application of EC competition rules.

The EU Commission and competition authorities from EU Member States cooperate with each other through the ECN by: informing each other of new cases and envisaged enforcement decisions, coordinating investigations, where necessary, helping each other with investigations, exchanging evidence and other information, and discussing various issues of common interest.

ECN2 is a web-based application that has become the de-facto user interface for National Competition Authorities and the European Commission to share documents and structured case information, due to its lightness, user-friendliness and advanced features such as decentralised user and role management and end-to-end encryption for sensitive documents.

Furthermore, ECN2 enables cooperation and exchange of best practises in the area of merger control by setting up an [EU Merger Working Group](#). The key objective of the working group is to foster increased consistency, convergence and cooperation among EU merger jurisdictions.

Name: Système Intégré de Gestion de licences (SIGL)**Policy area:** **Trade Policy - Imports Control****Website:** <http://trade.ec.europa.eu/sigl/>

Description: SIGL supports the management at EU level of licences for imports of products which are subject to quantitative restrictions (quotas) or to surveillance measures, such as textiles, clothing, footwear and steel, to the EU.

Name: Dual-use eSystem (DUeS)**Policy Area** Trade Policy – Export Control**Website:** <http://ec.europa.eu/trade/import-and-export-rules/export-from-eu/dual-use-controls/>

Description: The Dual Use Electronic System (DUeS) is a secure and encrypted electronic system hosted by the Commission, to enable effective exchange of information between export control authorities of Member States and the Commission. This system is used to implement various provisions of Regulation 428/2009 and, in particular, to notify denials on export, brokering and transit of dual-use items.

In 2015, a new functionality was developed to cover the information exchange required under Article 11 of Regulation (EC) No 1236/2005.

Name: State Aid Notification Interactive tool 2 (SANI2)**Policy area:** **State Aid****Website:** <https://webgate.ec.europa.eu/competition/sani2/>

Description: Article 107 of the Treaty on the Functioning of the European Union (TFEU) ensures that aid granted by a Member State or through State resources does not distort competition and trade within the EU by favouring certain companies or the production of certain goods.

The Commission is responsible for enforcing the EU State aid rules, primarily the Directorate-General (DG) for Competition. DG Agriculture and Rural Development and DG Maritime Affairs and Fisheries deal with the agricultural and fisheries sectors respectively.

EU State aid control requires prior notification of all new aid measures to the Commission. Member States must wait for the Commission's decision before they can put the measure into effect (with a few exceptions such as GBER, "de minimis", etc.).

State Aid Notification Interactive (SANI2) offers Member States a web-based application designed to facilitate the transmission of the State aid notifications as required by [Regulation 794/2004](#). The tool provides, through a user-friendly interface, a single point of contact for the communication between the European Commission and the Member States for state aid notification. SANI2 is a multilingual application offered in all the official languages of the European Union.

Name: Transparency Award Module (TAM)

Policy area: State Aid

Website: <https://webgate.ec.europa.eu/competition/transparency/>
<https://webgate.ec.europa.eu/competition/transparency/public/search/home>

Description: The EU rules require that State Aid given to companies be transparent. Transparency means giving market participants relevant information about those public interventions that might have potentially distortive effects on competition and on intra-EU trade, i.e. government aid that confers selective advantages to companies.

Specific transparency provisions were introduced in 2014 as core of the State Aid Modernisation (SAM) requiring granting authorities at all levels to provide information about big individual aid awards.

The purpose of the transparency requirements is to promote accountability of granting authorities and to reduce uncertainties on the market for state aid by allowing citizens and companies to access easily relevant information about awarded aid, such as name of the beneficiary, amount, location, sector and objective. On 1 July 2016, those transparency obligations for state aid entered into force.

The State Aid Transparency Award Module (TAM) enables Member States to collect and share information regarding individual State aid awards in line with the EU transparency obligations.

TAM provides the means through which a Member State will publish data about notified aid and exempted schemes, according to Article 9 of EC [Regulation 651/2014](#), simplifying and reducing the reporting obligations of a Member State.

A Member State can, on their website(s), make available for their citizens – and the rest of the general public – information as described by Article 9 of EC Regulation 651/2014. The EC will be able to make available the same information on its own website(s). The EU citizens – and the rest of the general public – will be able to search and download the published Transparency data via the State Aid Transparency public search page.

Name: State Aid Recovery Calculator

Policy area: State Aid

Website: <https://webgate.ec.europa.eu/competition/aidcalculator/>

Description: **Article 108(3) of the Treaty on the Functioning of the European Union (TFEU)** requires Member States not only to notify State aid measures to the Commission before their implementation, but also to await the outcome of the Commission's investigation before implementing notified measures (with some exceptions such as GBER, "de minimis", etc.). If either of those obligations is not fulfilled, the State aid measure is unlawful.

If, following a formal investigation procedure, the Commission considers the State aid measure incompatible with the internal market, it will require the Member State to recover the aid from the beneficiary (recovery decision).

The aim of recovery is to remove the undue advantage granted to a company (or companies) and to restore the market to its state before the aforementioned aid was granted. There is a limitation period of ten years for recovery.

The State Aid Recovery Calculator is a web-based IT-application accessible to Member States that provides access to the recovery procedure(s) which they are entitled to see and in which the calculation of the recovery interest are collected and stored for the individual recovery procedure. It allows Member States to calculate the recovery interest on the aid amount to recover. Also, the tool can calculate the interest of early repayments or instalments which were undertaken prior full recovery of the aid amount due.

This tool provides the means for a more efficient and accurate calculation of the amount and interest rates due per recovery case by the Commission, enabling a transparent and active participation of the Member States in this process.

Name: State Aid Reporting Interactive tool (SARI)

Policy area: State Aid

Website: <https://webgate.ec.europa.eu/competition/sani/sari/>

Description: Commission Regulation (EC) 794/2004 stipulates that Member States have to report electronically to the Commission their annual State Aid expenditure. The State Aid Reporting Interactive tool (SARI) provides a web-based application through which the Member States encode the last-five-year expenditure data.

SARI provides a tool for Member States to encode and submit State Aid expenditure data in a precise, quick and easy way, allowing them to verify the data input and making the communication between Member States and the European Commission more efficient through the whole State Aid reporting process. Benefiting from the improved data quality, SARI enables to produce a better State Aid expenditure annual report (State Aid Scoreboard).

Name: CPNP – Cosmetic Products Notification Portal**Policy area:** Cosmetic products**Website:** <https://webgate.ec.europa.eu/cnpn/>

Description: Cosmetic Products Notification Portal (CPNP) is a free of charge online notification system created for the implementation of Regulation (EC) No 1223/2009 on cosmetic products. When a product has been notified in the CPNP, there is no need for any further notification at national level within the EU.

[Regulation \(EC\) No 1223/2009](#) (Article 13) requires that the responsible persons and distributors must encode the relevant information on the products they place or make available on the European market.

The CPNP is making this information available electronically to:

- ▶ Competent Authorities (for the purposes of market surveillance, market analysis, evaluation and consumer information);
- ▶ Poison Centres or similar bodies established by EU countries (for the purposes of medical treatment).

The CPNP also contains a separate module (Article 16) for cosmetic products containing nanomaterials.

Name: COSING**Policy area:** Cosmetic products**Website:** <http://ec.europa.eu/growth/tools-databases/cosing/>

Description: COSING is the public European Commission database for information on cosmetic substances and ingredients used in cosmetic products, on the basis of information supplied by the industry. According to [Regulation \(EC\) No 1223/2009](#) the Commission shall compile and update a glossary of common ingredient names.

Name: EUDAMED 2 - European Medical Devices**Policy area:** Healthcare**Website:** http://ec.europa.eu/growth/sectors/medical-devices/market-surveillance/index_en.htm#eudamed

Description: Eudamed is a secure web-based portal acting as a central repository for information exchange between national competent authorities and the Commission and is not publicly accessible.

Eudamed contains, depending on the applicable directive, data on:

- ▶ Registration of manufacturers, authorised representatives and devices;
- ▶ Data relating to certificates issued, modified, supplemented, suspended, withdrawn or refused;
- ▶ Data obtained in accordance with the vigilance procedure;

- ▶ Data on clinical investigations.

Name: ICSMS

Policy area: Compliance

Website: <https://webgate.ec.europa.eu/icsms>

Description: ICSMS allows information on non-compliant products to be quickly and efficiently shared between authorities. Each authority can input data about investigated products, which are not already in the database and add information to an already existing product information file. Furthermore ICSMS enables specific searches for non-compliant products.

ICSMS consists of an internal and a public area. The internal area is destined for authorities and the EU. It contains all information available. The public area is destined for consumers, users and manufacturers.

The information which is visible to the public provides only the data, which reference the product and its non-compliance and not any internal documents (i.e. information exchange between authority and importer/manufacture).

Name: TRIS System

Policy area: Regulation

Website: <http://ec.europa.eu/growth/tools-databases/tris/en/>

Description: The Technical Regulation Information System manages the notification procedure under the Directive (EU)2015/1535 which allows the Commission and the Member States of the EU to examine the technical regulations Member States intend to introduce for products (industrial, agricultural and fishery) and for Information Society services before their adoption. The aim is to ensure that these texts are compatible with EU law and the Internal Market principles.

TRIS covers the entire workflow from registry, translation management, through the notification of final texts in all EC languages.

Name: NCTS New Computerised Transit system

Policy area: IT

Website: 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: TBT**Policy area:** Trade**Website:** <http://ec.europa.eu/growth/tools-databases/tbt/en/>

Description: The Agreement on Technical Barriers to Trade (the TBT Agreement) is a multilateral agreement administered by the World Trade Organisation (WTO). While allowing all WTO countries to maintain their right to adopt regulations to pursue legitimate objectives - e.g. the protection of public health, consumers, and the environment - the TBT Agreement aims to:

- ▶ Prevent the creation of unnecessary technical barriers to international trade;
- ▶ Ensure that technical regulations, standards, and conformity assessment procedures are non-discriminatory;
- ▶ Prevent adoption of protectionist measures;
- ▶ Encourage members to base their measures on international standards as a means to facilitate trade;
- ▶ Enhance transparency.

Being the primary IT system supporting the EU-TBT Contact Point, the TBT database provides information on each TBT notification and the related dialogue.

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.

In line with Action 20 of the eGovernment Action Plan 2016-2020, the EUROPA website is being renewed to ensure that it is able to support increased engagement and participation of citizens and businesses in EU programmes and policy making. The website 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). Furthermore, following the publication of Better Regulation Guidelines, public [consultations](#) regarding upcoming EU initiatives and legislation are now available on the website, encouraging citizens to participate in the decision and policy making process of the EU.

Following the proposal for Regulation on establishing a Single Digital Gateway in Europe, the Commission is now responsible for providing information on its respective websites, including EUROPA on national and EU rules and requirements, applicable to businesses and citizens in the area of the Single Market.

Name: European Union Open Data Portal

Website: <http://data.europa.eu/euodp/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. Data is free for its use and reuse for commercial or non-commercial purposes. The portal also allows visitors to visualise key statistics and indicators.

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. The 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	Single Digital Gateway
Website:	N/A
Description:	<p>The Commission has put forward a proposal for a new regulation on establishing a single digital gateway to provide information, procedures, assistance and problem solving services in the area of the Single Market. Following the proposal for regulation on establishing a single digital gateway in Europe, the Commission and Member States would be responsible for providing information on their respective websites on national and EU rules and requirements, applicable to businesses and citizens in the area of the Single Market. Monitoring mechanisms will be set up to ensure that each website in the single digital gateway network provides sufficient, user-friendly and clear information, procedures and assistance services.</p> <p>The single digital gateway would not only enhance the quality of information available to EU citizens and businesses but would also make the information easier to find. It would contain a user interface, allowing users to search for the best service packages.</p> <p>Finally, the proposed Regulation foresees the collection of feedback from users on the gateway on the problems encountered by them in the Single Market. The feedback, combined with input from different assistance service would feed into a regular report about the state of the Single Market.</p>
Name:	European Employment Services (EURES)
Website:	http://ec.europa.eu/eures/home.jsp?lang=en
Description:	<p>The European 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 unions and employers' organisations.</p> <p>In line with the eGovernment Action Plan 2016-2020 Commission will further develop the EURES European Job Mobility portal, offering more services for job seekers and employers, increasing the integration between Public Employment Services systems and the portal by also exchanging Jobseeker Profiles (CV's).</p> <p>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 CVs online allowing potential employers to search for suitable candidates.</p>

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-28, 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 citizens who want to be informed on issues affecting their health, 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: eJustice – European e-Justice Portal**Website:** <https://e-justice.europa.eu/home.do>

Description: The European eJustice 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.

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 covers 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 was deactivated at the end of 2015 and 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, including country specific information. 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 resorting 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 \(ISA²\) Programme](#). It offers several services that aim to help eGovernment 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;
- ▶ Cross-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 eGovernment projects.

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

Name: Learning Opportunities and Qualifications in Europe Portal (formerly PLOTEUS)

Website: <http://ec.europa.eu/eqf/>

Description: The objective of the Learning Opportunities and Qualifications in Europe Portal is to facilitate **access to information on learning opportunities and qualifications** in Europe with a view to supporting mobility throughout Europe for education and training purposes. The portal allows direct queries on the content of national databases of learning opportunities and national qualifications and offers direct links to further relevant information. The portal also facilitates comparison of national qualifications frameworks through the European Qualifications Framework (EQF). Students, job seekers, workers, parents, teachers and guidance counsellors can benefit from the information offered.

The portal is supported under the Erasmus+ Programme and supervised by the Directorate-General for Employment, Social Affairs and Inclusion ([DG EMPL](#)).

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 approximately 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: **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 ePRIOR electronic procurement platform**Website:** <https://joinup.ec.europa.eu/software/openeprior/description>

Description: 'Open ePRIOR' 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 ePRIOR currently covers post-award eProcurement, 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: Business Registers Interconnection System (BRIS)**Website:** Expected to go live on June 2017.

Description: Following the [Directive 2012/17/EU](#), a system of interconnected business registers is being set up at EU level, under a joint effort of all the EU Member States and the European Commission. The resulting system is known as the Business Registers Interconnection System (BRIS) and is expected to go live on 8 June 2017.

BRIS will aim to ensure access at EU level to information on companies registered in the Member States, and to enable, for the first time, the electronic communication between all EU business registers. They will be able to exchange information in relation to foreign branches and cross-border mergers of companies.

As a result, BRIS will enable citizens, businesses and national authorities to search, via the eJustice portal, for information filed by companies in the national registers. Furthermore, the new system will improve the communication between registers by allowing them to exchange trustworthy information on companies between each other.

Name: European Consumer Centres Network (ECC-Net)**Website:** http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm

Description: The Network of the European Consumer Centres (ECC-Net) provides information, advice and assistance to consumers living in the EU, Norway or Iceland on their cross-border purchases. The ECC-Net is co-financed by the European Commission and national governments in order to make sure that everyone can take full advantage of the European Single Market, wherever, whatever or however they buy.

With the help of ECCs, consumers are better informed about their rights. They make better choices and they can also reach an agreement with traders on their own should there be a problem during or after the purchase. In case of more difficult cases, they can reach out to ECCs for individual

assistance with their specific complaints. This support is provided in 23 European languages, Norwegian and Icelandic and it is free of charge.

The Network also pools its expertise to provide information on topical issues to consumers. For example, they developed a travel app for consumers to help them to cope with difficult situations when on holidays abroad.

Where ECC-Net is not successful in brokering a satisfactory agreement between traders and consumers, Centres will advise consumers on other options to achieve redress for example to use the court or the out-of-court dispute resolution scheme best suited to their case.

The Centres also produce studies and reports as input to policy development, and work with enforcement authorities.

Name: **Market Access Database (MADB)**

Website: <http://madb.europa.eu>

Description: The Market Access Database (MADB) supports European companies wanting to export from the EU to third countries.

The system provides data on tariffs, duties and taxes; procedures and documents required for customs clearance in the partner country; statistics on trade flows; information on trade barriers affecting exports; sanitary and phytosanitary measures; preferential agreements and rules of origin; and services for small and medium enterprises.

Name: **Export Helpdesk (EH)**

Website: <http://exporthelp.europa.eu>

Description: The Export Helpdesk system (EH) provides information to companies that want to export to the European Union.

With a few clicks, companies can find the EU tariffs, requirements, preferential arrangements, quotas and statistics relating to imports from trade partner countries.

Name: **Tron.TDI**

Website: <http://ec.europa.eu/trade/policy/accessing-markets/trade-defence/>

Description: Trade defence instruments (TDI) include anti-dumping and anti-subsidy instruments. They aim at ensuring a level playing field on the EU market between domestic (EU) and foreign producers.

In the context of the various stages of a TDI investigation (e.g. submission of a complaint, response to a questionnaire, submissions and observations) companies may submit relevant information.

The Tron.TDI system aims to support the exchange of information between the European Commission and the interested parties.

Name: OSN – One Stop Notifications**Website:** https://webgate.ec.europa.eu/osn/help/notifying_party/whnjs.htm**Description:** One Stop Notification (OSN) is a web based tool, allowing manufacturers of radio equipment to notify via a secure link and through a single procedure their intention to place products on the market of Member States. The tool:

- ▶ Communicates this information to relevant contact points in Member States;
- ▶ Stores information that has been notified for consultation by Member States;
- ▶ Provides reports, supporting the operation of Directive 1999/5/EC.

Name: ERASMUS for Young Entrepreneurs**Website:** <https://webgate.ec.europa.eu/erasmusentrepreneurs/>**Description:** Erasmus for Young Entrepreneurs is a pilot project initiated by the EU. It aims at helping new entrepreneurs to acquire relevant skills for managing a small or medium-sized enterprise (SME) by spending time in a more experienced enterprise in another EU country. By exchanging knowledge and business ideas, new entrepreneurs can improve their know-how while, more experienced ones, can benefit from new fresh ideas. This international experience is partially financed by the European Commission in the context of the development of new small or medium-sized enterprises.

The interested parts may enrol in this project by filling in the registration form from the IT Tool:

<https://webgate.ec.europa.eu/erasmusentrepreneurs/index.cfm?fuseaction=app.welcome>

Users can also access the user management tool through the following link (managing applications, relations, search and match, etc.):

<https://webgate.ec.europa.eu/erasmusentrepreneurs/>

Name: CERTIDER**Website:** <http://ec.europa.eu/growth/tools-databases/certider/>**Description:** Central European Register of Certified Defence related-products Recipients (Undertakings) by National Competent Authorities.

It is set up in the context of the Directive 2009/43/EC of the European Parliament and of the Council of 6 May 2009 simplifying terms and conditions of transfers of defence-related products within the Community, stating that:

- ▶ Intra-Community transfers of defence-related products should be subject to prior authorisation through transfer licences granted or published by Member States;
- ▶ Intra-Community transfers of defence-related products under transfer licences should only be made to certified European defence Undertakings i.e. Companies which have been designated by a

Competent Authority within their Member State as fulfilling the terms and conditions of a transfer licence.

CERTIDER is the secure web-based application developed to support the exchange of defence undertaking certification information between Member States and the European Commission.

Name: **NANDO - New Approach Notified and Designated Organisations**

Website: <http://ec.europa.eu/growth/tools-databases/nando/>

Description: Currently, the vast majority of industrial products need to fulfil the requirements of EU harmonisation legislation. Depending on the risk involved with the product, products may need to be assessed by a "notified body". Notified bodies are conformity assessment bodies which have been designated by Member States to determine whether a product is in conformity with EU legislation. The NANDO Information System provides information about notified bodies. NANDO currently covers all EU harmonisation legislation that provides for notified bodies, including the Construction Products Regulation (EU) No 305/2011 (CPR).

The restricted part of NANDO, NANDO-Input is a tool designed for the formal notification of designated conformity assessment bodies as Notified Bodies. Its use is restricted to persons officially authorised by Member State notifying authorities to encode notified body notifications.

It covers:

- ▶ Creation of notifications (details of the body + scope of the notifications);
- ▶ Submission of notifications to the Commission;
- ▶ Update of notifications.

The public part of NANDO, the NANDO Information System, is a public-access web application on Europa displaying information about conformity assessment bodies that have been notified to carry out conformity assessment procedures for products marketed in the European Union that are subject to EU harmonisation legislation. The information includes the scope of the notifications. The Commission's legal obligation to publish this information is fulfilled by making it available on the Europa site. In order to trade within the EU, it is a legal requirement that products conform with the European legislation. CE - marking testifies of product conformance with the legislation and is delivered by duly accredited attestation organisations (known as "Bodies") within each Member State. The NANDO Information System is the access point to consult regulatory information about such Bodies responsible for carrying conformity assessment procedures for products marketed in the European Union, and their respective competence areas. NANDO currently covers most published EU legislation, including the Construction Product Regulation (EU) No 305/2011 (CPR) and the 73/23/EEC Low Voltage Directive.

Name: KETs - Key Enabling Technologies Tools**Website:** <https://ec.europa.eu/growth/tools-databases/kets-tools/>

Description: KETs Tools is an online platform for monitoring the so-called Key Enabling Technologies (KETs). Key Enabling Technologies are those technologies which are increasingly driving innovation today and are expected to continue to be major drivers of economic growth tomorrow. These include: nanotechnology, industrial biotechnology, advanced materials, micro and nan-electronics, photonics and advanced manufacturing technologies.

The website offers two modules:

- ▶ KETs Observatory Used is to identify the trends, opportunities and economic significance of each Key Enabling Technology for EU and national policy makers;
- ▶ KETs Technology Infrastructures Inventory of technological service centres active in Europe in the field of Key Enabling Technologies.

Name: ECERTIS - eCertificates Information System**Website:** <https://ec.europa.eu/growth/tools-databases/ecertis/>

Description: eCertis is the information system that helps you identify different certificates requested in procurement procedures across the EU.

- ▶ If you are a European company wishing to participate in a public procurement procedure, or if you are a public buyer that has to evaluate bids received from various Member States, eCertis can help you understand what evidence is requested or provided by the other party. Just enter the description of the document used for proving the fulfilment of the exclusion or selection criteria in a given procedure. The search function is supported in any of the EU languages.

Name: REGPROF - Regulated Professions Database**Website:** <http://ec.europa.eu/growth/tools-databases/regprof/>

Description: It is a web application for the management of regulated professions as related statistics. Citizens have access to the regulated professions in each country and to the statistics; coordinators from Member States are responsible to manage the data for their respective countries. Commission officials manage all other data and validate the information entered by coordinators.

Name: TAXUD on line services**Website:** http://ec.europa.eu/taxation_customs/common/online_services/index_en.htm

Description: This is a public website responsible for the dissemination of Customs and Taxation information to the public. It provides for example:

- ▶ Information regarding the National authorities related to Customs;
- ▶ Information regarding Binding Tariff Information;
- ▶ Information regarding chemical substance by querying the repository

of 300,000 chemical substances in all Community languages along with their tariff classification in the Combined Nomenclature;

- ▶ Information regarding the Economic Operators;
- ▶ Information regarding the movements of goods for export;
- ▶ Information on the Excise Number. If the excise number exists, the system also permits to know which kind of excise product the Economic Operator is permitted to handle;
- ▶ Information regarding the surveillances of goods within the Customs business;
- ▶ Information regarding the suspensions in force and in preparation. It provides for a total or partial waiver of the normal duties applicable to imported goods during a certain period and for an unlimited quantity;
- ▶ Information regarding Tariff data such as TARIC code, associated measures, regulations, tariff duties and conditions on those tariff duties (presentation of certificates), geographical data, tariff quota information;
- ▶ Information of the status of a movement of goods, and a graphical view of the movement of goods in transit through the EU;
- ▶ Information on the main taxes in force in EU Member States and on the reforms in personal income tax, corporate income taxes, VAT, EU harmonised excise duties and social security contributions;
- ▶ Member State information on invoicing rules, VAT refunds and the standard VAT rate;
- ▶ Tax Identification Numbers used by EU countries to identify taxpayers;
- ▶ Information for checking the validity of a VAT number issued by an EU Member State.

Name: Mini-One Stop-Shop (MOSS)

Website: See website of each Member State.

Description: MOSS is a Trans-European IT System (group of electronic processes) allowing taxable persons established within the Community but not in the Member State where the telecommunications, broadcasting and electronic services are supplied, but trading in more than one Member States. To fulfil their VAT obligations, these taxable persons select a single place of compliance, which would be the Member State where they are established.

This special scheme is defined by [Council Directive 2008/8/EC](#), amending the Council Directive 2006/112/EC, for simplifying the obligations of EU trader in the context of distant services provided to EU non-taxable persons and more specifically telecommunication services, broadcasting services and electronic services. The special scheme allows a registered taxable person to account for all services supplied to customers in other Member States in a single VAT Return submitted to his Member State of establishment (named Member State of identification) without being obliged to be registered for VAT purposes in the other Member States.

Similarly, the special scheme for taxable persons not established within the Community (VoeS) is extended to cover the above mentioned services.

The Mini One-Stop-Shop (MOSS Scheme) allows users to supply the following services within the EU without the need to register in each EU country you supply to:

- ▶ Telecommunication services;
- ▶ Television and radio broadcasting services;
- ▶ Electronically supplied services.

Even if users' business is based outside the EU it is possible to benefit from the scheme, as there are two types of schemes offered: those based within the EU (**Union Scheme**) and outside the EU (**non-Union Scheme**).

Name: ESPDIS - European Single Procurement Document IS

Website: <https://ec.europa.eu/growth/tools-databases/espd>

Description: The new public procurement Directives 2014/23/EU, 2014/24/EU and 2014/25/EU specifically mention that tools and devices used for communicating electronically should be non-discriminatory, generally available, and interoperable. To allow for the transition in all Member States, both electronic and paper versions of the ESPD may co-exist in the interim period until 18 April 2018.

Therefore, the ESPD is available in a paper form, as a functionality embedded directly into the national eProcurement solutions or via a web-service. Regarding the latter, the European Commission provides a [free ESPD web-service](#). It will enable:

- ▶ The buyer to design and reuse an ESPD template with the exclusion and selection criteria;
- ▶ The tenderers to fill in, refill and print the ESPD for a given procedure. The information provided in via the ESPD in the past can be reused as long as it remains correct.

European Commission

The factsheet presents an overview of the state and progress of eGovernment in the European Union and in European countries.

Joinup is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CNCT).

Contributor: European Commission.

Production/Publishing: Joinup Editorial Team; Wavestone Advisors.

An action supported by ISA²

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