



27 June 2023

European Interoperability Framework and Berlin Declaration Implementation Webinar

This year's results and knowledge sharing from the European
countries



Session I - EIF Monitoring Mechanism 2022

- / Short introduction to the EIF Monitoring Mechanism & new scoreboard
- / High-level presentation of the 2022 results at EU level and identified trends
- / Exchange of good practices

Agenda of the session

1

Presentation of the 2022 EIF Monitoring Mechanism results



2

Lightning talks and knowledge sharing on cross-border interoperability



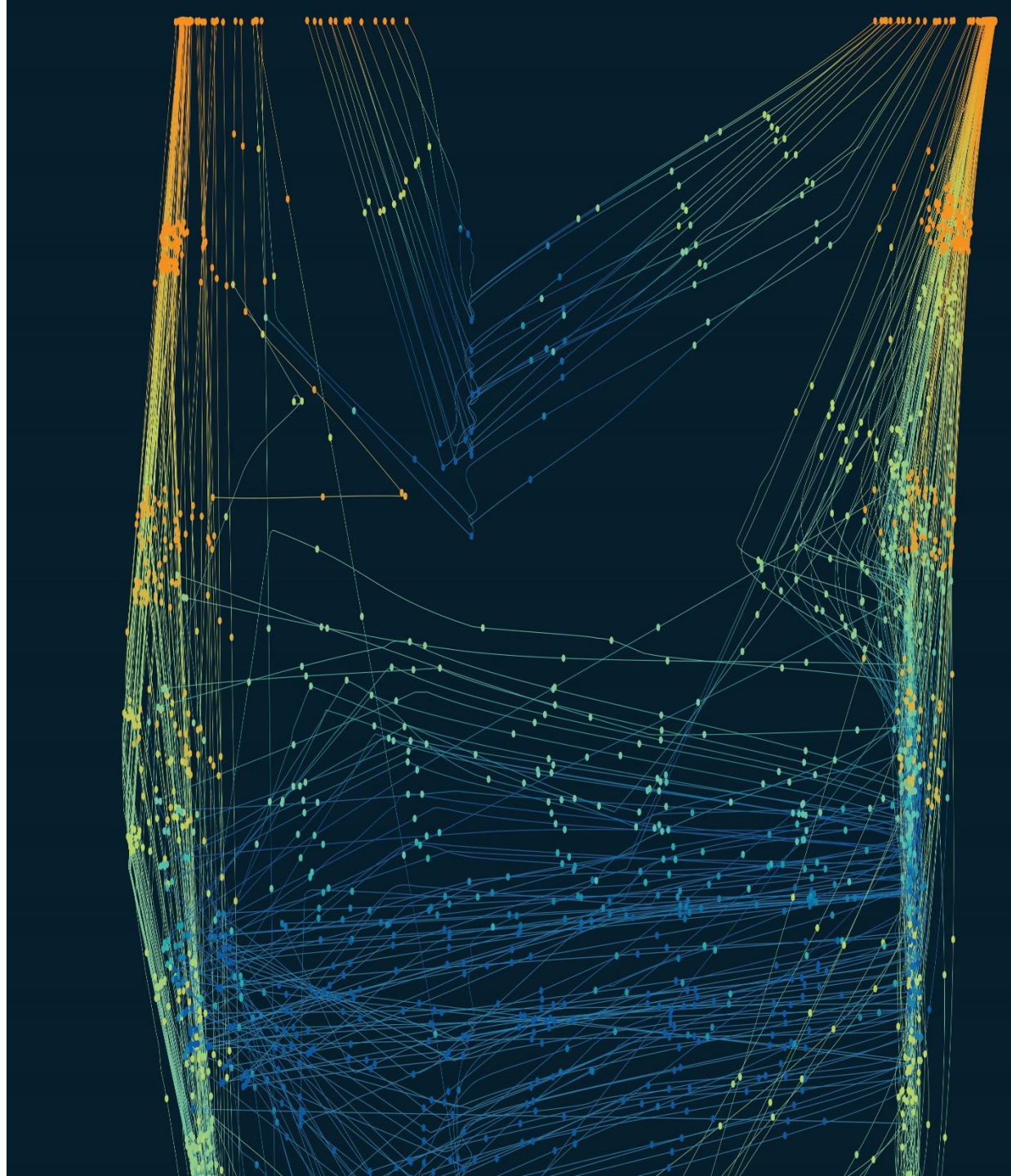
3

Feedback collection



4

Closing remarks & next steps



Today's speakers

Today's guest speakers



Ana Rosa Guzmán Carbonell



Sub-directorate General of Planning and Governance for
Digital Administration at the Spanish Ministry of
Economic Affairs and Digital Transformation



Mattias Ekhem



Information Architect at Sweden's Agency for
Digitalisation (DIGG)

NIFO webinar's team



Claudia Oliveira

NIFO Programme Manager,
European Commission



Federico Chiarelli

Consultant, Wavestone



Allegra Crahay

Consultant, Wavestone



Esther Bleys

Consultant, Wavestone



Emilia Miscenà

Consultant, Wavestone

Part I – EIF Monitoring 2022: results and insights

- / Short introduction to the EIF Monitoring Mechanism & scoreboards
- / High-level presentation of the 2022 results at EU level
- / Deep dive into the results at recommendation level and identified trends

Introduction to the European Interoperability Framework (EIF)



Published in 2017, the European interoperability framework is a commonly agreed approach to the delivery of European public services in an interoperable manner. It defines basic interoperability guidelines in the form of common principles, models and recommendations.



Legal
Context

The EIF is promoted and maintained by the **Interoperable Europe programme** in close cooperation between the Member States and the Commission in the spirit of Articles 26, 170 and 171 of the Treaty on the Functioning of the European Union calling for the establishment of interoperable trans-European networks that will enable citizens to derive full benefit from a European internal market.



Objectives

- Inspire European public administrations in their efforts to design and deliver **seamless European public services** which are to the degree possible, digital-by-default, cross-border by-default and open-by-default;
- Provide **guidance** to public administrations on the design and update of **national interoperability frameworks** (NIFs), policies, strategies and guidelines;
- Contribute to the establishment of the digital single market by fostering **cross-border and cross-sectoral interoperability**.



Scope

The EIF is meant to be a generic framework **applicable to all public administrations in the EU**. It lays out the basic conditions for achieving interoperability, acting as the common denominator for relevant initiatives at all levels including European, national, regional and local, embracing public administrations, citizens and businesses.

Following a public consultation from February to April 2021, a revised version of the EIF will be published to reinforce EU governments' interoperability strategy.

Introduction to the EIF Monitoring Mechanism

Input



Primary indicators

A survey of national contact points will be conducted to obtain responses needed to measure primary indicators.



Secondary indicators

Secondary research will use existing data sources, such as the Open Data Portal, DESI, and eGovernment Benchmark Report, Eurostat, etc.

Monitoring Mechanism



Member States **gain intelligence** on which operation areas they can improve in.



Member States obtain **granular information** on their level of **EIF implementation**.



Simplified **evaluation process** through existing indicators.



Useful input for mid-term and final **evaluations**.



Identification of **synergies across EC** facilitating interoperability.

Benefits

THE EIF MONITORING MECHANISM (EIF MM)

Has for goal to provide each Member State with its level of implementation of the EIF based on a recommendation-by-recommendation measurement as defined by the Article 1.2 of the ISA² Decision stating that "the Commission, through the ISA² programme, shall monitor the implementation of the EIF".

Introduction to the EIF Scoreboards (1/2)



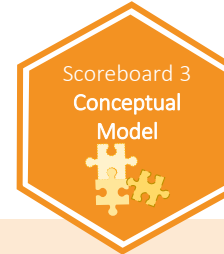
The **interoperability principles** are fundamental behavioural aspects to drive interoperability actions. They describe the context in which European public services are designed and implemented.

	Recommendation(s) n°
Principle 1 - Subsidiarity and Proportionality	1
Principle 2 - Openness	2-4
Principle 3 - Transparency	5
Principle 4 - Reusability	6-7
Principle 5 - Technological neutrality and data portability	8-9
Principle 6 - User-centricity	10-13
Principle 7 - Inclusion and accessibility	14
Principle 8 - Security and privacy	15
Principle 9 - Multilingualism	16
Principle 10 - Administrative simplification	17
Principle 11 - Preservation of information	18
Principle 12 - Assessment of Effectiveness and Efficiency	19



The **4 layers of interoperability**: legal, organisational, semantic and technical are complemented by cross-cutting governance components.

	Recommendation(s) n°
Interoperability Governance	20-24
Integrated Public Service Governance	25-26
Legal Interoperability	27
Organisational Interoperability	28-29
Semantic Interoperability	30-32
Technical Interoperability	33



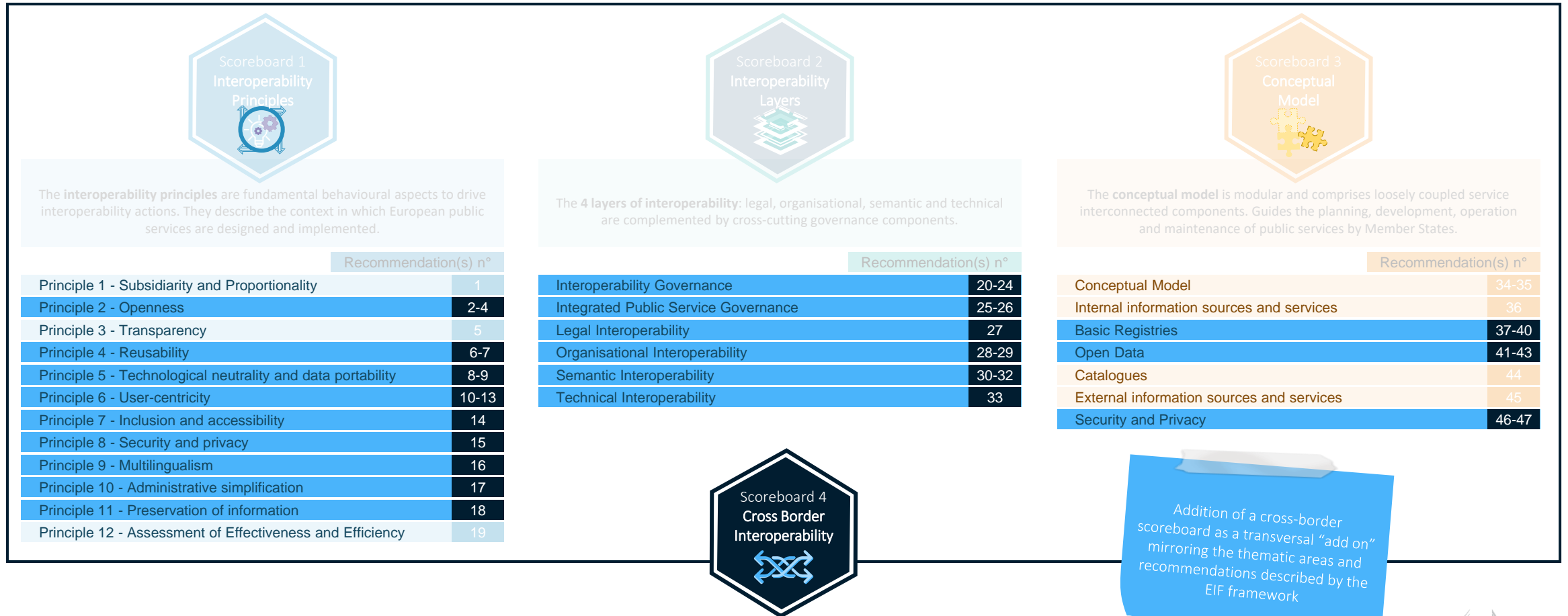
The **conceptual model** is modular and comprises loosely coupled service interconnected components. Guides the planning, development, operation and maintenance of public services by Member States.

	Recommendation(s) n°
Conceptual Model	34-35
Internal information sources and services	36
Basic Registries	37-40
Open Data	41-43
Catalogues	44
External information sources and services	45
Security and Privacy	46-47

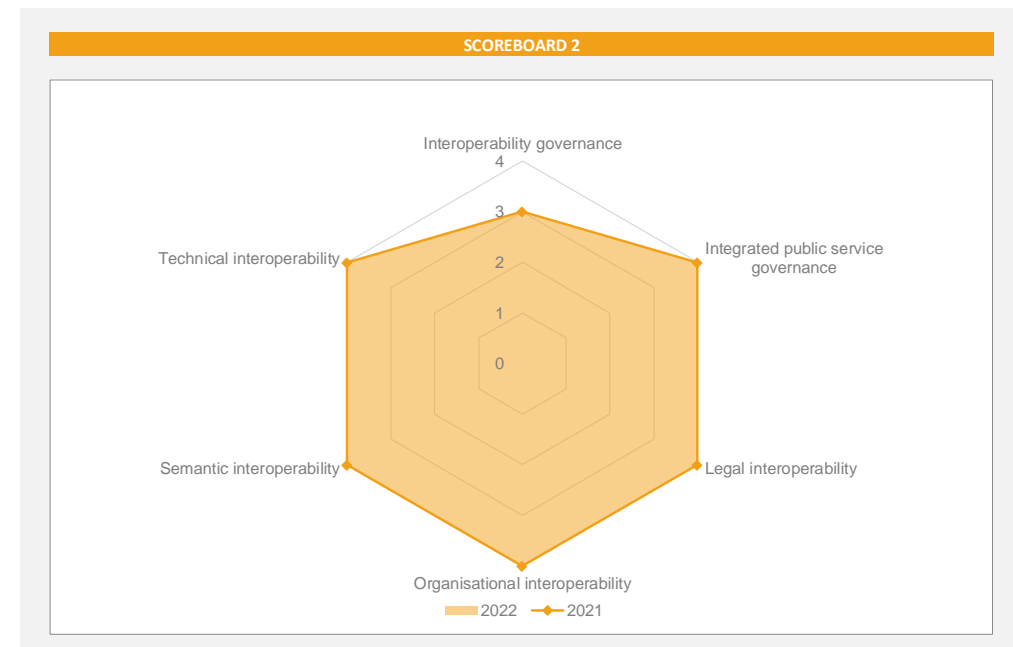
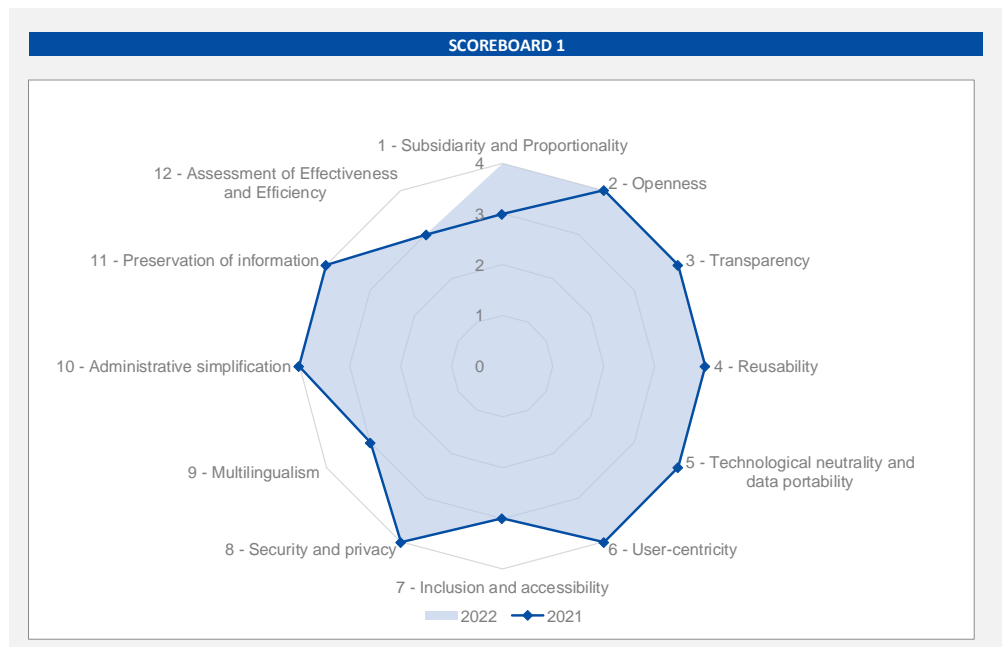


Introduction to the EIF Scoreboards (2/2)

A cross-border scoreboard was added as an **additional transversal scoreboard** in the 2022 edition of the EIF monitoring mechanism. In particular, it was added as an “add-on” to the current framework to ensure the possibility to compare results with previous editions in order to reflect the thematic areas and recommendations outlined by the EIF Framework. Finally, the aim was to reuse the current survey questions and secondary data sources as much as possible and add new questions only if strictly necessary.



European results* of the 2022 edition of the EIF Monitoring Mechanism (1/2)



Overall good implementation of the 12 Principles of the EIF at EU level , with **eight out of twelve** reaching the highest score of 4.



Compared to 2021, European countries have improved their level of implementation of **Principle 1** (Subsidiarity and Proportionality).



Potential areas of improvement are related to the principles of **Inclusion and Accessibility** (Principle 7), **Multilingualism** (Principle 9) and **Assessment of effectiveness and efficiency** (Principle 12).



Overall good implementation of the EIF's interoperability layers at EU level , with **five out of six** reaching the highest score of 4.

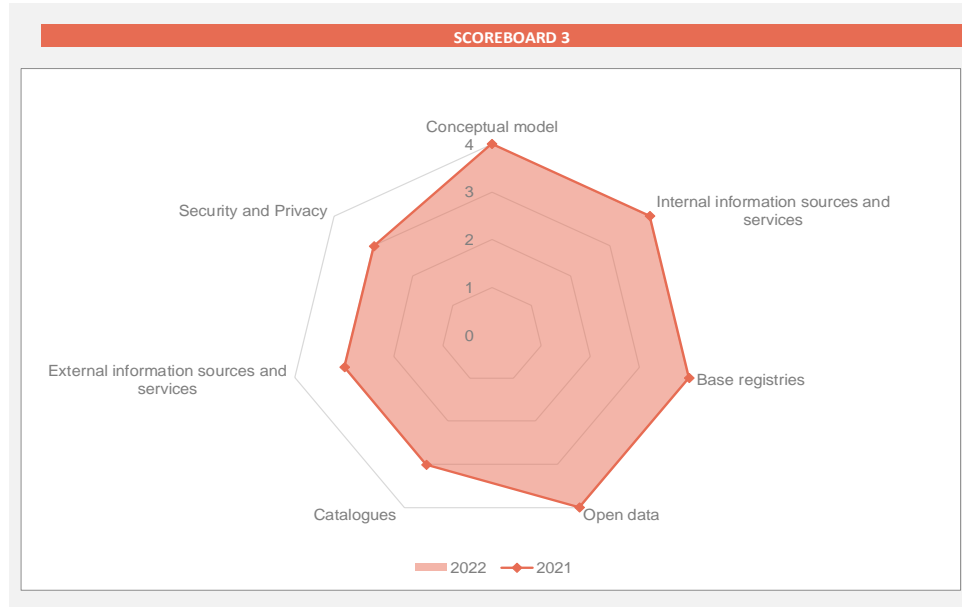


In 2021, European countries had already reached the **highest scores** for the majority of the interoperability layers.



The only areas of improvement is related to the **interoperability governance** layer, for which the score of 3 could be improved.

European results of the 2022 edition of the EIF Monitoring Mechanism (2/2)



Similarly to 2021, the 2022 results show that European countries are scoring maximum points in **four of the EIF conceptual model's components**.



The results of 2022 demonstrate the countries' dedication to further enhance **data reuse, access, and openness**, which are fundamental drivers for interoperability.



Compared to the first two scoreboards, scoreboard 3 shows lower results, as scoreboards 1 and 2 are more theoretical, while the third one encompasses more **concrete elements** to be deployed.



Overall good implementation of the EIF's cross-border interoperability aspect at EU level, with **13 components** reaching the highest score of 4.



The results of 2022 demonstrate a particular focus by the European countries on initiatives related to the **interoperability layers**.



European countries could improve their level of cross-border interoperability by focusing particularly on initiatives related to the **12 Principles of the EIF**.

Questions and comments

Are the European results for the EIF rounded or dominant, or something else?

It is the median that is used, and it has been chosen together with the JRC when creating the monitoring framework, with the objective to decrease the burden on Member States, as, sometimes, a KPI might be addressing different aspects of different recommendations (due to the overlap between some recommendations). Hence, instead of asking the same question twice, or in a slightly different manner, we use the same KPI and therefore ensure the robustness of the scoring mechanism.

Concerning the methodology, some flows were mentioned:

- ***Under the ‘interoperability governance layer’, in particular with regard to the question related to the cooperation in place with different standardisation institutions, there should be more flexibility when allocating a score to Member States, i.e., other standardisation institutions should be considered as valid, rather than limiting the options to those included in the possible answers to this question.***

The data validation process that is already in place is exactly there to address this kind of issue and ensure that all comments and information are duly taken into account and avoid mismatches. And indeed, flexibility is key in that sense. It is also a key point as the EIF relies on self-assessment and is meant to provide insights that reflect reality.

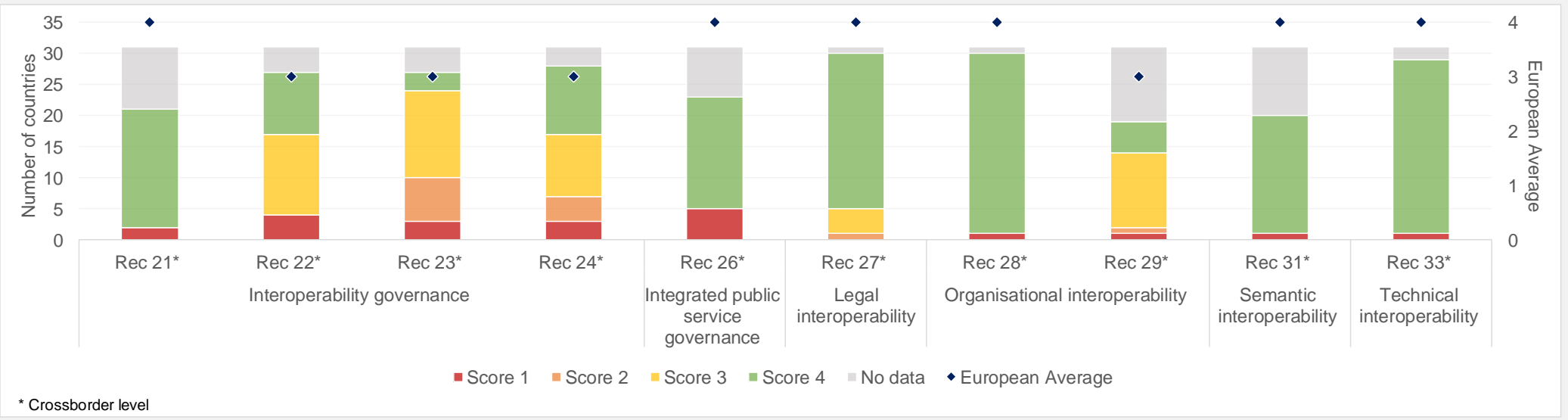
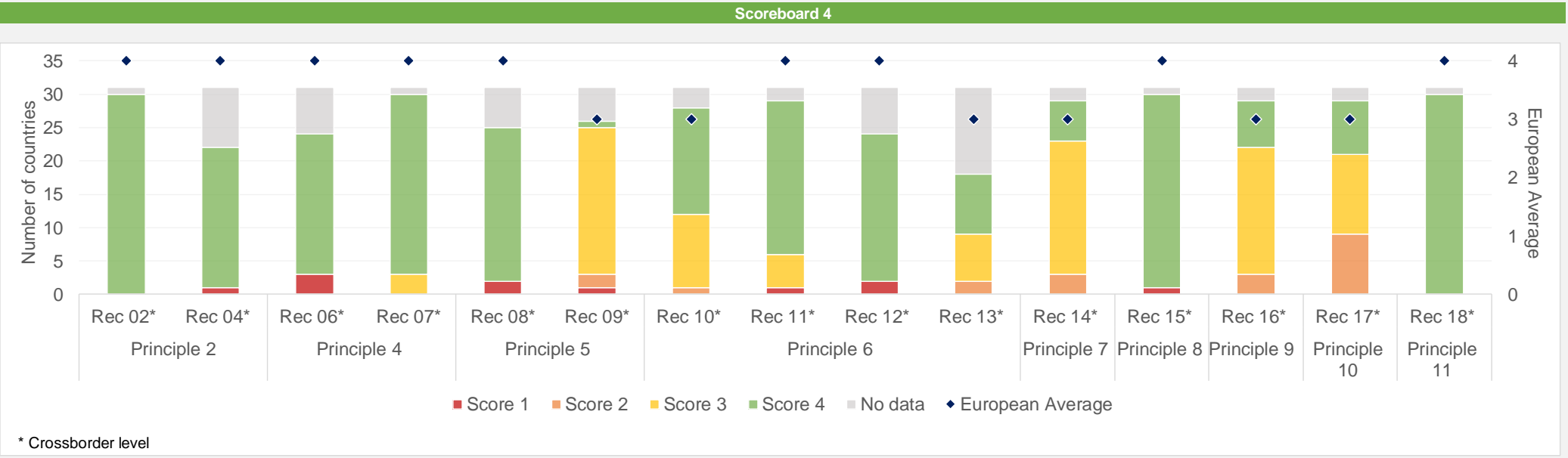
- ***In the case of insufficient or no data provided by the Member States, the methodology provides ‘0’ as a numerical answer, and such a score could be misleading to the monitoring recipient as showing a score below 1.***

There is a threshold of one-third, a statistical rule, in place for having a result of ‘No data available’ or not. This threshold is in place to prevent situations where Member States answer ‘No data’ to avoid receiving a low score.

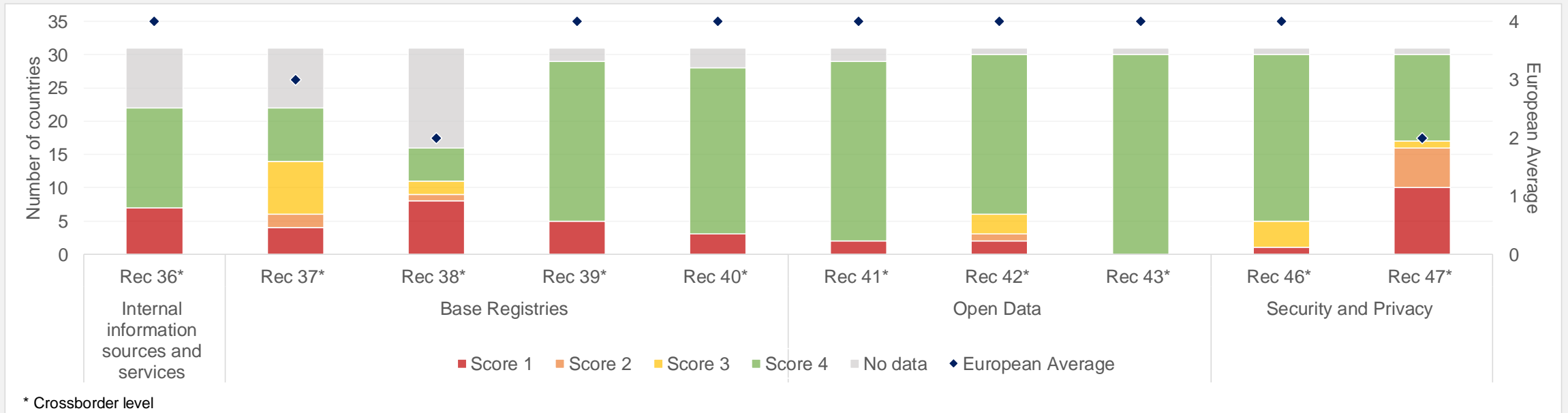
- ***Sometimes, even if lots of information are provided by the Member State, this data might still not satisfy the methodology (for instance because data has been provided for 7 out of 8 elements and not all 8 elements), this also leads to a ‘No data’ score.***

This question can be taken offline.

European results at recommendation level (Scoreboard 4)



European results at recommendation level (Scoreboard 4)



As anticipated before, the main areas for improvement in Scoreboard 4 are those where the EU average is 3 or where a high number of countries scored 3 or below, namely:

- **Recommendation 9**, which aims at ensuring data portability, and **Recommendation 14**, which entails that all European public services should be accessible to all citizens, including persons with disabilities, the elderly and other disadvantaged groups, would benefit from further improvements as the majority of countries received a score of 3.
- Similarly, **Recommendation 23**, on the use of ICT catalogues should be improved, by further consulting relevant catalogues of standards, specifications and guidelines at national and EU levels.
- Lastly, **Recommendation 47**, on the number of trust service providers should be improved throughout Europe, by further using trust services according to the Regulation on eID and Trust Services to ensure secure and protected data exchange in public services.



Part II - EIF Implementation: Exchange of Good Practices

- / Lightning talks held by representatives of Spain and Sweden on cross-border interoperability
- / Panel discussion with the guest speakers

Today's lightning talks



Mattias Ekhem



Information Architect at Sweden's Agency for Digitalisation (DIGG)



Ana Rosa Guzmán Carbonell



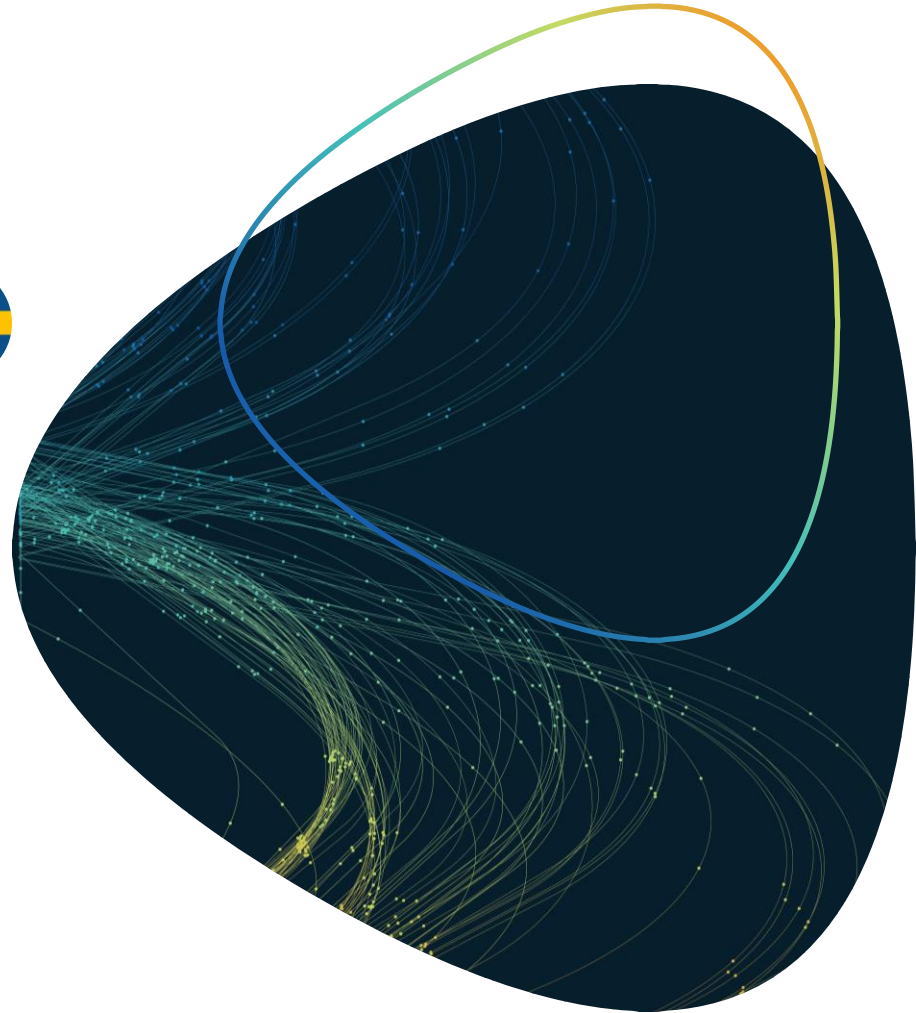
Sub-directorate General of Planning and Governance for Digital Administration at the Spanish Ministry of Economic Affairs and Digital Transformation



Lightening talk by Sweden



Mattias Ekhem will introduce Sweden's initiatives around
cross-border interoperability





**MYNDIGHETEN FÖR
DIGITAL FÖRVALTNING**
Agency for Digital Government

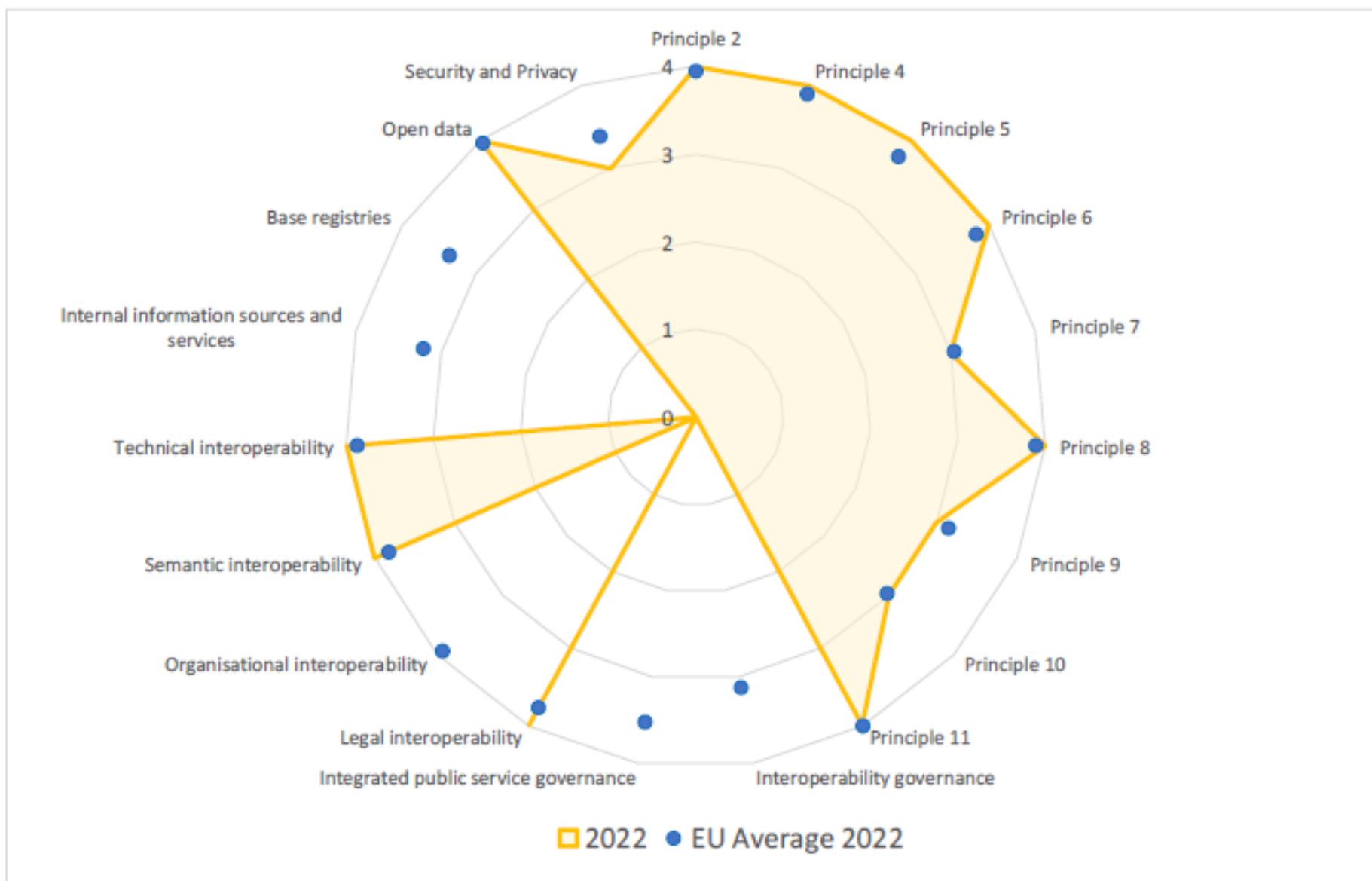
Cross-border interoperability in Sweden

Webinar on the ELF and BDM monitoring mechanisms – results and insights

“A sustainable welfare society that
meets people's future needs”

DIGG's vision

SCOREBOARD 4 - CROSS-BORDER INTEROPERABILITY



Collaborative platforms

- Digg on Github
 - DCAT-AP-SE, API-specification for approved test companies och care givers for communication with the Swedish Covid Certificate Service, SDG-Tools and more...
- Sweden Connect on Github
- Sveriges dataportal (beta)
 - Data & APIs, Concepts, Specifications and Community, Public AI
- NOSAD (Network Open Source and Data)

eID and Trust Services

- Cross Border Digital Services (CBDS) Programme
- Plan for a national eID
- eIDAS

Cross-border Infrastructures

- EUCARIS, EULIS, BRIS and Peppol
- Large-Scale Pilots TOOP and DE4A
- Electronic Exchange of Social Security Information
- Nordic Smart Government and Business
- National Contact Point for eHealth

Contact us

Telephone: +46 (0)771-11 44 00,
weekdays 9 a.m.–4 p.m.

Email: info@digg.se

www.digg.se

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Q&A

Q&A

Open source plays an important role in the cross-border efforts of Sweden. Hence, did you notice a benefit in the use of open source as an enabler for cross-border efforts? Especially with platforms such as GitHub, allowing Member States to build a catalogue of open-source solutions and at the same time be active users of it.

Definitely, open source is a big enabler. There is a policy in place on open source and our products should be developed with open source. Several other public agencies have taken up this work, but there is a need for some drive and resources to get there.

Additionally, OSOR, the [Open Source Observatory](#) of the European Commission, is a dedicated space for collecting information across Europe on the state of play of open source and existing resources such as competent centers or repositories of open-source solutions, which could be a good starting point to collect the information.

Regarding the Nordic countries/Baltic collaboration, are you ever talking about investing together to create or procure common solutions, in particular in the domain of cross-border interoperability?

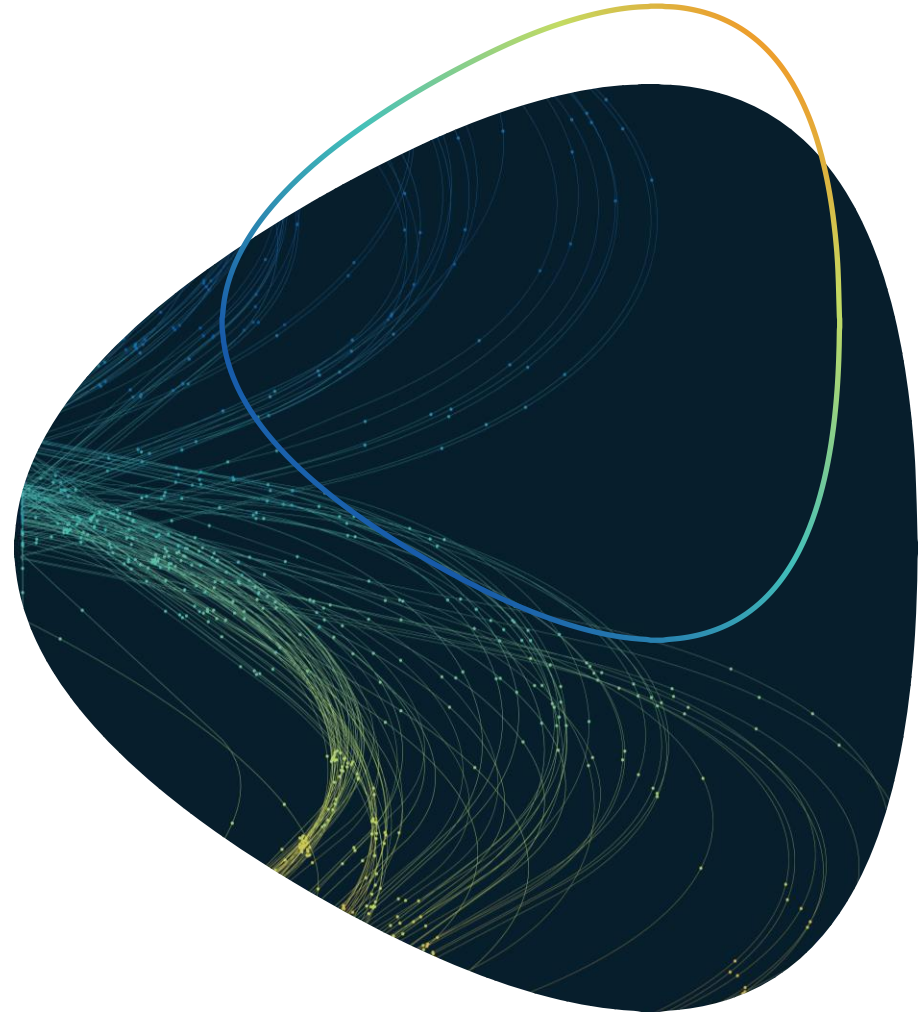
The speaker is not aware of such discussions.



Lightening talk by Spain



Ana Rosa Guzmán Carbonell will introduce Spain's initiatives around cross-border interoperability





Cross-border Interoperability from the Spanish perspective

EIF Monitoring Workshop

June 27, 2023



June 27, 2023

30

Current scenario



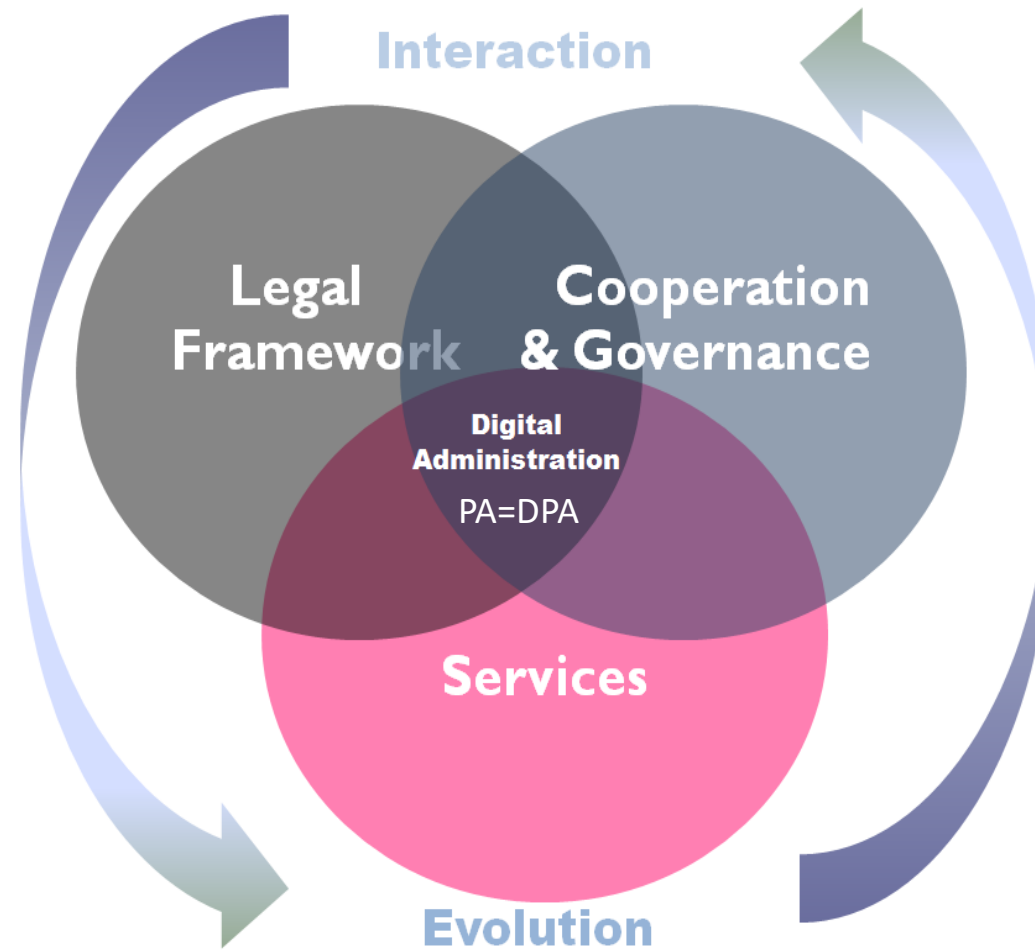
Spain welcomes casual/resident foreigners



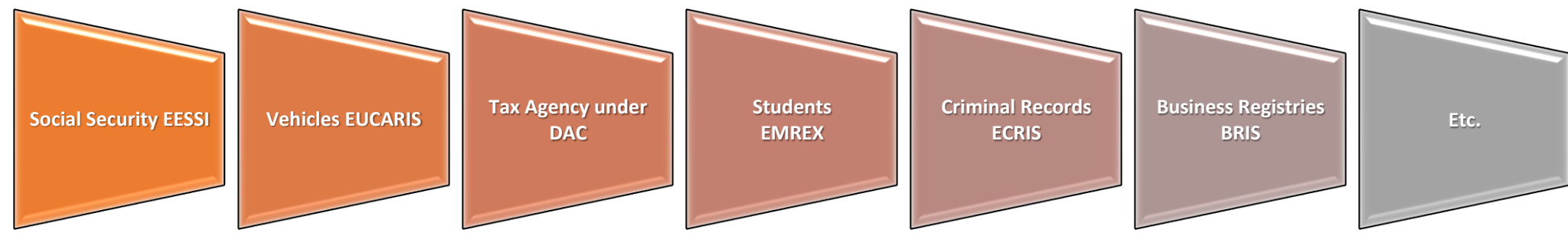
Total Turistas	2022	71.659.281
Origen Turistas	2023.M04	%
TOTAL	7.235.055	100%
ALEMANIA	1.009.916	14%
BÉLGICA	249.002	3%
FRANCIA	1.049.216	15%
IRLANDA	217.743	3%
ITALIA	386.437	5%
PAÍSES BAJOS	374.541	5%
PAÍSES NÓRDICOS	430.640	6%
PORTUGAL	253.477	4%
REINO UNIDO	1.353.323	19%
SUIZA	215.595	3%
RESTO DE EUROPA	680.542	9%
ESTADOS UNIDOS DE AMÉRICA	319.653	4%
RESTO AMÉRICA	387.239	5%
RESTO DEL MUNDO	307.731	4%
Origen Residentes	2022	%
TOTAL EXTRANJEROS	5.542.932	100%
UNIÓN EUROPEA	1.617.911	29%
ÁFRICA	1.217.706	22%
RESTO DE EUROPA	588.050	11%
AMÉRICA CENTRAL Y CARIBE	368.461	7%
AMÉRICA DEL NORTE	76.628	1%
AMÉRICA DEL SUR	1.173.900	21%
ASIA	493.065	9%
OCEANÍA	3.580	0%
APÁTRIDAS	3.631	0%

55%

Three Pillars for Interoperability



Sectoral cross-border systems



Transversal cross-border systems



eSignature



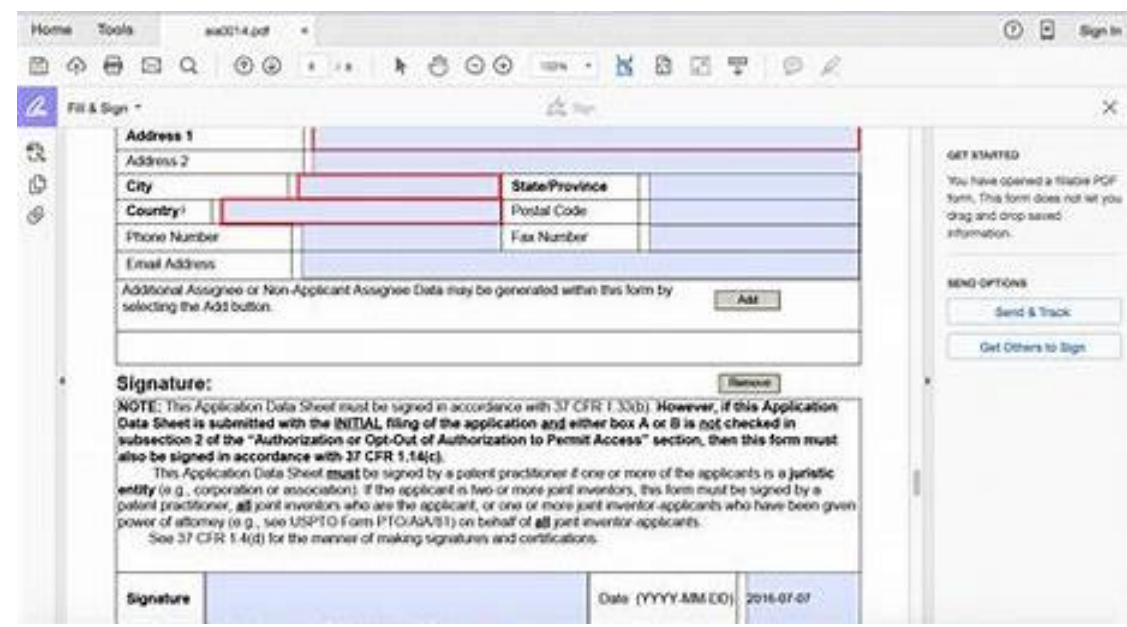
Common platform for eSignature validation

Integrated with EU TLS for eCertificates according to eIDAS Regulation

Public services for Businesses



Fully online



Home Tools sw0214.pdf Sign In

Fill & Sign

Address 1			
Address 2			
City	State/Province		
Country?	Postal Code		
Phone Number	Fax Number		
Email Address			

Additional Assignee or Non-Applicant Assignee Data may be generated within this form by selecting the Add button.

Signature: Remove

NOTE: This Application Data Sheet must be signed in accordance with 37 CFR 1.33(b). However, if this Application Data Sheet is submitted with the INITIAL filing of the application and either box A or B is not checked in subsection 2 of the "Authorization or Opt-Out of Authorization to Permit Access" section, then this form must also be signed in accordance with 37 CFR 1.14(c).

This Application Data Sheet **must** be signed by a patent practitioner if one or more of the applicants is a **juridic entity** (e.g., corporation or association); if the applicant is two or more joint inventors, this form must be signed by a patent practitioner, **all** joint inventors who are the applicant, or one or more joint inventor-applicants who have been given power of attorney (e.g., see USPTO Form PTO/AIA/91) on behalf of **all** joint inventor-applicants.

See 37 CFR 1.4(d) for the manner of making signatures and certifications.

Signature	Date (YYYY.MM.DD)	2016-07-07
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GET STARTED
You have opened a fillable PDF form. This form does not let you drag and drop saved information.

SEND OPTIONS
Send & Track
Get Others to Sign

Affidavit

Service Directive

eID for Study-related Public services



Sede electrónica
GOBIERNO DE ESPAÑA MINISTERIO DE EDUCACIÓN Y FORMACIÓN PROFESIONAL

Sede Electrónica - Ministerio de Educación y Formación Profesional

Registro

Paso 1: Rellene el formulario > Paso 2 > Paso 3

*Datos de carácter obligatorio

DATOS DEL USUARIO

*Nombre:

*Primer apellido:

Segundo apellido:

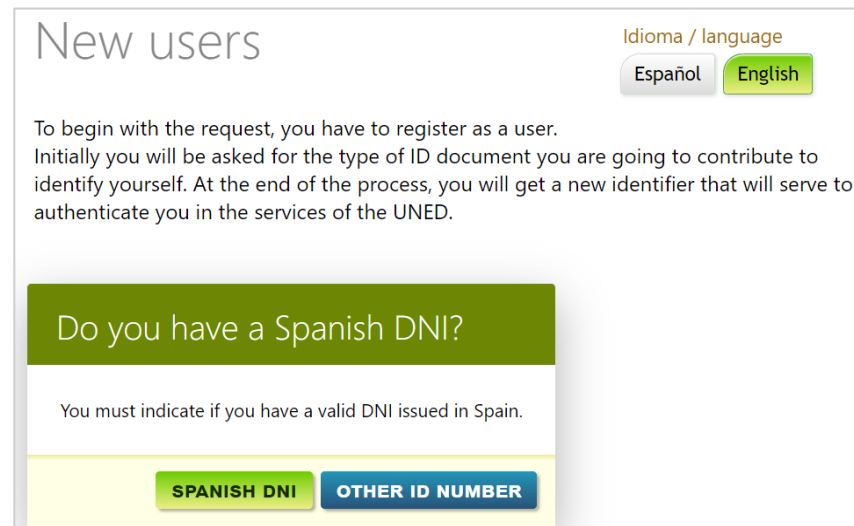
*Fecha nacimiento:

*Tipo documento: Otro ▾

*Nº documento:

Auto registration

Username and password



New users

Idioma / language

Español English

To begin with the request, you have to register as a user. Initially you will be asked for the type of ID document you are going to contribute to identify yourself. At the end of the process, you will get a new identifier that will serve to authenticate you in the services of the UNED.


Do you have a Spanish DNI?

You must indicate if you have a valid DNI issued in Spain.


SPANISH DNI **OTHER ID NUMBER**



Tax Payers





GOBIERNO DE ESPAÑA
MINISTERIO DE HACIENDA Y FUNCIÓN PÚBLICA






Agencia Tributaria
Sede electrónica

19/06/2023 14:16:58











 PERSONAL AREA

EN 

About the Tax Agency  Information and procedures  All procedures


Search by taxes, formalities, models or in Info... 

Home / Tax Registers, NIF and tax address

- Who must be registered? 
- How to apply for a NIF** 
- Address of citizens 
- Tax register declarations. Form 030 
- Tax register formalities related to my personal details and address (Form 030) 
- Tax register declarations. Forms 036 and 037 
- Tax register formalities related to entrepreneurs, professionals and withholders (Forms 036/037) 
- What should I do if I have received a notification regarding the verification of my tax register status? 
- Consultation of cancelled and reinstated NIF (Personal Tax ID) numbers 
- How to apply for and obtain a tax certificate on my 

How to apply for a NIF

Find out how to apply for a NIF, a VAT NIF and the documents you need to provide.

 Information


NIF (Tax ID Number) for Individuals
Find out how to apply for the NIF if you are an individual, whatever your nationality or residence.

NIF (Personal Tax ID) of legal person and organisation
Find out how to apply for the NIF, provisional or definitive, if you are a legal person or entity, whatever your nationality or residence.


VAT NIF
Find out how to apply for a NIF to carry out transactions subject to VAT with another Member State of the European Union.

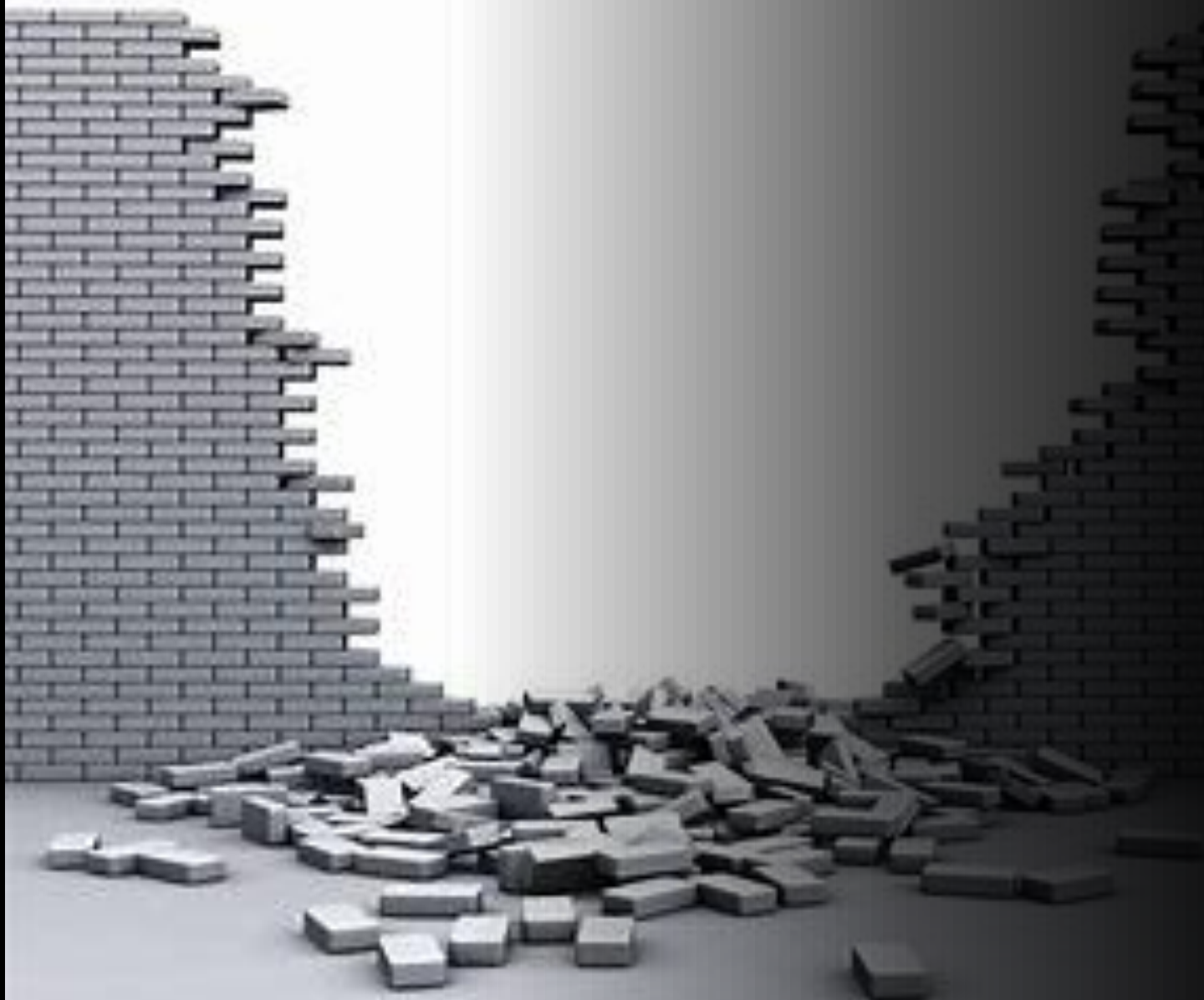
Help

Forme 030 and 037 Register of business names, professionals and withholders



¿Dudas?
Clic aquí
Información Tributaria Básica






Legal Barriers

Identity/Record matching



- AEAT as eIDAS data processor
 - Online eIDAS Identity Matching
- 

Spanish eID issuing fully online



cl@ve

Registro en Cl@ve a través de videollamada

LOW



cl@ve

Registro en Cl@ve con Certificado o DNle

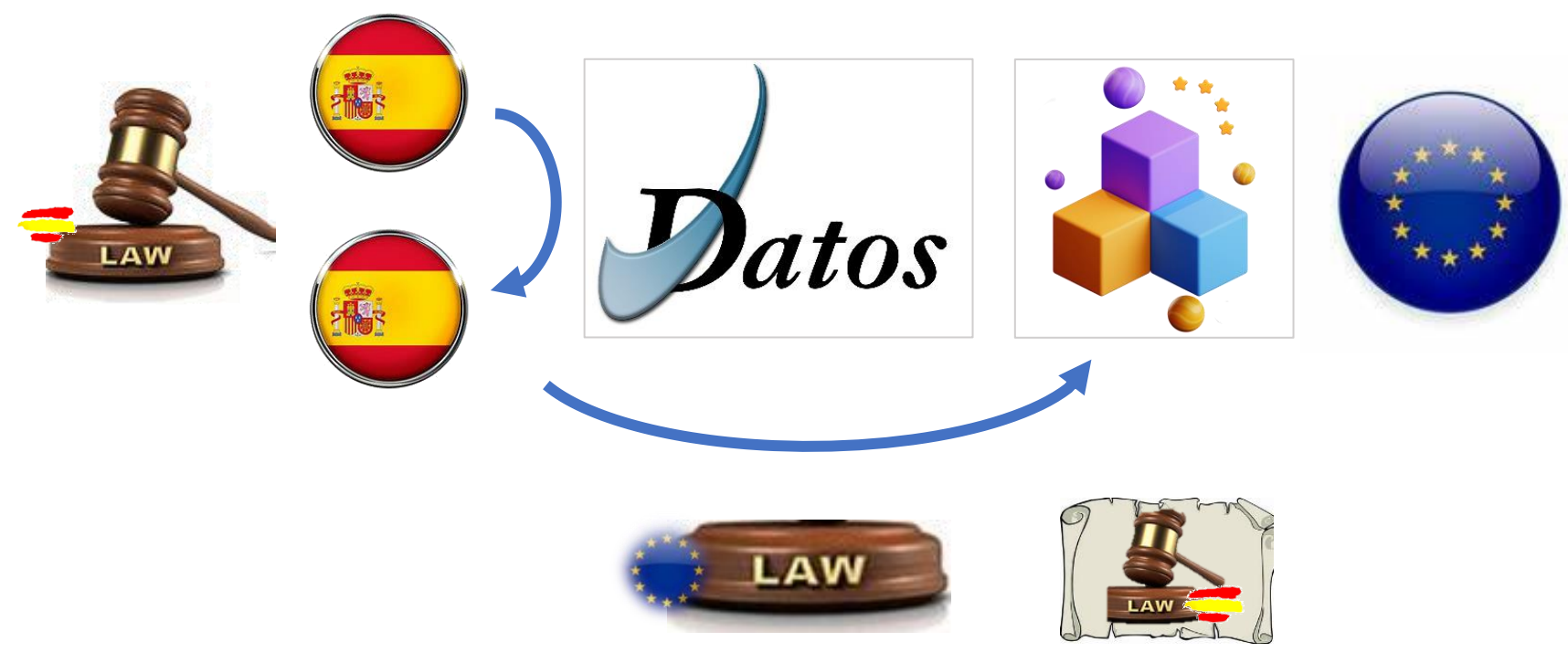
HIGH



HIGH



Evidence cross-cutting transfer abroad




An aerial night view of a city, likely London, with a digital overlay of a network grid. The grid consists of blue and white lines forming a complex web over the city's lights. In the center, a dark blue hexagonal shape with a white border contains the text 'Q&A' in white, with a small horizontal line underneath the ampersand.

Q&A

Q&A

How do you document solution building blocks? Do you use some standardisation of their description? How do you provide access to information for all stakeholders supporting re-use of solution building blocks?

Spain has a catalogue of reusable solutions, called the '[Centre of Technology Transfer](#)' (CTT), which is an information system where each solution has a related metadata describing the solution itself. There are also sections where you can attach documents related to the solutions. The CTT is searchable, and solutions are classified in different ways (presentations, guides for integrators, guides for users, instruments, etc.). Solutions are available as cloud infrastructures, installable products, etc. A GitHub repository also allows one to obtain the source of the solutions.





Panel discussion

Cross-border interoperability



In your experience, what are/were the main **challenges** you face(d) in defining and putting in place interoperable and cross-border digital public services?



In your experience, what are the main **lessons learned** when developing digital public services which are cross-border?



How could **the EU** further support Member States to achieve cross-border interoperability?

Panel discussion

In your experience, what are/were the main challenges you face(d) in defining and putting in place interoperable and cross-border digital public services?

For Spain, the main challenge has been the legal aspect. Legal interoperability also creates barriers to semantic solutions because legal concepts are not the same in every country. Public administrations cannot innovate as freely as needed. There are also issues with language, due to different official languages, and also in the case of languages that are not the ones in which someone is fluent. Translating legal bases is expensive for public administrations.

As regards Sweden, regulation is indeed a challenge, but it can also be a driver to overcome such challenges, as it is the case with the regulation that stipulates some data exchange across borders. The biggest challenge could be that some national legislation is not in place to achieve cross-border interoperability.

In your experience, what are the main lessons learned when developing digital public services which are cross-border?

In the case of Spain, they are not developing digital public services solely for cross-border purposes, but they are modifying and opening up their already existing digital public services for cross-border. What they have learned is that their existing governance structure is key in getting there. Through regional and local regulations, necessary governance structures are in place, and they can learn from one another to open their digital administration to cross-border.

In the case of Sweden, the main lesson learned is having built the eIDAS Regulation on the Swedish identification numbers.

Panel discussion

How could the EU further support Member States to achieve cross-border interoperability?

Regarding Spain, the country has good experiences regarding EU support towards Member States. What is needed from the EU is comprehensive solutions for cross-border interoperability covering the four dimensions of interoperability, as well as European building blocks.

Sweden is looking forward to the publication of the Interoperable Europe Act, where interoperability will be stipulated, and even if it is a soft legislation, it is necessary to have some mention of interoperability in legal documents.

Part IV - Closing Remarks & Next Steps

- / Collection of feedback on how to improve the data collection
- / Final remarks and conclusions

How the data collection is currently structured

AT THE MOMENT INFORMATION ABOUT THE EIF CAN BE FOUND ON:

- The interactive dashboards on Joinup
- The State-of-Play Report on digital public administration and interoperability
- Chapter 1 of the Digital Public Administration factsheets



SUPPORT

Countries have our contact details for any support they might need.

CURRENT ACTIONS OF THE DATA COLLECTION

- Country response sheets from the previous edition are shared
- Tooltip to guide respondents through the online survey
- Pre-filled survey based on last year's answers to facilitate the update
- Ability to compile the survey offline using a Word version
- Ability to download the results at the end of the survey
- Possibility for respondents to review and validate the data at the end of the data collection exercise

Feedback collection on how to improve the data collection exercise



To participate, go to <https://www.beekast.live>
and enter session code: **511628**



Feedback collection on how to improve the data collection exercise

1

Based on your experience, please rate the current data collection process from a scale from 1 to 5 (5 = Very straightforward; 4 = Somewhat straightforward; 3 = Neutral; 2 = Somewhat complex; 1= Very complex)

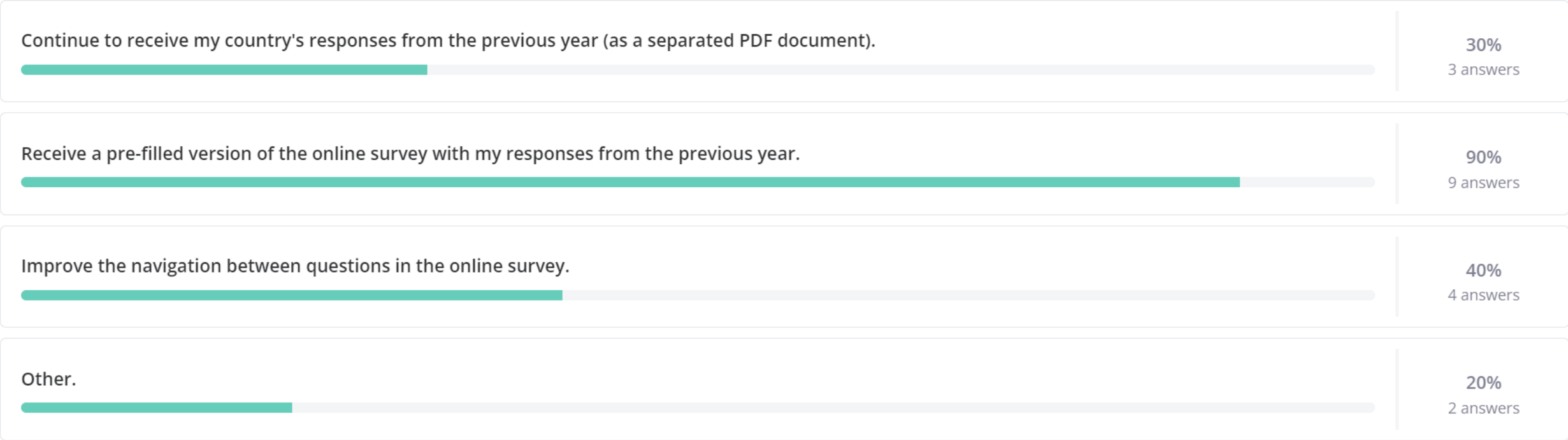


Average rating: 2.6



Feedback collection on how to improve the data collection exercise



1 In your opinion, how could the data collection method we use for the monitoring be simplified/improved/done differently?







Feedback collection on how to improve the data collection exercise



 Please feel free to share any other idea on how we could improve the data collection exercise. 



No category 5  

 In the case of insufficient or no data given methodology presents "0" as the numerical answer. 0 is mathematically lower than 1, so the presentation of MSs state of play could be misleading to the MM 

 Data collection could take form of interactive sessions. 

 Provision of 7 out of 8 answers for KPIs results in "no data" score for the whole IOP Principle, which is misleading. 

 On the basis of monitoring, KPIs and questions we try to guess which national initiatives and solutions which satisfy interoperability principles and recommendations 

 Please reuse data we provide in other surveys. 



Closing remarks and next steps

-  The main **takeaways** of today's webinar will be published on Joinup and communicated to you shortly!
-  The **results** of the 2022 edition of the EIF monitoring mechanism will also be available shortly on Joinup! We will inform you of their publication.
- The session on the Berlin Declaration monitoring mechanism will start at 14:00!
-  Do not forget to join to learn more about this year's results of the BDM exercise and hear about Greece's and Belgium's insights on the topic of empowerment and digital skills.

The background features a complex, symmetrical pattern of glowing green and blue lines and particles. The lines form a central, diamond-like shape that tapers towards the left and right edges. The particles are scattered throughout, creating a sense of depth and movement. The overall color palette is dominated by dark blue, with vibrant green and blue highlights.

Thank you



27 June 2023

European Interoperability Framework and Berlin Declaration Implementation Webinar

This year's results and knowledge sharing from the Member States



Session II – Berlin Declaration Monitoring 2022

- / Short introduction to the Berlin Declaration Monitoring Mechanism
- / High-level presentation of the 2022 results at EU level and identified trends
- / Exchange of good practices on Policy Area 3
- / Feedback session

Agenda of the session

1

Presentation of the 2022 Berlin Declaration monitoring mechanism results and trends



2

Lightning talks and knowledge sharing on empowerment and digital skills



3

Feedback session



4

Closing remarks & next steps



Today's speakers

Today's guest speakers



Frank Leyman

Head of International Relations,
BOSA – Digital Transformation,
Belgium



Maria Deredaki

Legal Expert - Ministry of Digital
Governance, Greece

NIFO webinar's team



Claudia Oliveira

NIFO Programme Manager,
European Commission



Federico Chiarelli

Consultant, Wavestone



Allegra Crahay

Consultant, Wavestone



Esther Bleys

Consultant, Wavestone



Emilia Miscenà

Consultant, Wavestone

Part I – BDM Monitoring 2022: results and insights

- / Short introduction to the BDM Monitoring Mechanism and Report
- / High-level presentation of the 2022 results at EU level
- / Identified trends for three key topics and related Policy Areas

Introduction to the Berlin Declaration



The **Berlin Declaration on Digital Society and Value-based Digital Government**^[1] has reaffirmed European leaders' commitment to fundamental rights and European values. It relies on **7 key principles** and emphasises the importance of digital public services in our everyday lives. The Berlin Declaration monitoring mechanism (BDM) was developed following the will of the Member States to **assess the implementation of said principles and monitor the progress made over time.**

[1] German Presidency of the Council of the EU. 2020. Berlin Declaration on Digital Society and Value-based Digital Government. Retrieved from <https://digital-strategy.ec.europa.eu/en/news/berlin-declaration-digital-society-and-value-based-digital-government>

BDM Benefits



For Member States ...

To highlight the measures taken by each one to reach the Policy Actions;



To identify good practices and lessons learnt along the way; and



To support decision-makers at EU and national levels in setting their budgetary priorities and goals in the digital domain.



For Academia...

To leverage the results of the BDM published as open data for further reuse;



To understand the good practices and lessons learnt shading light on the ongoing initiatives of the Member States; and



To develop intelligence on the Member States state of play in digital government.

Assessment framework

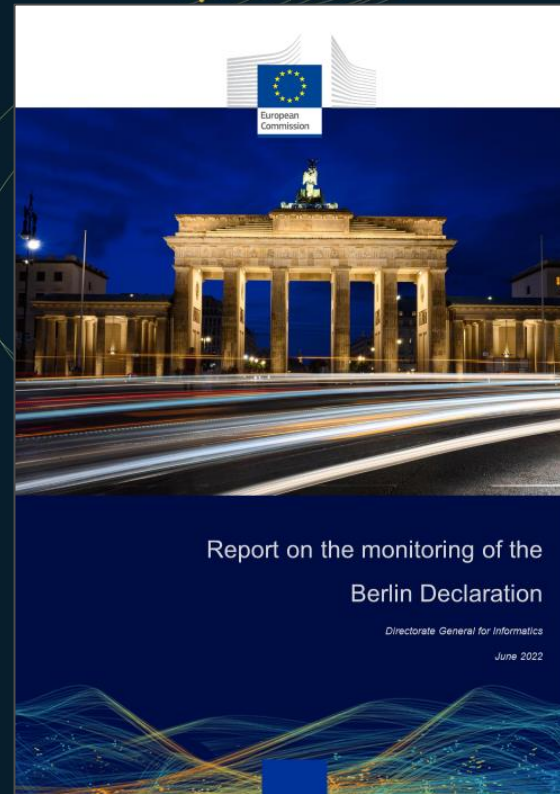
Level 1 Policy Areas aligned with the Declaration's 7 key principles.	Policy Area 1 Promote fundamental rights and democratic values in the digital sphere			Policy Area 2 Enhance social participation and inclusion			Policy Area 3 Foster digital empowerment and digital literacy			Policy Area 4 Strengthen trust through security in the digital sphere			Policy Area 5 Strengthen Europe's digital sovereignty and interoperability			Policy Area 6 Create value-based, human-centred AI systems for use in the public sector			Policy Area 7 Foster resilience and sustainability			
Level 2 Policy Actions that the Member States have committed to achieve in their respective countries by 2024.	1.1 Include and translate fundamental rights into policies and technology procurement rules	1.2 Raise awareness on value-based digital transformation	1.3 Establish ethical and technological expert councils	2.1 Encourage the use of digital tools to foster citizen participation in policy decision making	2.2 Ensure inclusiveness and accessibility for all to fully digital public services and information	2.3 Provide easy access to services from mobiles	3.1 Launch and promote initiatives for citizens' digital literacy	3.2 Provide easily accessible, user-friendly and seamless digital services	3.3 Initiate workshops/trainings to promote digital skills in the public sector	4.1 Promote the rollout and use of notified eID in the public and private sectors	4.2 Promote responsible and legally compliant re-use of data	4.3 Consider ways to foster agreement on ICT security requirements	5.1 Jointly work towards agreements on requirements for technology providers	5.2 Implement common standards and modular architectures in cross border digital solutions	5.3 Work with the EC to provide suitable online public services for EU cross-border use	6.1 Foster transparency and accountability when designing digital public services	6.2 Share best practices on the development of human-centric AI systems	6.3 Stimulate knowledge sharing on human centric technologies	7.1 Assess and make transparent energy consumption of digital tools and infrastructures	7.2 Evaluate the environmental impacts of ICT and extend the lifespan of digital equipment	7.3 Initiate expert consultations on appropriate use of digital technologies	7.4 Foster the exchange of crisis management data
Level 3 KPIs split as: - 27 Primary indicators - 17 Secondary indicators [eGov Benchmark (4), DESI (3), CEF Dashboard (2), EIF MM (4), Open Data Portal (3), Electricity Directive 2019/944 (2021/2022) (1)]	1-2	3-5	6	7-8	9	10-12	13-14	15-18	19	20-22	23-27	28	29	30	31	32-33	34	35-36	37-39	40-42	43	44

BDM Report

The 2nd BDM report should be soon available!

Published in May 2022, the first BDM Report provided an overview of the 2021 edition of the monitoring mechanism. It includes general conclusions at European level and a country-level overview of the results for each of the 22 policy actions in the Declaration, as well as an **overview of the good practices** in the implementation of such policy actions.

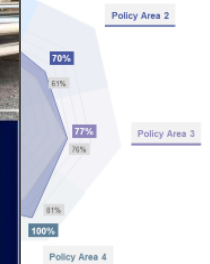
The second edition of this Report should be soon available and will contain some novelties compared to last year... Stay tuned!



Report on the monitoring of the Berlin Declaration

Directorate General for Informatics
June 2022

Monitoring (BDM)



- Area 5 | Strengthen Europe's digital rights and interoperability
- Area 6 | Create value-based, human-centred AI for use in the public sector
- Area 7 | Foster resilience and sustainability

Policy Area 4 | Strengthen trust through security in the digital sphere

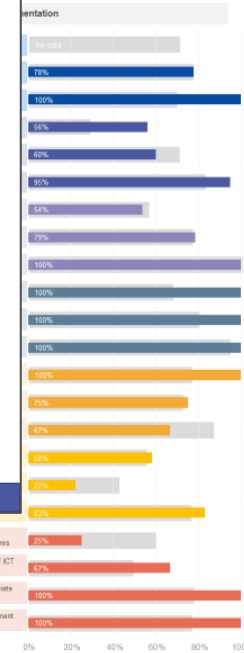
The Berlin Declaration on Digital Society and Value-based Digital Government has reaffirmed European leaders' commitment to fundamental rights and European values, emphasizing the importance of digital public services and asserting the role of public administrations in driving a value-based digital transformation of European societies. The BDM is targeted at assessing the level of implementation of the 22 Policy Actions, clustered into 7 Policy Areas taken by the EU Member States with the signature of the Berlin Declaration. These are a set of statements that the Member States have committed to achieve in their respective countries by 2024.

More information on the model and country results is available in Appendix II

- #### Policy Area 7 Foster resilience and sustainability
- 7.1 | Assess and make transparent energy consumption of digital tools and infrastructures: 25%
 - 7.2 | Evaluate the environmental impacts of ICT and extend the lifespan of digital equipment: 67%
 - 7.3 | Initiate expert consultations on appropriate use of digital technologies: 100%
 - 7.4 | Foster the exchange of crisis management data: 100%

More information on the model and country results is available in Appendix II

Monitoring (BDM)

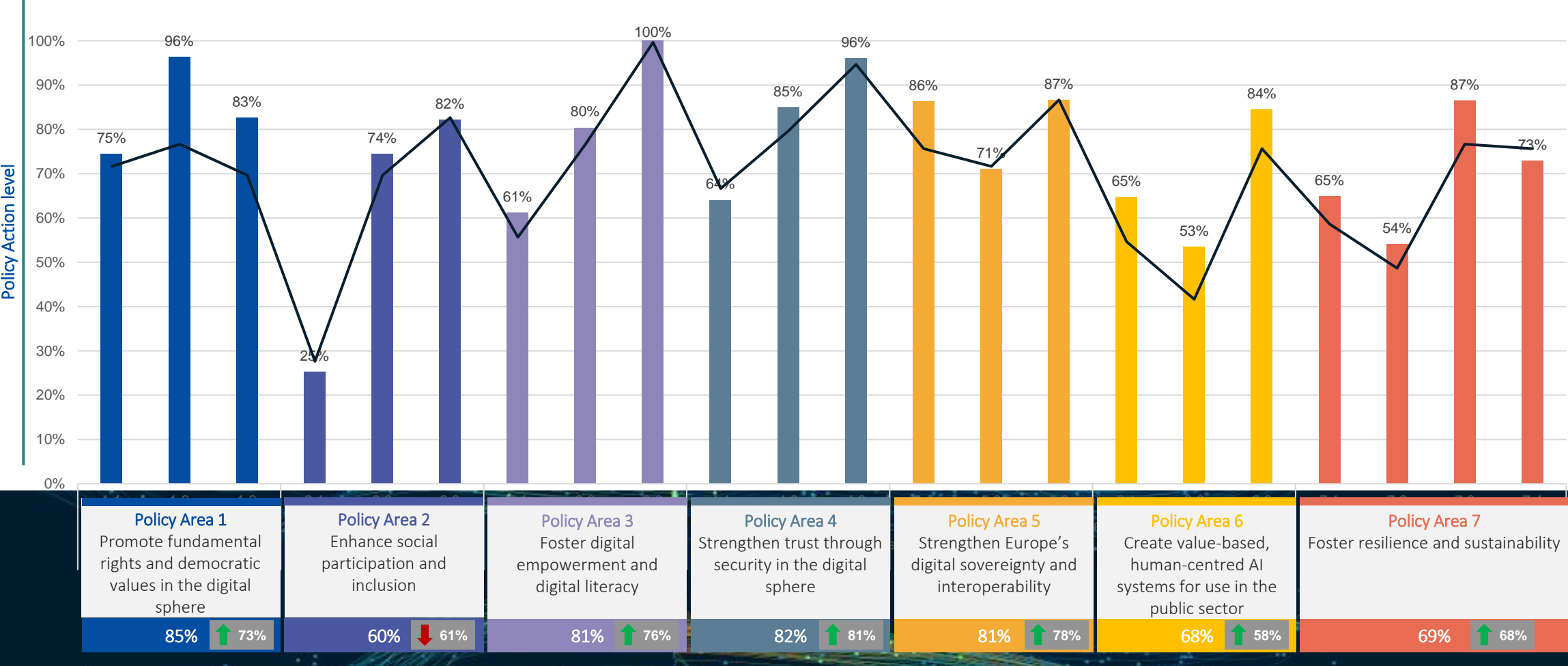


More information on the model and country results is available in Appendix II

KPI 35

More information on the model and country results is available in Appendix II

Results of the 2022 edition of the BDM



2021 results

Policy Area level

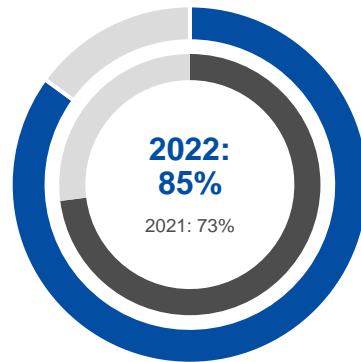
Key trends



All Policy Areas, at EU average level, are experiencing a positive growing trend – some at a slower pace than others – except Policy Area 2 where there is a decrease of 1 p.p.

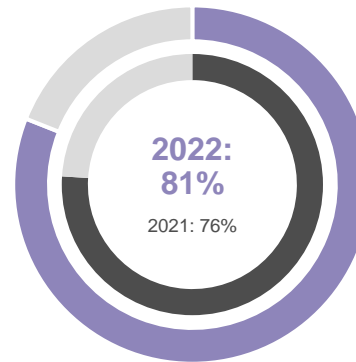


Policy Areas where Member States are scoring the best are not necessarily where they have progressed the most compared to 2021



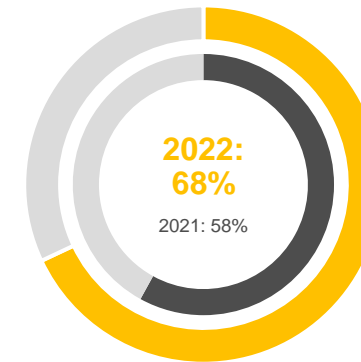
Policy Area 1

Promote fundamental rights and democratic values in the digital sphere



Policy Area 3

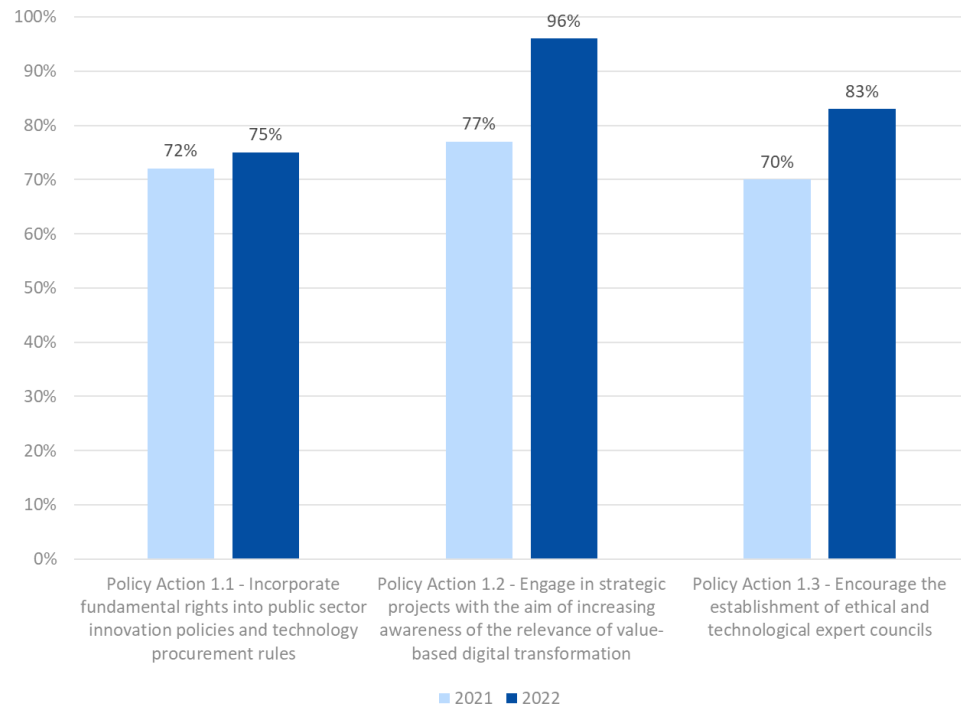
Foster digital empowerment and digital literacy



Policy Area 6

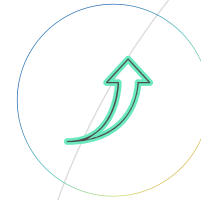
Create value-based, human-centred AI systems for use in the public sector

Policy Area 1 – Promote fundamental rights and democratic values in the digital sphere



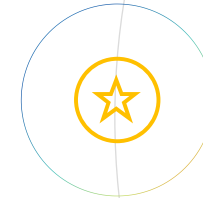
Growing trend

There is an increase of 12 percentage points compared to 2021, at EU average level



Best performing Policy Area

Highest scoring and highest increase among all Policy Areas, at EU average level

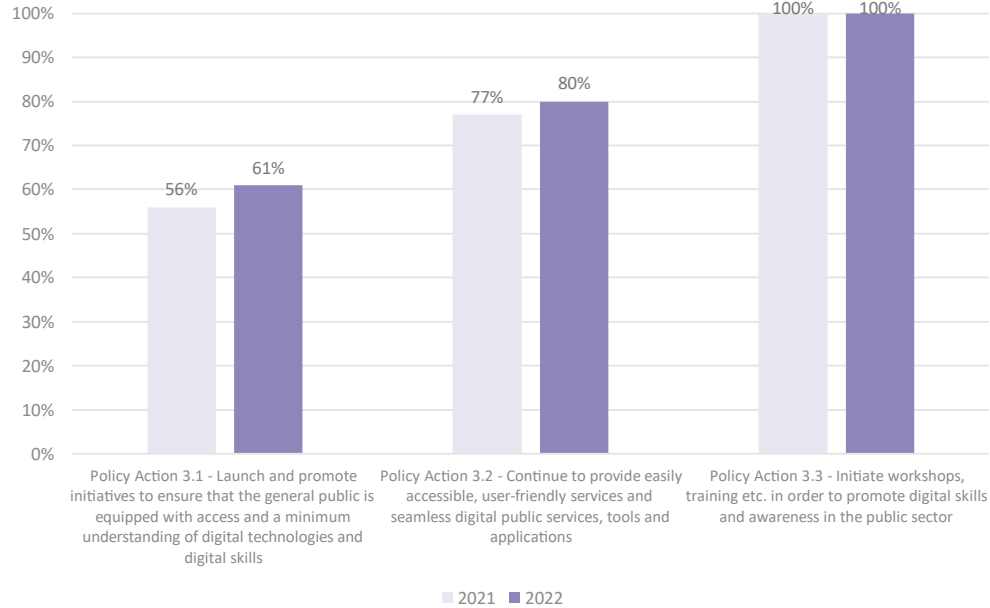


Active Member States

24 out of 27 MS improved their implementation status and considered the topic of fundamental rights and democratic values in the digital sphere as a top priority for the year 2022-2023

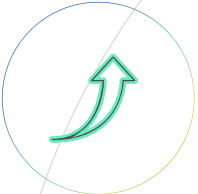


Policy Area 3 – Foster digital empowerment and digital literacy



Positive trend

There is an increase of 5 percentage points compared to 2021, at EU average level



Influence of EC initiative

MS might have been incentivised to act in this Policy Area with the launch, in April 2022, of a Skills and Talent Package by the EC

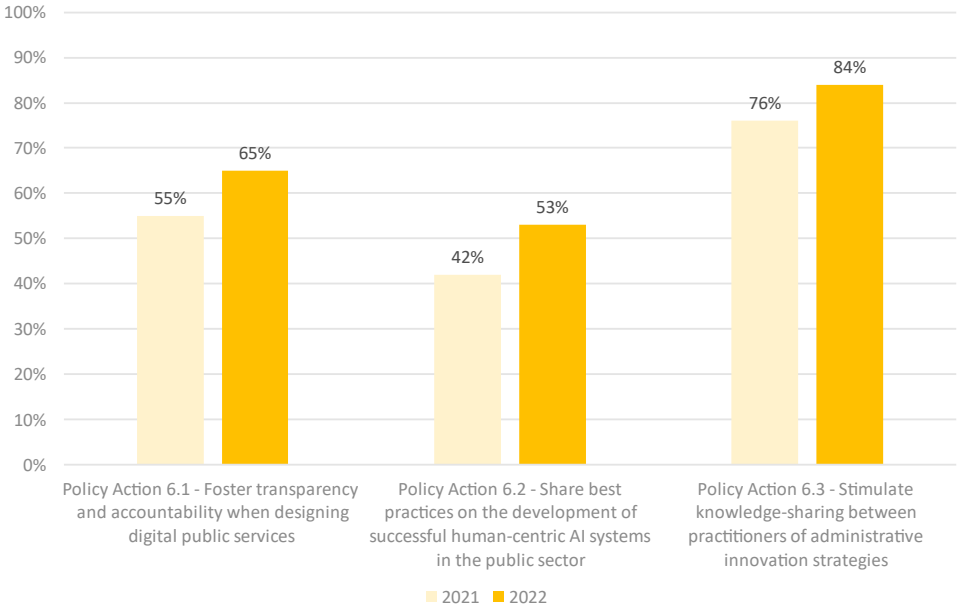


24 out of 27 MS improved their score

MS have introduced new strategies and initiatives (incl. training) to increase their citizens' and businesses' digital skills and competencies.

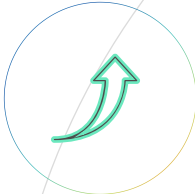


Policy Area 6 – Create value-based, human-centred AI systems for use in the public sector



Encouraging trend

There is an increase of 10 percentage points compared to 2021, at EU average level



Link with the Interoperable Europe Act

One of the key pillars of the proposed Interoperable Europe Act is to develop new skills and scale up interoperability solutions for reuse



Key EU initiatives

The adoption of new EU regulations and initiatives (such as the DSA, the AI Act, and the AI Watch) has contributed to the growing implementation level of this Policy Area



Questions and comments

Given that Policy Action 3.3 has reached 100% (for two years running), do you think it could be measured in a more informative way beyond "initiating" or can we close this measure?

We could consider removing this question next year, although it would alter the comparability of results over time. We could however add a complementary and non-mandatory question so as to obtain more qualitative information about the type of measures put in place by Member States.

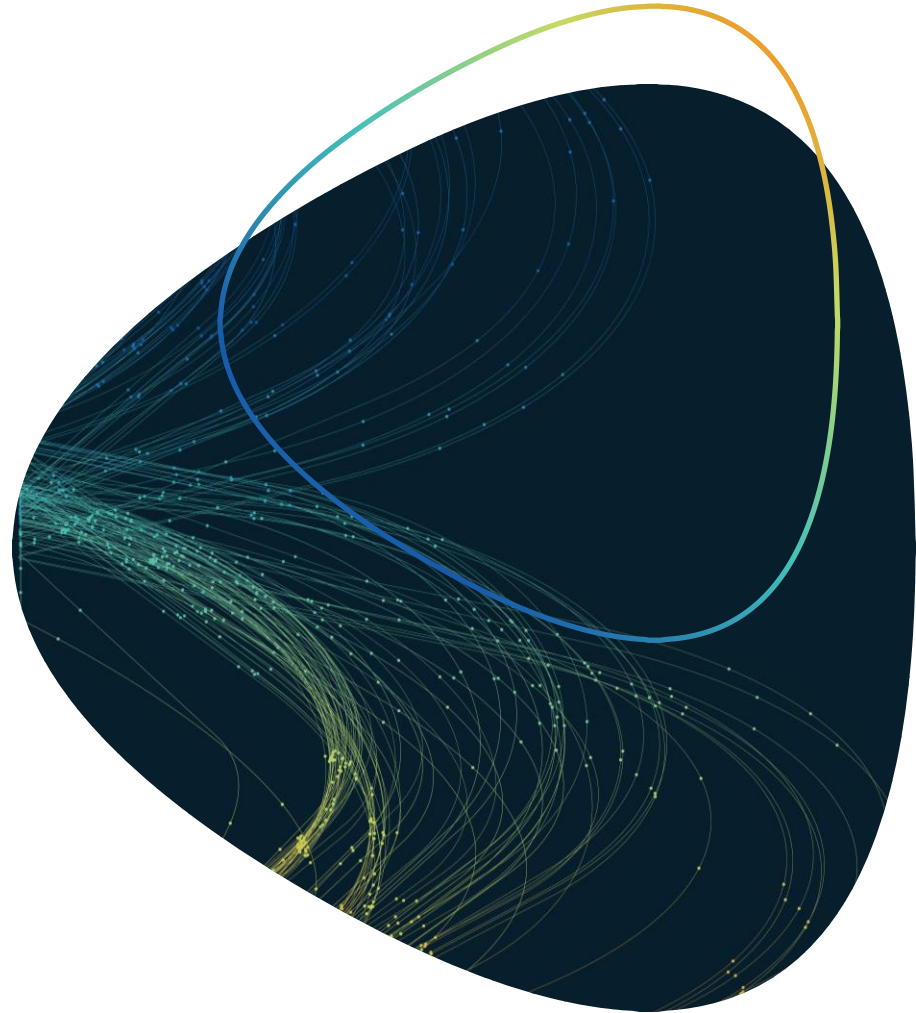
Part II - BDM Implementation: Exchange of Good Practices

- / **Lightning talks held by representatives of Belgium and Greece on empowerment and digital skills**
- / **Q&A with the guest speakers**
- / **Panel discussion with the guest speakers**

Lightening talk by Belgium



Frank Leyman will introduce Belgium's initiatives around
empowerment and digital skills





empowerment and digital literacy

CONNECTOO

A new #SmartNation project to reduce the digital divide in Belgium

Frank LEYMAN

webinar on the implementation of both the EIF and the BDM and the [Berlin Declaration](#) within the EU countries.

27/06/2023

The digital divide in Belgium



5,5%

of Belgian households **don't have Internet at home in 2022**



7%

of Belgian adults **are 'non users' of Internet**



39%

of Belgian adults consider having **low digital skills**



49%

of Belgian adults still have **no digital interaction with administrative services**

At the same time...



FAS

>300 million
authentications

↑ x8



eBox

2,7 million
unique visitors



FSB

>100 million
transactions
/month

↑ x4

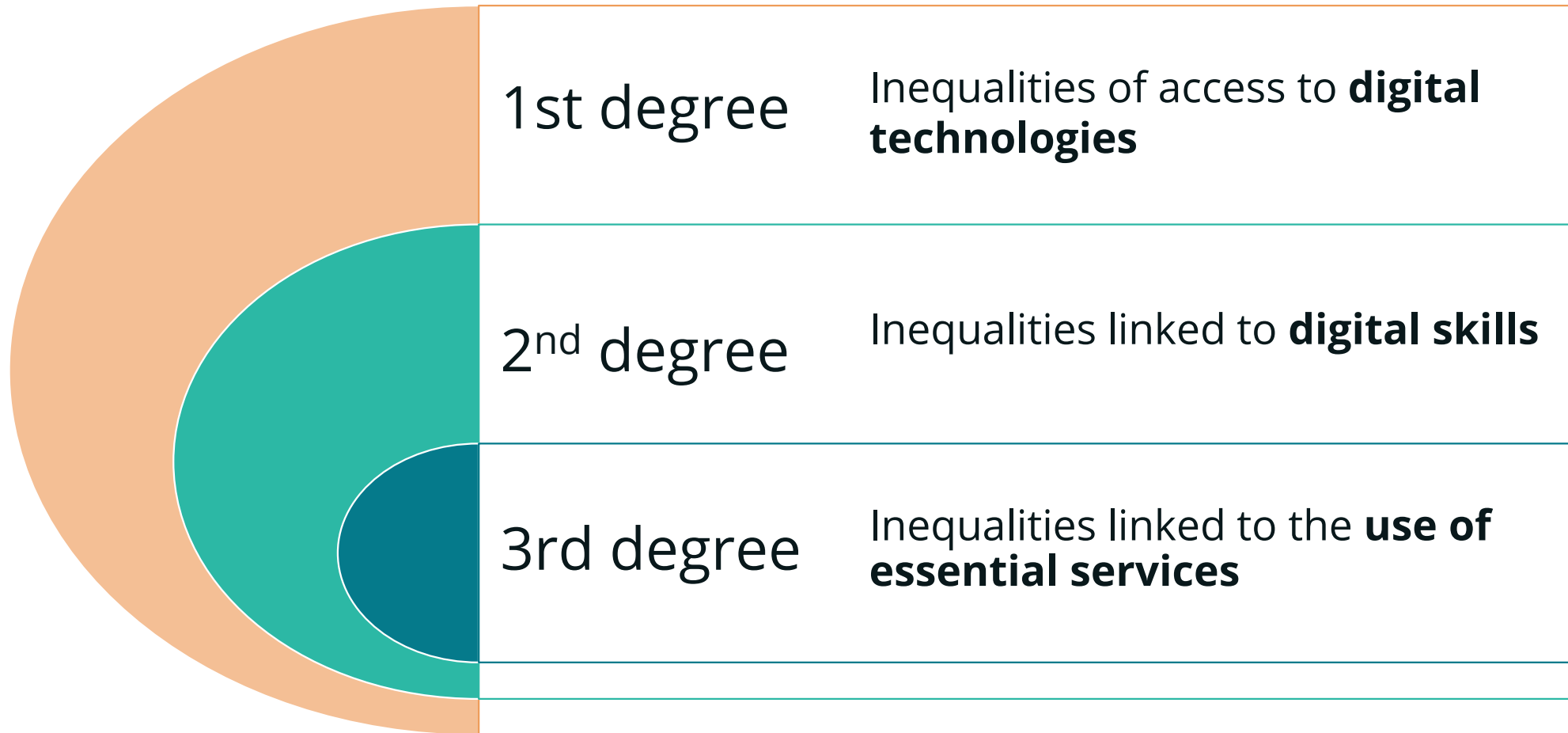


E-gov

51% uses digital
government

↑ 11%

Several degrees of digital divide



Digital inclusion

is about **enabling everyone** to take full advantage of the opportunities offered by new technologies to access and make use of public services, **overcoming social and economic divides** and exclusion

(European Commission, 2017)

A user research to qualify the divide

14

Citizens met via telephone or teleconference

27

Ideas and possible improvements identified



7

Experts of targets with high risk of exclusion interviewed

Field research led by FPS BOSA with partnership of FPS Finance

Academic experts consulted

- Ilse Mariën (VUB)
- Perrine Brotcorne (UCL)

Field expertes consulted :



1.

Lieven Beernaert
Assistant social à Gand, personnes à la recherche d'un emploi



2.

Walter Lauryns
Bénévole, enseigne aux seniors les bases du numériques



3.

Frederick Scraeyen
Fondateur Beego, service pour l'aide à la maison



4.

Florian Waerzeggers
Mediacoach pour les jeunes à risque

Inclusive Design



The concept of « normal person » does not exist

Design bias > barriers to accessing social life

Role of inclusive design > lower these barriers

Key « inclusive design » principles

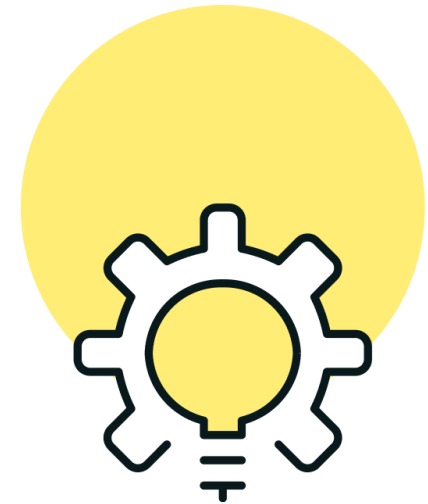
We identified **6 principles** for better and more inclusive design of digital public services in the future.

- Facilitate the first steps
- Propose different options
- Reassure during the procedure
- Create coherence in between the platforms
- Simplify the information level
- Facilitate the navigation



Project Scope

Connectoo's objectives and how it works



An e-learning course for public agents

- An e-learning course available **for all public agents**
- **Train and certify** public officials at all levels of authority in the challenges of digital inclusion and in supporting citizens in their online administrative procedures.
- Both for **frontline and back-office agents**



www.connectoo.belgium.be

6 modules and a final badge



The challenges of digital inclusion



Issues related to the use of digital technology



How adults learn



Inclusive service design & communication



The basics of digital support



Overview of key players and services

Available in
French, Dutch
and German



What you can find

Menu icon | QUITTER LE MODULE

Suivons le dialogue entre un agent et un usager

L'objectif est de savoir si la personne sait de quoi il s'agit. [Scénario 1](#) : l'utilisateur connaît le portail d'emploi. [Scénario 2](#) : l'utilisateur n'est pas certain de le connaître.

CONTINUER

Applifocus sur CSAM | 0% TERMINE

Leçon 1 sur 3 | QUITTER LE MODULE

Le portail CSAM

Le portail CSAM

C'est un environnement sécurisé grâce auquel vous pouvez vous connecter à tous les services en ligne des autorités fédérales

Page d'identification à l'administration en ligne avec une clé numérique

Menu icon | QUITTER LE MODULE

Les principes du design inclusif

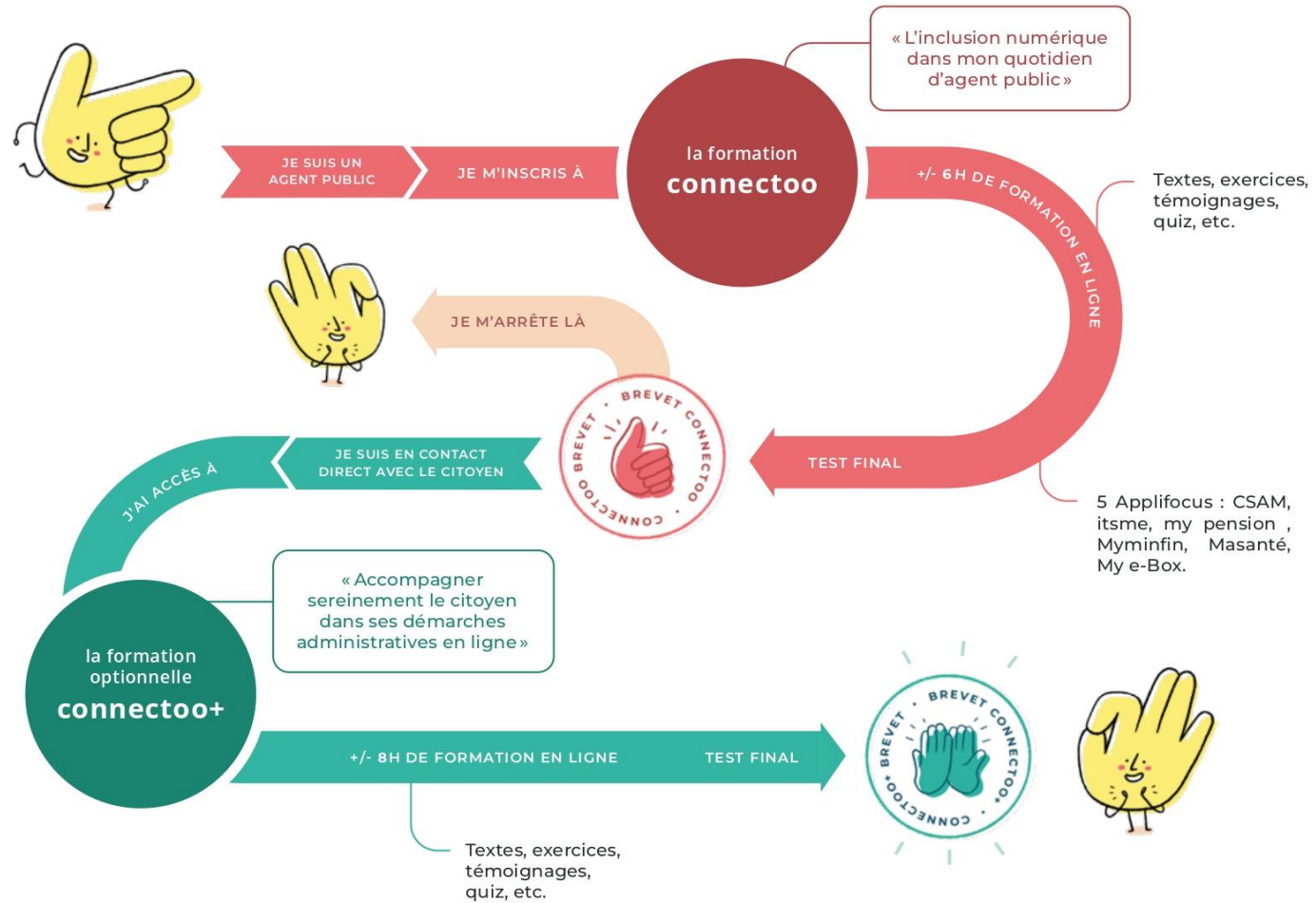
Allez, rentrons dans le vif du sujet. Quels sont les **principes** du design inclusif et comment peut-on les **mettre en pratique** ?

Commençons par une vidéo de **Périne Brotcorne**, chercheuse à l'UCLouvain, pour débroussailler le concept de design inclusif.

Qu'est-ce qu'une conception inclusive des services numériques ?

Différencier inclusion et accessibilité

To go further

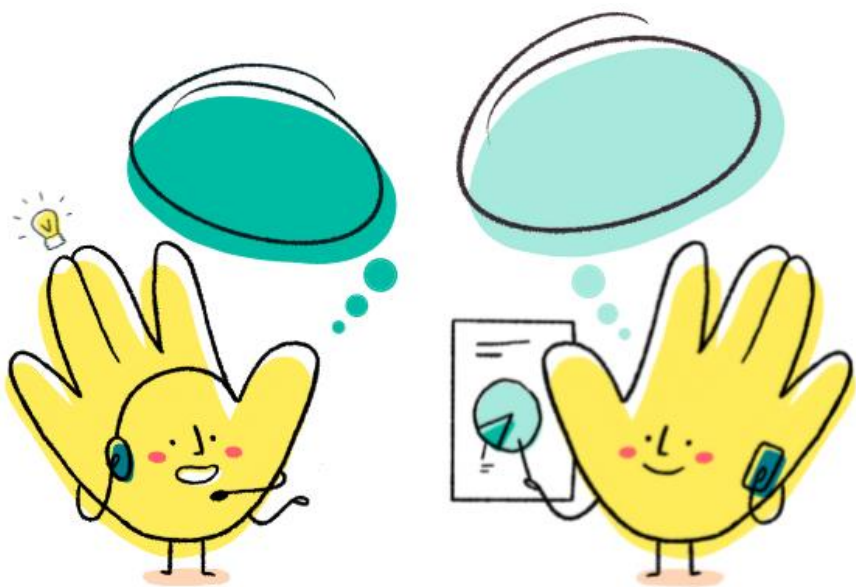


Key results

First results after one year of activity



Some figures



+2.600 participants already registered
in FR and NL (45%/55%)

+350 participants already certified

+300 organisations represented
(federal, regional, local)

Celebrated the first 100 certified



Recognition

OECD innovation trends

- connectoo training selected to illustrate the trend "Digital technologies as a cause of inequalities and an antidote" in the OECD Government Innovations 2023 report

Federal Inclusion Award

- 1st prize in 2022 of the Federal Inclusion Awards



[Embracing Innovation in Government: Global trends 2023 - Observatory of Public Sector Innovation \(oecd-opsi.org\)](https://www.oecd-opsi.org/)



Thank You

frank.leyman@bosa.fgov.be





Q&A

Q&A

How can the public servants that are trained be identified by those who need their guidance? You mentioned for instance the use of stickers displayed on their desk, are there other means, like a Chatbot for instance?

As the people in need are most often not connected, it is more fruitful to have face-to-face interactions rather than impose to them again something digital, like a Chatbot. Most of the people certified now are civil servants in the municipalities, where there are the most direct interactions between citizens and administrations. Hence, the stickers are there to show that people are available, and it is the most efficient way so far.

How do you deliver the training (online, in person or hybrid)? And did you experience any change resistance?

The course is on a voluntary basis and is fully online, so it can be followed at everyone's own pace. First feedback were received from the participants, in particular regarding technical issues with video clips that were quickly solved thanks to such feedback.

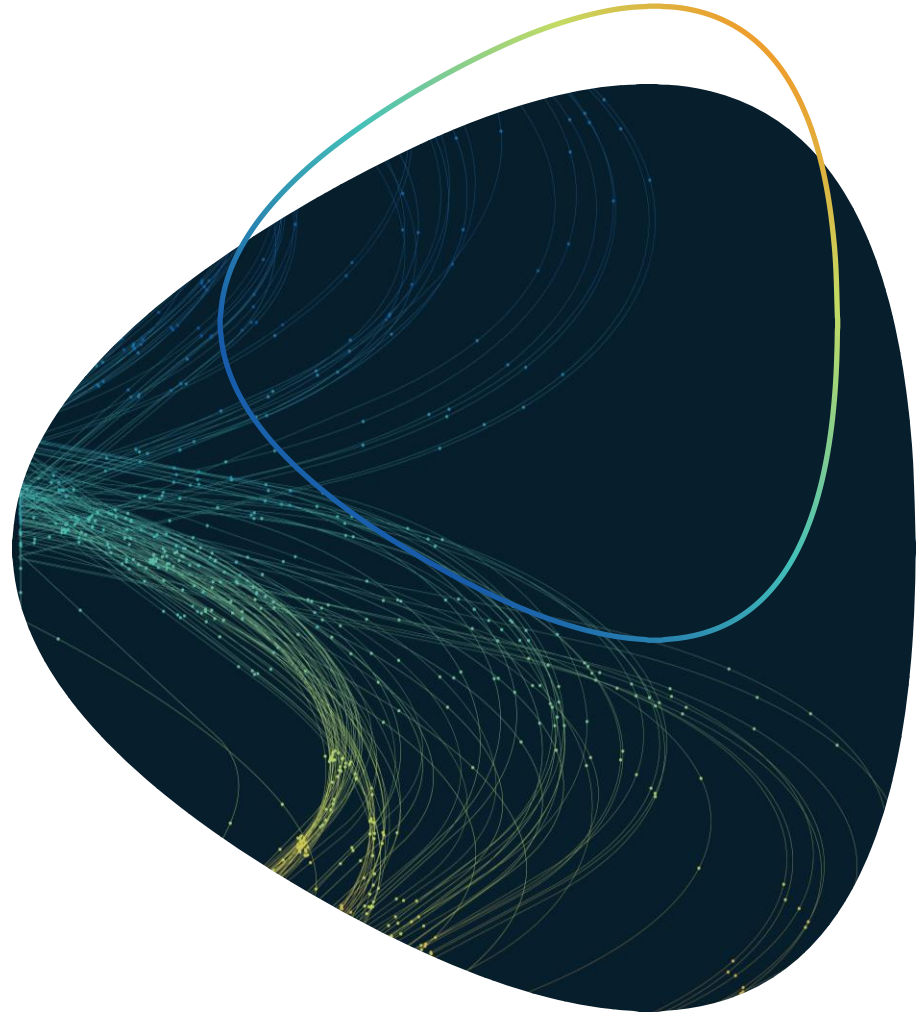
Do you know if there will be a continuation to Connectoo 1 and Connectoo+?

For now, they are not planning to expand it, as they are still at the beginning of this training. The experience of Connectoo+ is still very limited as everyone is focusing on Connectoo 1. It will be assessed at a later stage if there is a need for a new course.

Lightening talk by Greece



Maria Deredaki will introduce Greece's initiatives around empowerment and digital skills



Lightning Talk in the EIF and BDM Implementation Webinar: results and insights – 27 June

*Policy Area 3 of the Berlin Declaration
Digital Literacy*



HELLENIC REPUBLIC
Ministry of Digital Governance

Secretariat General
of Digital Governance
& Simplification of Procedures

Good practices and examples of Greece 2021-2023

Berlin Declaration

- **Value-based** Digital Government has reaffirmed European leaders' commitment to fundamental rights and European values.
- The Declaration relies on **7 key principles** which emphasize the importance of digital public services in our everyday lives.
- It is aimed at taking the **user-centricity** principles already formulated in the Tallinn Declaration a step further, by asserting the role of public administrations in driving a value-based digital transformation of European societies.
- We need to increase **Digital Skills/Digital literacy**.

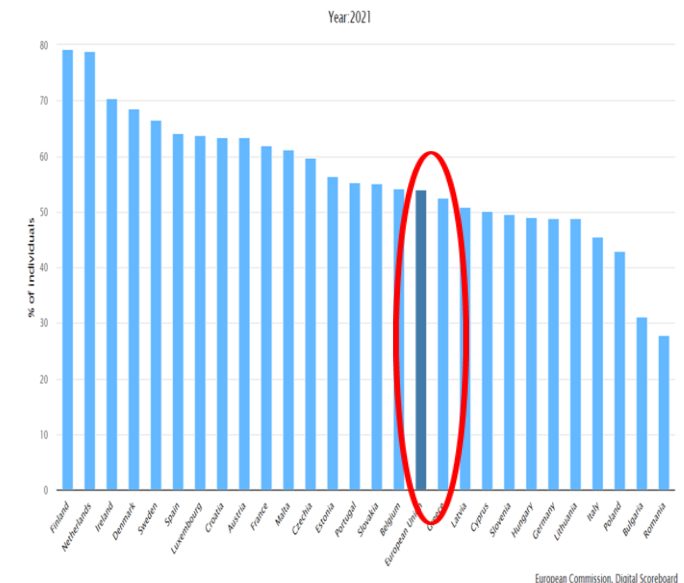
Digital skills at a glance

Digital skills are essential for the prosperity, security and resilience of our society. Today, only half of the European adult population has basic digital skills. Greece also has 52% of its population with basic digital skills.

(DESI REPORT, 2022 - data of 2021)



DSI 2.0 - Individuals with at least basic overall digital skills, All individuals (aged 16-74)



National Strategy for Digital Transformation / Skills

Digital Transformation Bible (DTB)

- Greece has already included Digital Skills in a special pillar of its **Digital Transformation Bible (2020-2025)** and has recognized Digital Skills as a critical link for the country's digital transformation.
- The **DTB** foresees both major initiatives of the Ministry of Digital Governance to reduce the digital divide:
 - ❖ The **National Coalition for Digital Skills and Jobs** whose role was upgraded by Law 4961/2022 and
 - ❖ **The Digital Skills Academy.**



	Safe, fast, and reliable access to the Internet for all
	A digital state offering better digital services to the citizens for all life events
	Development of digital skills for all citizens
	Facilitate the transformation to digital enterprise
	Support and strengthening of digital innovation
	Making productive use of public administration data
	Incorporating digital technologies to all economic sectors



Initiatives for Digital Skills in Ministry of Digital Government

National Coalition for Digital Skills and Jobs is a member of the European Coalition for Digital Skills and Jobs.

Its central mission is to upgrade digital skills, enhance the employment of the population and support digital transformation at national, regional and local level, in the context of the government's broader skills policy.

Its national website interoperates with the European Platform for Digital Skills and Jobs <https://digital-skills-jobs.europa.eu/en> bringing high quality content on training, funding, networking opportunities in the Digital Skills ecosystem for users at national level.

Digital Skills Academy it is an initiative of the Ministry of Digital Governance to develop and aggregate educational content at a single entry point, aiming to develop digital skills for all levels of citizens.

It offers 323 free lessons on 34 topics and a Digital Skills self-assessment tool.



<https://www.nationalcoalition.gov.gr>



<https://nationaldigitalacademy.gov.gr/>



Initiatives / Actions of the National Coalition

Training of Civil Servants in cloud computing technologies

A collaboration of the General Secretariat of Digital Governance and Simplification of Procedures of the Ministry of Digital Government, the General Secretariat of Human Resources Public Sector of the Ministry of Interior and the National Center for Public Administration & Local Government with Microsoft.

❑ The aim of this program is to upgrade the digital skills of Public Servants:

- **management technologies,**
- **data services,**
- **artificial intelligence (AI),**
- **security & compliance in a cloud environment.**

Exam vouchers available for all trainings. More than **5,000** public servants have attended the programme and **500** became a Microsoft Certified.

The training programs are interactive (virtual instructor-led seminars), as, alongside the continuous presence and guidance of the instructors, practical workshops (online labs) will also be included.

The programmes are aimed at users who aspire to improve their productivity by automating business processes, analyzing data to create business intelligence and acting more efficiently by developing simple applications.

This initiative posted as a best practice in EU Platform for Digital Skills and Jobs.



Initiatives / Actions of the National Coalition

- **Memorandum of Cooperation between Public Employment Service (former OAED, now DYPA) and Amazon Web Services (AWS)**

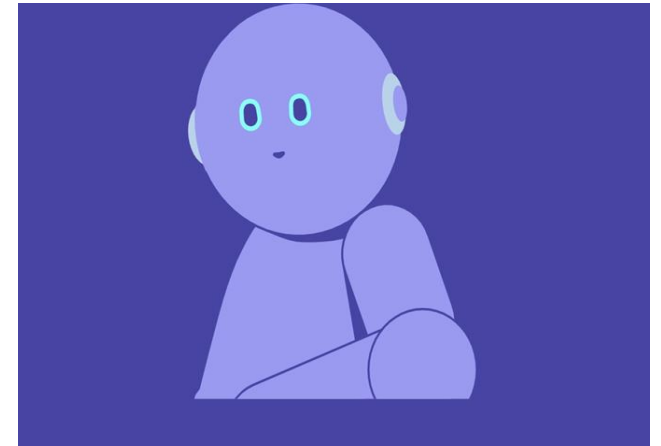
In the framework of the National Coalition for Digital Skills and Jobs, OAED (now DYPA) and Amazon Web Services (AWS) signed a Memorandum of Understanding for joint actions to effectively address the digital gap in the labour market with emphasis on the development of skills in digital cloud technologies (cloud services), the vocational rehabilitation of the unemployed and the strengthening of the digital economy.

- **Elements of Artificial Intelligence**

The online course was developed by the University of Helsinki and the Finnish technology company Reactor, with funding from the Government of Finland in the framework of the Finnish Presidency of the Council of the European Union.

It was made available to the Greek public by the General Secretariat for Digital Governance and Simplification of Procedures of the Ministry of Digital Governance in the framework of the National Coalition for Digital Skills and Jobs, while the translation into Greek (Section A) is provided by the European Commission. The linguistic editing of the course (module A) was undertaken by the School of Electrical & Computer Engineering of the National Technical University of Athens.

The course was made available to the National Academy of Digital Skills.



Initiatives / Actions of the National Coalition

- **EU Code Week**

European Code Week is a grassroots movement run by volunteers and supported by the European Commission. Anyone (schools, teachers, libraries, libraries, coding clubs, businesses, public authorities) can organize a #CodeWeek event and add it to the map at <https://codeweek.eu/events>.

The main objective of Code Week is to promote equal access to programming and digital literacy for all citizens. It is taking place in many EU Member States, including Greece, with the support of the European Commission and the coordination of national ambassadors (EU Code Week Ambassadors) with the support of the Ministry of Education & Religious Affairs and the National Coalition for Digital Skills & Jobs.

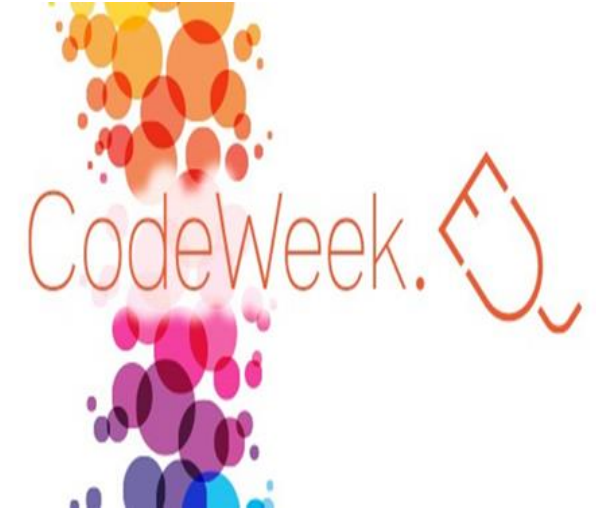
Over the last 10 years it has contributed to the EU's Digital Decade goal of increasing the number of people in the workforce (at least 80% of the EU population) with basic digital skills.

- **EU Code Week Hackathon**

European Code Week is an initiative to make programming and digital literacy accessible to everyone in a fun and interesting way.

The EU Code Week Hackathon is an online competition organized in 2021 for the first time, lasting 24 hours and asking students to solve a real-life challenge using their programming knowledge. The EU Code Week Hackathon took place during the same period in six countries and one of them is Greece (<https://codeweek.eu/>).

It involved students aged 15-19 years old, who had to form teams and use their programming skills to solve a challenge.



Initiatives / Actions of the National Coalition

- **Partnership between the Public Employment Service and GOOGLE to upgrade Digital Skills**

Under Google's corporate social responsibility programme "Grow with Google" which was launched in 2020 with a target completion date of 2021. The initiative aimed to tackle youth unemployment through training and workshops on digital skills and digital marketing.

The aim of the programme was to train more than 3,000 unemployed young people (up to 29 years old) in digital marketing and digital and workplace skills. Other focus topics include: website creation, SEO and SEM (search engine optimization and management), business development skills, social media, content marketing, crisis management and introduction to data analytics platforms (via Google Analytics). All participants, who successfully completed the programme, received certification in an online examination conducted through the Google.

- **Training Programme for the Creation of New Businesses in the Digital Age (OAED -GOOGLE)**

The aim of the training programme was to benefit 4,000 registered unemployed people in the register of the OAED, of which 3,000 aged up to 29 years and 1,000 unemployed people aged 30 to 45 years. The programme was free of charge for the unemployed by Google Greece, in the framework of Corporate Social Responsibility and included a 35-hour online modern training.



Other initiatives in Greece/ Digital Skills

- **“New generation” training and upgrading programmes for unemployed persons in digital skills**

The [Greek Ministry of Labour and Social Affairs and the Greek Public Employment Service \(DYPA\)](#) are implementing a 'New Generation' training and upskilling programme to train 40.000 unemployed people, over the age of 18, in digital skills.

This initiative invests in digital knowledge by training unemployed people in line with the needs of the Greek economy. Furthermore, it aims to update the unemployed persons' knowledge and skills in Information and communication technologies (ICT), in order to achieve their reintegration into the labour market and enhance their employability.

Training courses for:

- Increasing the company's productivity by using Microsoft 365 & SharePoint, Teams and Power Platform tools
- Microsoft Azure Cloud Artificial Intelligence AI Fundamentals
- Business Intelligence and Data Visualisation
- New technological skills in the Economy and Administration: “Data science with R”
- Modern computing environments and Python/Matlab applications
- Geographical Information Systems (GIS) in Theory and Operation using Open Software
- It & Cyber Security: “Threat management and security policies”
- Web Design: “From Planning to Visitability Processing”

The budget of this initiative is estimated at EUR 100 million and is financially supported by the National Recovery and Resilience Plan “Greece 2.0” funded by NextGenerationEU.



Program "Digital Transformation 2021-2027"

Strengthening Digital Skills for employees in the public and private sector through the Program "Digital Transformation 2021-2027" within the framework of the Greek National Coalition for Digital Skills and Jobs

Public sector:

The aim is to accelerate the integration of new technologies and the digital transformation of the Public Administration, the further improvement of the provided public electronic services, the effective use of electronic tools and applications for teleworking and participation in distance learning (e-learning), as well as the promotion of mobility exchanges of civil servants and experts.

Private sector:

The purpose is the implementation of actions to upgrade (upskilling) the digital skills of private sector employees, who are of medium and high digital maturity, based on the demands of the labour market in the next few years. In this context, innovative digital technologies are required to be fully exploited, including the empowerment of employees in cyber security issues.



Tallinn/Berlin Declaration-Digital Decade

- Berlin Declaration takes the user-centricity principles formulated in the Tallinn Declaration a step further by strengthening the pioneering role of public administrations in driving a value-based digital transformation of our European societies.



- The Decision on the “Digital Decade Policy Programme 2030” sets out the concrete digital targets based on four cardinal points (digital skills, digital infrastructures, digitalization of businesses and of public services).



Thank you for your attention !



HELLENIC REPUBLIC
Ministry of Digital Governance

Secretariat General
of Digital Governance
& Simplification of Procedures

11 Fragoudi & Al. Pantou Str. Kallithea, 101 63Athens, Greece T: +30 210 909 8760 – 61 gen_gramma@mindigital.gr

Ministry of Digital Governance
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Q&A

Q&A

Regarding the different initiatives that you presented at national level, is there any report that is foreseen to find out about the concrete results of those initiatives, for instance, to obtain the number of people trained, etc.? Do you plan to somehow collect this knowledge?

There is not a unified report foreseen yet. The public employment service collects some of this data as they are also monitoring the digital transformation variable. Additionally, such input has to be provided in the frame of the Digital Decade Report.

Are some of the programmes mentioned in the presentation declined at regional or local level, or only at national level?

Most of them are at national level. However, those on the National Academy are online and thus reachable by anyone. Also, as far as the local level is concerned, there is a pilot programme for the third age, only at local level. Moreover, municipalities can participate in all national calls, although some of these are addressed especially to municipalities.

Panel discussion

Empowerment and digital skills



How does your country ensure that individuals from disadvantaged backgrounds have access to digital skills training?



How would you like the EU to further support Member States with regard to empowerment and digital skills initiatives?



What key challenges does your country face in promoting empowerment and digital skills?



Could you provide examples of initiatives taken by your country to ensure that citizens are empowered to manage their digital identity and to protect their personal data and privacy online?

Q&A

What key challenges does your country face in promoting empowerment and digital skills?

There are typical Belgian challenges such as the fact that it is a federated state and that every region or community is taking its own initiatives. Sometimes, this can be an advantage as it will be more tailored to the local needs, but in other cases, it can be a disadvantage because there is no common strategy for the whole country.

Another challenge is to try to reach people that are not connected in a non-connected way, in which they would feel more comfortable than by using the digital tools that they are trying to offer them. Contradictorily, face-to-face interaction is still the best way to act in such cases. It is also more efficient when the government goes to citizens rather than the other way around, citizens having to go to the government. For instance, they put in place some years ago a bus that was promoting eID and would go from place to place to invite citizens to see demos, etc. This is a lesson learned from this challenge.

From the Greek point of view, what is also challenging is that half of the citizens still do not have basic digital skills.

Another challenge is to convince employees in both the public and private sectors to reskilling, on top of their daily work hours. They are not very willing to do so. Therefore, Greece needs to find ways to persuade them of the benefits for their future, such as bonuses or days dedicated to training rather than work at the office.

Q&A

How does your country ensure that individuals from disadvantaged backgrounds have access to digital skills training?

Greece has offered free lessons to citizens through its Digital Skills Academy, which also contains more advanced content for professionals. There also exists a self-assessment tool, and local citizens' service centres help people apply and use digital services. Additionally, it is planned to upgrade them by appointing digital support with hands on training. And there is also a pilot programme for the third age through the Digital Skills Academy, also at local level.

In Belgium, they have been working with local NGOs and local voluntary groups who are close to, for instance, your people hanging out in the street, without jobs, so as to attract their interest, for instance by using online gaming instead of courses into classrooms. This cluster of initiatives has been concentrated in Brussels, to teach skills to young people and push them into the labour market.

Another interesting example comes from Denmark, which has been focusing on non-connected citizens. They have been trying to profile them, and for each type of non-connected people, they looked for the NGO or association specialised in reaching out to this group of people. For instance, if some of these citizens were blind, they would reach out to the Danish association dedicated to blind people, as they are the best placed to know the problems faced by this category of persons and how to solve them through the digital world.

Q&A

How would you like the EU to further support Member States with regard to empowerment and digital skills initiatives?

Finland just made available to other Member States a tool that they developed, which saved a lot of time for Belgium. The course is well-built and very interesting. Member States should continue sharing such practices among themselves and foster reusability. As regards the EU, the Joinup platform and Interoperable Europe Academy exist and allow for the sharing this kind of information. EU funding to organize some training would also be useful.

As regards Greece, an automatic translation tool would facilitate the review of mocks. Another initiative could be to provide additional support for professional profiles, like AI, going further than the basics.

Could you provide examples of initiatives taken by your country to ensure that citizens are empowered to manage their digital identity and to protect their personal data and privacy online?

Greece tries to ensure that through the free lessons available on the National Digital Skills Academy, related to online security, personal data protection and privacy, special courses dedicated to Facebook, the proper management of data, responsible and safe use of mobile phones, digital wallet and eID, etc. citizens have the power to manage and protect their digital identity.

In Belgium, the use of eID has been boosted by the COVID crisis and the need to work from home. Mobile ID was created by a private company, doing the authentication in the name of the government as a third party, and it was easy to use and appealing, with the highest level of security. A lot of communication and education needs to be done toward citizens to help them understand their role in giving their consent to the reuse of their data.

Q&A

Do you think there is an adequate supply of (digital skill) trainings or should we see more links made with European professional/accreditation bodies and academic groups? Would it help to have more formalised course frameworks, such as the European Computer Driving Licence but extended to broader digital skills?

Technologies provided by governments might be complex for the average citizen, so the threshold, the difference, that is there between someone not used to working with digital tools and professionals needs to be kept in mind. It is the weak post of the public sector: they build services, put them online, publish a press release and then go to the next, but forget to communicate sufficiently about it, in a language adapted to the target, to explain how to install it, what it can do for them. The best result of a good service is measured by its uptake. Training and education is part of such journey.

Part III - Feedback session

- / Feedback collection on the data collection process, challenges encountered, and suggestions
- / Next steps

How the data collection is currently structured

AT THE MOMENT INFORMATION ABOUT THE BDM CAN BE FOUND ON:

- The NIFO Joinup page, which includes an interactive dashboard
- The 2021 (and soon 2022) BDM Report



CURRENT ACTIONS

- 2021 country response sheets are shared, and 2021 responses were integrated into the online survey
- Tooltips to guide respondents through the online survey
- Ability to download the results at the end of the survey
- Possibility for respondents to review and validate the data at the end of the data collection exercise



SUPPORT

Countries have our contact details for any support they might need. Working meetings took place with some MS to help them with specific interoperability-related topics



Feedback collection on how to improve the data collection exercise



To participate, go to <https://www.beekast.live>
and enter session code: **739064**



Feedback collection on how to improve the data collection exercise

★ Based on your experience, please rate the current data collection process from a scale from 1 to 5 (5 = Very straightforward; 4 = Somewhat straightforward; 3 = Neutral; 2 = Somewhat complex; 1= Very complex)




Average rating: 4

Part IV – Conclusions and next steps

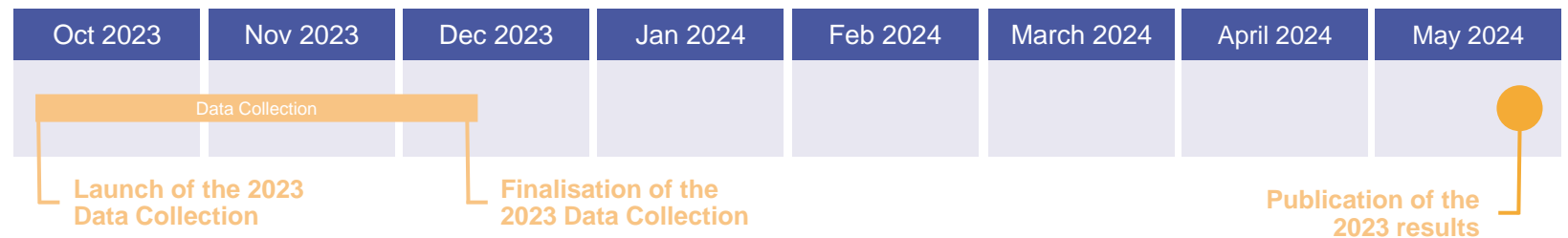
/ Final remarks and Conclusions

Closing remarks and next steps

 The main takeaways of today's webinar will be published on Joinup and communicated to you shortly!

 Stay tuned for the upcoming publication of the 2nd edition of the BDM Report!

 2023 edition of the BDM monitoring mechanism:



The background features a complex, symmetrical pattern of glowing green and blue lines and particles. The lines form a central, diamond-like shape that tapers towards the left and right edges. The particles are scattered throughout, creating a sense of depth and movement. The overall color palette is dominated by dark blue, with vibrant green and blue highlights.

Thank you



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ec.europa.eu/InteroperableEurope



IoP_Europe_COMM@ec.europa.e
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