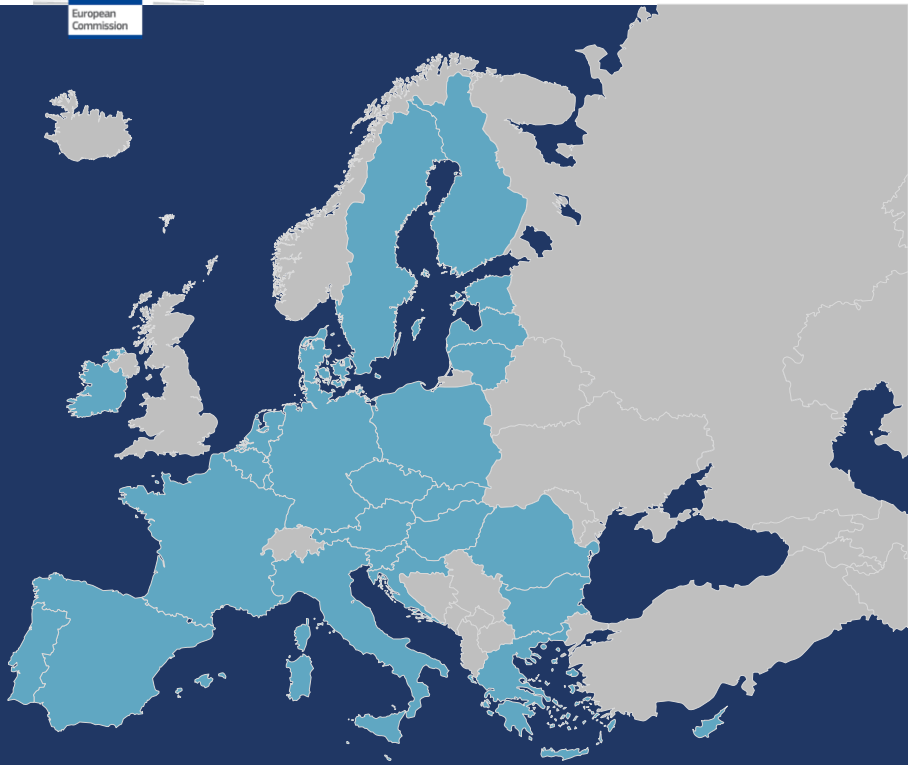# EU

Digital Public Administration Factsheet 2024

Main developments in digital public administrations and interoperability

JULY 2024

HIGHLIGHT – KEY DIGITAL INITIATIVES

Digital Decade in 2023-2024

Guided by the Digital Decade (DD) Policy Programme 2030, the second DD Work Programme for 2023-2024 was adopted in December 2023. This programme focuses on advancing measures in High-Performance Computing, Artificial Intelligence, Cloud and Data, Cybersecurity, and advanced Digital Skills. The second State of the Digital Decade Report on the EU's progress towards a successful implementation of the Programme's objectives was published on 2 July 2024, as foreseen in the Digital Decade 2030 Action Plan. Among other advancements, Member States are progressing towards the target of making all key public services and electronic health records accessible to citizens and businesses online, as well as providing them with a secure electronic identification (eID).

Towards the Digital Decade targets set for 2030:
DIGITAL PUBLIC SERVICES – EU average

eID scheme (≥1)
YES (27 MS)

eHealth records (0–100)
79%

Digital Public Services for Citizens (0–100)
79%

Digital Public Services for Businesses (0–100)
85%

Source: Digital Economy and Society Index (DESI)

Interoperable Europe Act

The Interoperable Europe Act was adopted by the European Parliament and EU Council on 5 February 2024 and entered into force on 11 April 2024, aims to assist EU institutions, agencies, and bodies as well as Member States' public sector organisations in ensuring that public services can be seamlessly delivered across borders, with interoperability as the default setting, benefiting citizens and businesses alike. This legislation is a crucial step towards the provision of key and accessible public services online. To accomplish this objective, the Act establishes a new framework for shared interoperability solutions within the EU's public sector, empowering administrations at all levels to offer cross-border digital public services. The main elements contained in the new regulation can be summarised as follows:

- Setting in place a multi-level governance framework to define the interoperability agenda, steered by the Interoperable Europe Board.

- Mandatory interoperability assessments for all public sector bodies, including the European institutions, bodies and agencies, for which the Commission will provide the guidelines.

- Interoperable Europe Portal – a one-stop-shop for all interoperability related information, trainings and support materials.

DIGITAL TRANSFORMATION OF PUBLIC ADMINISTRATIONS

- The strategy on Shaping Europe's Digital Future covering the period of 2019-2024, is the European Union's approach to a digital transformation addressing how the European Union should continue to meet new risks and challenges posed by digital technology. It is based on the following three pillars:

  ❑ Technology that works for the people;

  ❑ A fair and competitive digital economy;

  ❑ An open, democratic and sustainable society.

DIGITAL TRANSFORMATION OF PUBLIC SERVICES

- The Digital Services Act aims at creating a safer and trusted online environment for European citizens and businesses, by laying down a set of harmonised EU-wide rules to ensure transparency, accountability, and regulatory oversight of the EU online space.
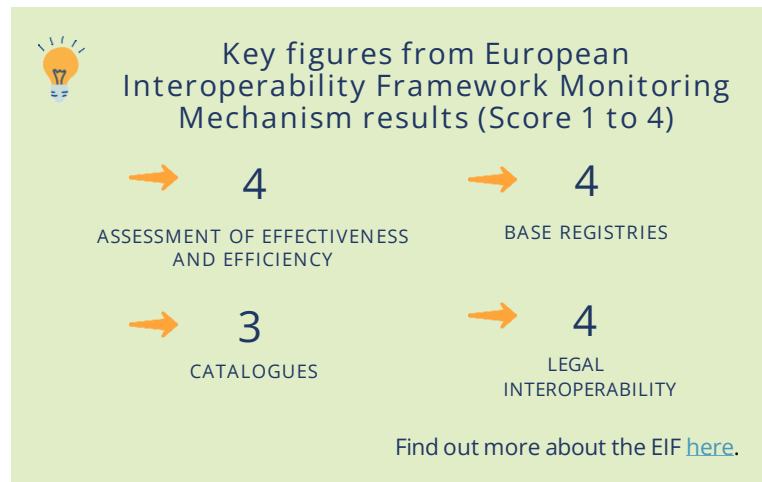
  As of 17 February 2024, the Digital Services Act rules apply to all platforms. Since the end of August 2023, these rules had already applied to designated platforms with more than 45 million users in the EU (10% of the EU's population), the so-called Very large online platforms (VLOPs) or Very large online search engines (VLOSEs). The Commission will enforce the DSA together with national authorities, who will supervise the compliance of the platforms established in their territory. The Commission is primarily responsible for the monitoring and enforcement of the additional obligations applying to VLOPs and VLOSEs, such as the measures to mitigate systemic risks.

TRUST AND CYBERSECURITY

- In March 2024, the European Parliament adopted the Cyber Resilient Act, which aims to implement uniform cybersecurity standards for products with digital elements across the EU. The CRA includes requirements for cyber risk management, vulnerability management, and mandatory incident reporting within 24 hours of identifying a significant vulnerability.

- In February 2024, the European Parliament voted in favour of the new framework amending the 2014 on Electronic Identification and Trust Services for Electronic Transactions in the internal market (eIDAS) regulation. Amongst other changes introduced by this new framework, the EU Digital Identity Wallet is a tool to empower citizens to manage their digital identities securely and privately.

INTEROPERABILITY AND DATA

- The Data Act has been adopted in March 2023 by the European Parliament after several amendments and entered into force in January 2024. The Act is a key pillar of the European Data Strategy, and it will make a significant contribution to the Digital Decade's objective of advancing digital transformation. Its main objective is to make Europe a leader in the data economy by harnessing the potential of the ever-increasing amount of industrial data, in order to benefit the European economy and society. For instance, the Data Act enables the public sector to access and use data held by the private sector to help respond to public emergencies, such as floods and wildfires. It will also protect European businesses from unfair contractual terms in data sharing contracts, so that small businesses can take part more actively in the data market. The Data Act will start to apply in the EU on 12 September 2025.

Key figures from European Interoperability Framework Monitoring Mechanism results (Score 1 to 4)

➡ **4**
ASSESSMENT OF EFFECTIVENESS AND EFFICIENCY

➡ **4**
BASE REGISTRIES

➡ **3**
CATALOGUES

➡ **4**
LEGAL INTEROPERABILITY

Find out more about the EIF here.

INNOVATIVE TECHNOLOGIES

- On 13 June 2024, the Artificial Intelligence (AI) Act was adopted and will enter into force on 1 August 2024. The AI Act will harmonise rules on artificial intelligence, making the world's first comprehensive regulation of artificial intelligence. The new law categorises different types of artificial intelligence according to risks. AI systems presenting only limited risks would be subject to very light transparency obligations, while high-risk AI systems would be authorised, but subject to a set of requirements and obligations to gain access to the EU market. To ensure proper enforcement, several governing bodies are set up, including a new AI Office within the Commission to enforce the common rules across the EU.