



Quality of Public Administration – A **Toolbox** for Practitioners

Workshop towards the new EU eGovernment Action Plan

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Overview



Context

Themes

Quality of Public Administration –
A Toolbox for Practitioners

Process

Content & Style

Publication / Dissemination



Here it is!

<http://ec.europa.eu/esf/toolbox>

Short version = print & online
Full version = online only



Quality of Public Administration

**A Toolbox for
Practitioners**

ABRIDGED VERSION



Toolbox success (... so far)

Non-threatening (no new policy; non prescriptive)

Demand (Initial print run of more than 2000; more than 1600 downloads within a few weeks; requests for workshops in MS)

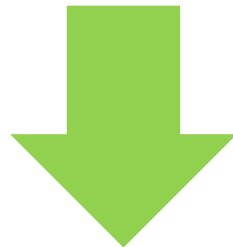
Positive feedback (one voice, useful examples)

Linking "Policy" to Funding?

20 countries with country specific recommendations from **European Semester**

Ex-ante conditionalities

TO11 OPs

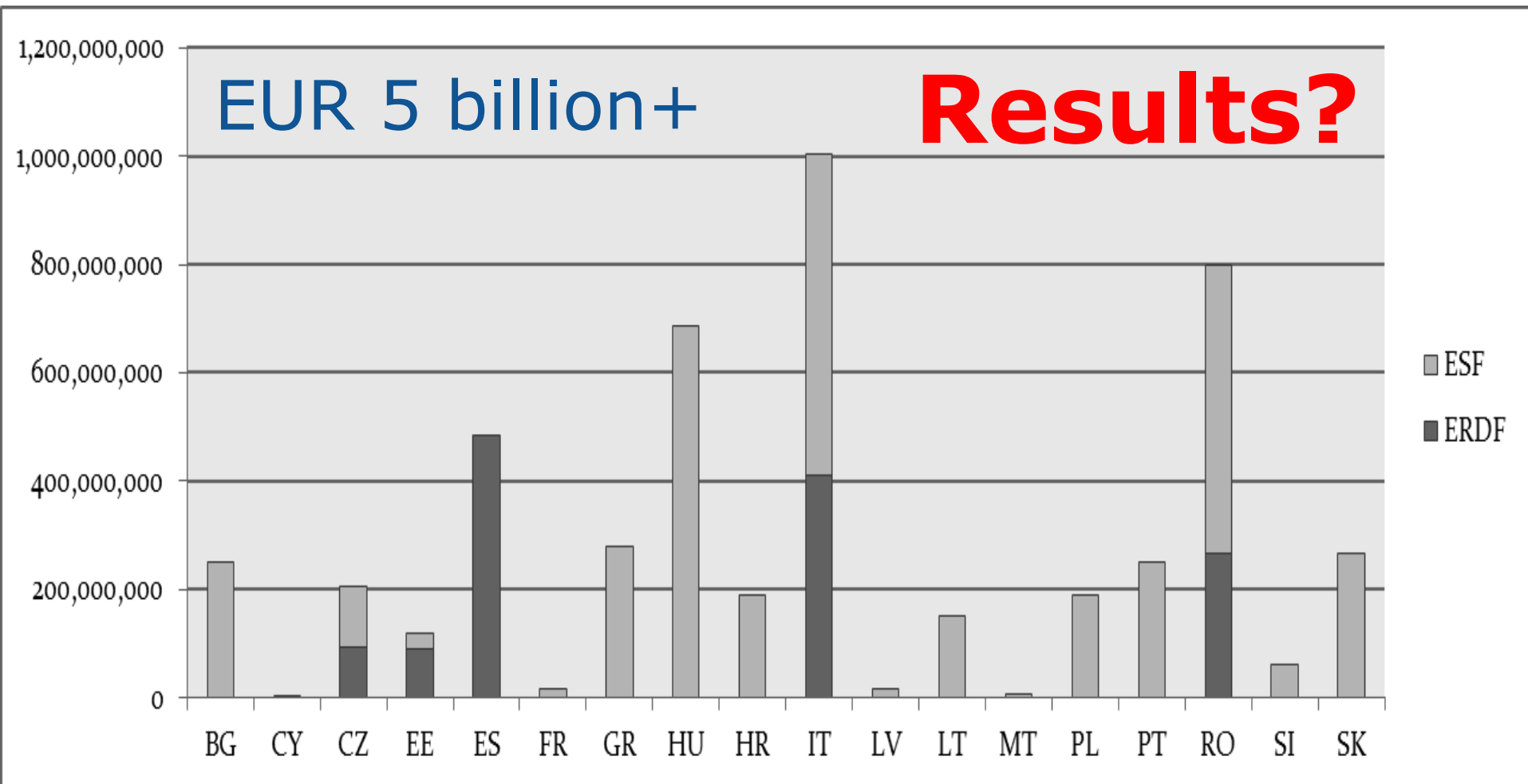


**Demand for
Guidance**

What policy?



2014-2020 - TO11 Allocation – ESF & ERDF



Learning & Managing Knowledge

- **12** commission directorates general involved
- **Compendium** of (existing) initiatives (*public sector innovation, Small Business Act, Digital Agenda, etc.*)
- Complement with **international good practice** (e.g. HR)
- **Break down silos**; speak as one voice



Process

- ✓ **Commission Inter-service Group** – agree structure and develop content on basis of CSR and TO11 relevance
- ✓ **Presentation & discussion** of drafts (EUPAN, ESF committee, TO11 practitioners, academia)
- ✓ Verification of **case studies** (170; mainly member states, many on regional & local level)

May 2014 – March 2015



Themes

Introduction

Principles & values of good governance

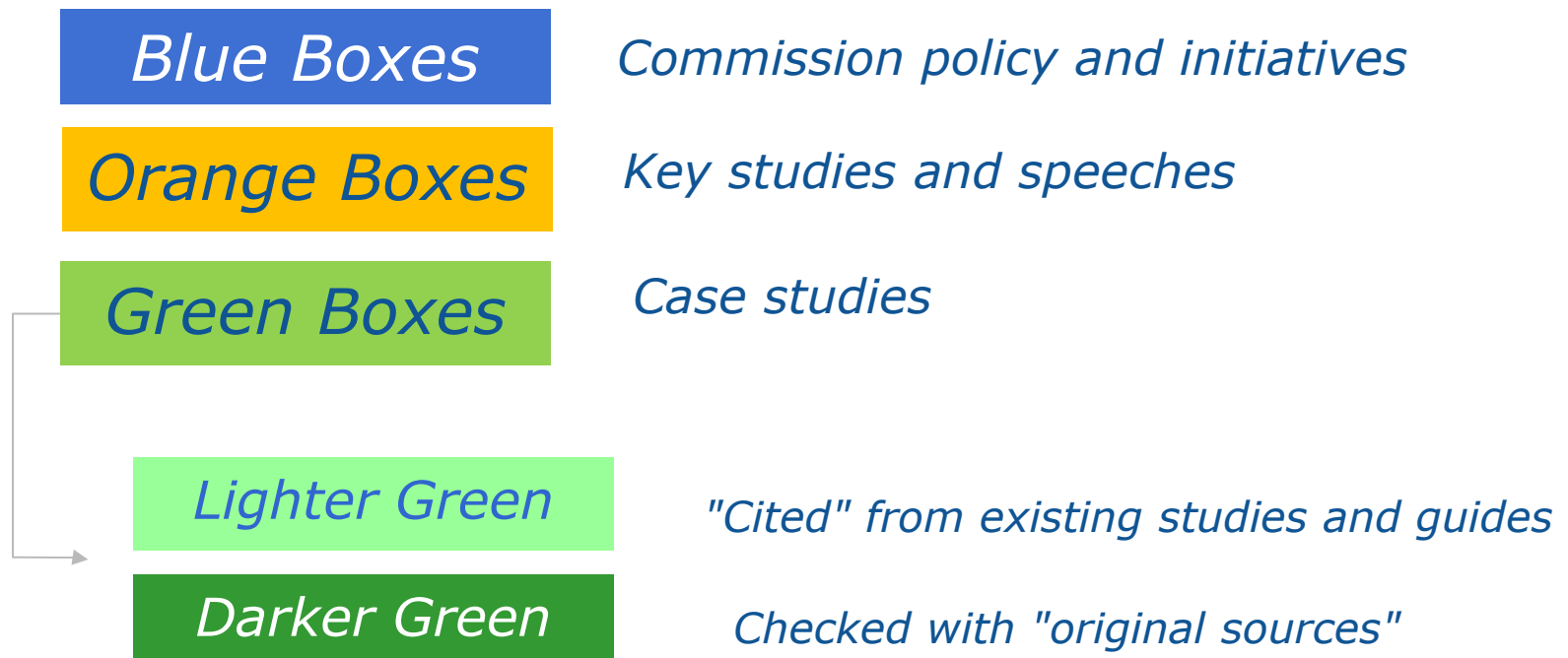
Seven thematic chapters:

1. **Better policy-making**
2. **Embedding ethical & anti-corruption practices**
3. **Professional and well-performing institutions**
4. **Improving service delivery**
5. **Enhancing the business environment**
6. **Strengthening the judicial system**
7. **Managing public funds effectively** (including **PP** and **ESIF, TO11**)



Navigation

Compendium style (many sources, underlying messages, lessons, not a roadmap – context may limit transferability) +



The **Toolbox** is more like a cookbook...

You don't have to like or cook everything in the book!

You choose what you like/what suits you.



Content Example – e-government

Typical Operational Programme approach

- Focus on IT (buying stuff)
- Separate hardware and system design
- Risk to "digitise bureaucracy"

Toolbox suggestions

- **Integrated approach**
- **Streamline processes** first
- **Technology is not the problem** (organisational, legal, procedural, interoperability)

Putting it to Practice – Toolbox for Quality PAs



Interoperability & key enablers
(e-ID, single sign on, etc.)

'Once only' principle
of data registration

- **Better policy-making**
- **Embedding ethical & anti-corruption practices**
- **Professional and well-performing institutions**
- **Improving service delivery**
- **Enhancing the business environment**
- **Strengthening the quality of judicial systems**
- **Managing public funds effectively**

Policy labs

Financial
Transparency
System

Digital by default

eJustice

eProcurement

Open by default



Content Publishing activity

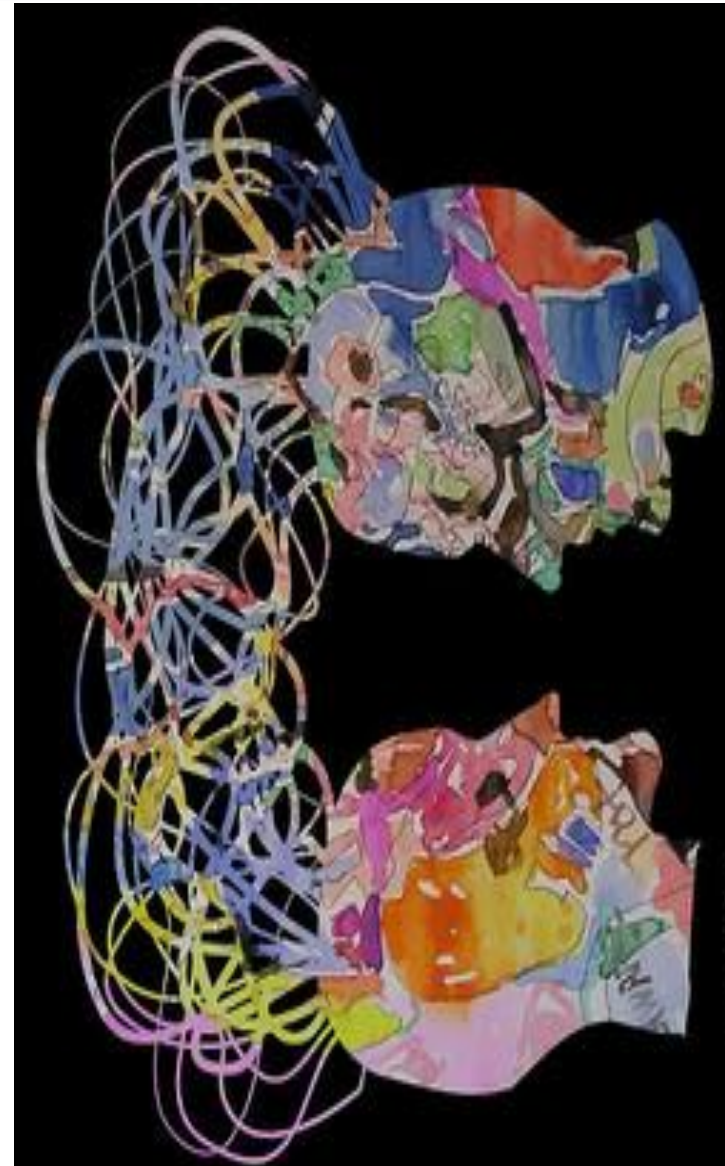
TINY TASKS

TOP TASKS



Dissemination

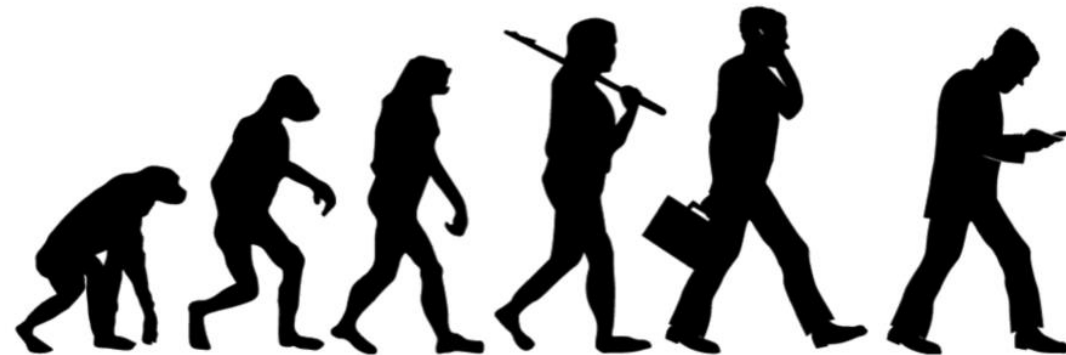
- ✓ ToT approach via geo desks (speak as one voice)
- ✓ Workshops on request (6 + 1 booked so far)
- ✓ Via multipliers (e.g. EUPAN, ESIF committees, etc.),





Toolbox Evolution?

- **Collaboration with Member States**
- **Format / content / management?**
- **Basis for dialogues & exchange?**



Part of a Puzzle...



Results
TO11?