

# From interoperability, via collaboration to cost-effective development of eGovernment services

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# Overview

- eGovernment
- IDABC – Interoperable delivery of pan-European eGovernment services to administrations, business and citizens
- Interoperability in an eGovernment context

# eGovernment (1)

- eGovernment is the use of information and communication technologies in public administrations - combined with organisational change and new skills - to improve public services and democratic processes and to strengthen support to public policies.

# eGovernment (2)

- eGovernment is a way for public administrations to become:
  - more open and transparent, and to reinforce democratic participation;
  - more service-oriented, providing personalised and inclusive services to each citizen;
  - productive, delivering maximum value for taxpayers' money.

# Context

- The Lisbon strategy: an efficient public sector is important for the competitiveness of our enterprises and for the wellbeing of our citizens
- “Inclusion, better public services, quality of life” is one of the major themes in the i2010 initiative – a stakeholder consultation is presently ongoing that will provide input for an “eGovernment action plan” the Commission will propose next year

# i2010 initiative

- Political framework:
  - Reinforce the contribution of ICT to Europe's performance ...
  - Create a favourable environment for competitiveness and growth ...
  - Increase the welfare of European citizens through increased use of ICT ...

# EU programs

**IST**  
-  
**eGovt  
R&D**

**eTEN**  
-  
**pilots,  
validation,  
deployment**

**IDABC**

**Structural  
Funds**

# eGovernment research

- Secure cross-border eGovernment
  - Very large scale, heterogeneous, cross-border admin architectures/ processes/ information infrastructures; pan-European eGovernment ID
- Intelligent, personalised eGovernment services for all
  - Intuitive interaction, inclusion, multi-channel service delivery platform, context-awareness, privacy protection
- Adaptive and proactive eGovernment
  - Knowledge-based government, process models, tools for administrative management, technologies for transparency, diversity, multi-level governance,..
- eParticipation
  - Tools for formulation and enactment of democratic decisions, scalable large scale dialogues, new forms of interactivity, Active Citizen,...

# eTEN

- eTEN is designed to help the deployment of telecommunication networks based services (e-services) with a trans-European dimension. It focuses strongly on public services, particularly in areas where Europe has a competitive advantage.
- eTEN is about market validation and initial deployment
- eTEN gives financial assistance to consortia
- eTEN works via calls for proposals

# Next steps

- Policy: Ministerial Conference in Manchester - Ministerial Declaration (24-25 Nov 2005), i2010 eGovernment Action Plan (2006)
- R&D: launch of new projects and preparation of the future programme (FP7)
- Studies, pilots and implementation projects via eTEN and IDABC, internal Commission project (eCommission)
- Good Practice exchange

# IDABC (1)

- Interoperable delivery of pan-European eGovernment services to public administrations, businesses and citizens
- 2005 – 2009
- 150 million euro

# IDABC (2)

- Enables the efficient, effective and secure interchange of information between public administrations
- Extends the benefits of this interchange of information to business and citizens
- Supports the Community decision-making process and facilitate communication between the Community institutions
- Achieves interoperability on the basis of the European Interoperability Framework
- Contributes to the efforts of Member State public administrations
- Promotes the spread of good practice

# IDABC (3)

- Direct support for concrete Community projects which concerns the establishment or enhancement of pan-European eGovernment services
- Supporting measures:
  - Infrastructure services in the strict sense (network, security, authentication, middleware)
  - Infrastructure services in a larger sense (guidelines, interoperability measures – European Interoperability Framework, architecture guidelines, XML clearinghouse, eGovernment and open source observatories, open source repository, etc.)
  - Studies, evaluations, dissemination activities

# The Portal Your Europe

- Single access point to information on cross border activities and access to eservices.
- Target audience are the citizens and the business in cross-border situations in the Union.
- A portal to increase the awareness of existing on-line information and services available already.
- For each topic, the user has access to information at the European level but also at the level of the Member States.

# The Portal Your Europe

EUROPA - Your Europe - Microsoft Internet Explorer provided by European Commission

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EUROPA > Your Europe

Path

Vaše Evropa CS  
Dit Europa DA  
Europa für Sie DE  
Teie Euroopa ET  
Η Ευρώπη σου EL  
Your Europe EN  
Tu Europa ES  
L'Europe est à vous FR  
La tua Europa IT  
Tava Eiropa LV  
Jūsų Europa LT  
Európa Önökért HU  
L-Ewropa tiegħek MT  
Uw Europa NL  
Twoja Europa PL  
A vossa Europa PT  
Vaša Európa SK  
Tvoja Evropa SL  
Sinun Eurooppasi FI  
Ditt Europa SV

Local intranet

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13-10-2005

Telecities - Prague

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<http://europa.eu.int/youreurope/>

# IPM - Interactive Policy Making

- Heavily used by the Commission within the context of “Better Regulation” and “Impact Analysis”.
- Consultation of stakeholders (limited groups and/or public at large).
- Questionnaires.
- Software will be made available to other interested administrations.

# IPM - Interactive Policy Making

IPM V 1.4 - Microsoft Internet Explorer provided by European Commission

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**Interactive Policy Making**  
*Online consultations*

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## Rules / procedures

The following questions asks you to provide details on poor quality rules/procedures.

Please indicate which policy area is causing you problems:(Compulsory)

<input type="radio"/> Retail/Distribution trade	<input type="radio"/> Production & marketing of goods	<input type="radio"/> Health & safety in the workplace
<input type="radio"/> Employment	<input type="radio"/> Taxation & Customs	<input type="radio"/> Financial Services
<input type="radio"/> Company law	<input type="radio"/> Public procurement	<input type="radio"/> Environment
<input type="radio"/> Consumer protection	<input type="radio"/> Provision of services	<input type="radio"/> Social security
<input type="radio"/> Energy	<input type="radio"/> Research and Innovation	<input type="radio"/> Transport
<input type="radio"/> Agriculture	<input type="radio"/> Fisheries	<input type="radio"/> Other, please specify

Do you know the source/origin of the rules/procedures?(Compulsory)

Yes  No

Please identify where you experience problems with the rules/procedures:(Compulsory)

<input type="checkbox"/> AT - Austria	<input type="checkbox"/> BE - Belgium	<input type="checkbox"/> CY - Cyprus
<input type="checkbox"/> CZ - Czech Republic	<input type="checkbox"/> DE - Germany	<input type="checkbox"/> DK - Denmark
<input type="checkbox"/> EE - Estonia	<input type="checkbox"/> EL - Greece	<input type="checkbox"/> ES - Spain
<input type="checkbox"/> FI - Finland	<input type="checkbox"/> FR - France	<input type="checkbox"/> HU - Hungary
<input type="checkbox"/> IE - Ireland	<input type="checkbox"/> IT - Italy	<input type="checkbox"/> LT - Lithuania
<input type="checkbox"/> LU - Luxembourg	<input type="checkbox"/> LV - Latvia	<input type="checkbox"/> MT - Malta
<input type="checkbox"/> NL - Netherlands	<input type="checkbox"/> PL - Poland	<input type="checkbox"/> PT - Portugal
<input type="checkbox"/> SF - Sweden	<input type="checkbox"/> SI - Slovenia	<input type="checkbox"/> SK - Slovak Republic

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# Interoperability Guidelines

- European Interoperability Framework (EIF).
- IDA Architecture Guidelines.
- More to come (new version of the architecture guidelines, more work on semantic and organisational interoperability).

# eGovernment Observatory

- Reference information source for the European community of eGovernment professionals.
- Information dissemination via:
  - The IDABC web site.
  - Weekly e-mail newsletter.
  - Articles included in Synergy (the IDABC quarterly publication).



# eGovernment Observatory

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**IDABC** English

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**eGovernment Observatory**

**Insights for the European eGovernment Community**

The IDABC eGovernment Observatory is a reference information tool on eGovernment issues and developments across Europe. It provides the community of eGovernment decision-makers and professionals with a unique set of information resources and with valuable insight into eGovernment strategies, initiatives and projects in Europe and beyond.

- [Learn more about the eGovernment Observatory](#)
- [Subscribe to the eGovernment Observatory's weekly news service](#)
- [E-mail your comments and suggestions: entr-egovo@cec.eu.int](mailto:entr-egovo@cec.eu.int)

**eGovernment News**  
eGovernment news from across Europe and beyond

**eGovernment Factsheets**  
Overview of the eGovernment situation and progress in EU Member States

**eGovernment Library**  
Extensive repository of essential eGovernment documentation

**eGovernment Case Studies**  
Best practices and projects from across Europe

**eGovernment Events**  
eGovernment-related events in Europe and beyond

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<http://europa.eu.int/idabc/en/chapter/140>

# Open Source Observatory

- Reference information source on open source and administrations.
- Spread of best practices.
- Intended for people new to the concept but also for experts.

# Open Source Observatory



EUROPA - IDABC - Open Source Observatory - Microsoft Internet Explorer provided by European Commission

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**Open Source Observatory**

This section of the IDA website is dedicated to Free/Libre/Open Source Software and is intended to encourage the spread and use of Best Practices in Europe. We introduce new users to the concept of Free/Libre/Open Source Software and present interesting facts and references for experts. All content is being developed in an ongoing manner.

- **\*NEW\*** - OSO User Survey
- **Subscribe to the Open Source Observatory's monthly news service.**
- **To e-mail your comments and suggestions:** [gposs@cec.eu.int](mailto:gposs@cec.eu.int).

▶ **Introduction**  
An introduction to Open Source.

▶ **News**  
News about OSS-related government activities in Europe and abroad.

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# Guidelines, reports, studies

- The impact of eGovernment on competitiveness
- The EU and its eGovernment development policy
- European Interoperability framework v1.0
- Patents and open source software - What public authorities need to know

# eGovernment actors

- Public administrations at various level: European, national, regional, local (great diversity in size and needs)
- Business of all sizes (from large internationals to one person companies)
- Individual citizens
- ICT service providers (again, with a great diversity in size and needs)
  
- They all must be able to communicate electronically

# Interoperability

- European Interoperability Framework
  - Organisational interoperability: business goals, business processes, service definition, ...
  - Semantic interoperability: precise meaning of exchanged information
  - Technical interoperability

# Interoperability

- My electronic “agent” must be able to talk to your electronic “agent”
  - No problem, I have published my “interfaces”
  - No problem, you just need to use my programme to communicate with me
  - No problem, you just need to pay me for the right to make your programme interoperable with mine
  - Let’s sit together and agree on something we that suites all of us
- Freedom of choice? eDemocracy? eInclusion?

# Collaboration (1)

- We all are solving the same problems over and over again.
- Most software we use is custom-made (made especially for us – and paid with taxpayer’s money) – mostly via public procurement
- Re-use and collaboration should be promoted
- We need to agree on functionality and interfaces – but we must ensure that the software results are easy adaptable to local and/or changing needs
- We want to re-use and collaborate without too big an administrative and procedural overhead (otherwise the advantages quickly disappear)

# Collaboration (2)

- Therefore, it should be nice if we could start from work already done by others (especially if that is already paid for by the taxpayer)
- Therefore, we should request that the software developed for us:
  - Can easily be re-used by others
  - Can easily be changed by others (and we need to be able to benefit from any improvement made by someone else)
- We should be able to put further maintenance and evolution of our software forward up for tender regularly

# Links

- IDABC: <http://europa.eu.int/idabc>
- I2010: <http://europa.eu.int/i2010>
- eGovernment research:  
[http://europa.eu.int/egovernment\\_research](http://europa.eu.int/egovernment_research)
- eTEN: <http://europa.eu.int/eten>
- Your Europe portal: <http://europa.eu.int/youreurope>
- Interactive policy making: <http://europa.eu.int/yourvoice>