COUNCIL OF
THE EUROPEAN UNION

EN

Council conclusions on the European eGovernment Action Plan 2011-2015

3093rd TRANSPORT, TELECOMMUNICATIONS and ENERGY Council meeting – telecommunication items only –

Brussels, 27 May 2011

The Council adopted the following conclusions:

"THE COUNCIL OF THE EUROPEAN UNION,

1. WELCOMES

   The Commission Communication on "The European eGovernment Action Plan 2011-2015"[1].

2. TAKES NOTE OF

   The Commission Communication on "Towards interoperability for European public services".[2]

3. RECALLS

   a) The objectives of the Ministerial Declaration of the European eGovernment Conference in Malmö on 18-20 November 2009;

   b) The Council Conclusions on the "Post i-2010 Strategy-Towards an Open, Green and Competitive Knowledge Society" of 18 December 2009;

   c) The Council Conclusions on the Digital Agenda for Europe of 31 May 2010;

   d) The Conclusions of the European Council of 17 June 2010 endorsing the "Digital Agenda" and calling upon all institutions to engage in its full implementation, including the creation of a fully functioning digital single market by 2015.

---

1 Doc. 18135/10, COM(2010) 743 final.
2 Doc. 18150/10, COM (2010) 744 final.

P R E S S

Rue de la Loi 175 B – 1048 BRUSSELS Tel.: +32 (0)2 281 8239 / 6319 Fax: +32 (0)2 281 8026
press.office@consilium.europa.eu http://www.consilium.europa.eu/Newsroom

4. RECOGNISES

a) The need for open, flexible and collaborative eGovernment services[3] that are designed and produced for the benefit and around the needs of citizens and businesses;

b) The need to enhance security, privacy and trust in order to increase confidence in eGovernment services;

c) The need to improve transparency in accordance with national legal frameworks;

d) The importance of the envisaged revision of the eSignature Directive;

e) The envisaged proposal of the Commission for a Council and European Parliament Decision to ensure mutual recognition of eIdentification and eAuthentication across the EU;

f) The need to develop more effective and efficient interoperable cross border eGorvernment services in the EU, thus contributing to the functioning of the digital single market and reinforcing citizens' and businesses mobility;

g) The important role of CIP-Programme in supporting the interoperability of cross-border eGovernment solutions, inter alia geographic information systems;

h) The efficiency gains that can be achieved by the intensive use of ICT in public administrations;

i) The need to continuously deliver high quality eGovernment services also under budget constraints.

5. UNDERLINES

a) The benefits of open specifications, including open interfaces, allowing better interoperability, more cost-effective use of resources, improved delivery of eGovernment services for the Member States;

b) The importance of encouraging providers of eGovernment solutions to deploy these in the private sector where appropriate;

c) The need to increase the take up of eGovernment services, making them also available through multiple channels;

d) The essential contribution of the re-use of public sector information (PSI) to the development of innovative eGovernment solutions and in doing so, increasing their availability, usability and flexibility, ultimately maximizing public investment made;

e) The potential of eGovernment services to reduce administrative burdens, to improve organisational processes based on innovative technologies, including e-services for the ageing society and to contribute to the transition to an energy efficient economy, thus reducing costs and increasing effectiveness;

f) The need for inclusive and accessible eGovernment solutions in order to make people with disabilities and other groups at risk of exclusion more self-reliant and able to use self-service solutions, thus providing equal opportunities for all and minimising the risk of social exclusion;

g) The need for seamless cross-border eGovernment services to support and increase business mobility enabling entrepreneurs to set up and run a business anywhere in Europe;

---

[3] eGovernment services include, inter alia, eJustice.

h) The importance of future cross-border eGovernment services to help facilitate the mobility of citizens wishing to study, work, use health care, reside or retire anywhere in the EU;

i) The potential of innovative technologies such as cloud-computing and service oriented architectures for the development of scalable solutions that deliver more for less;

j) The need to increase and measure the effectiveness of eGovernment services and the usage of eGovernment services, both directly and via intermediaries, in order to reap the benefits of their widespread availability across the EU.

6. INVITES THE MEMBER STATES TO

a) Take steps to increase the use of eGovernment services to 50% of the EU citizens and 80% of EU businesses by 2015, especially through development and improvement of eGoverment services as well as raising awareness and building trust in eGovernment services among EU citizens;

b) Actively involve users when designing eGovernment services around their needs and develop personalised and inclusive services, for example, the possibility to monitor the status of their transactions with public administrations;

c) Engage third parties in developing user-driven eGovernment services by seeking collaboration with citizens, businesses and civil society;

d) In compliance with relevant European and international standards, where available, take further measures to improve the accessibility of eGovernment services in order to develop an information society for all and enable people with disabilities and other groups at risk of exclusion to interact digitally with public administration and actively use eGovernment services, thus providing equal opportunities for all and minimising the risk of social exclusion;

e) Take advantage of innovative services to contribute to the development of eGovernment services and further contribute to the reduction of administrative burden by simplifying procedures and communications, notably by exploring the principle of 'once-only' registration of data for public services subject to ensuring the protection of personal data in accordance with existing legislation and national legal frameworks;

f) Use the ICT to increase participation and involvement in policy making processes;

g) Where possible, increase transparency by providing public sector information online and, where it is held electronically, enabling citizens to have electronic access to their own personal data in accordance with existing legislation and national legal frameworks on personal data protection and, where applicable, on access to public administration records and documents;

h) Contribute to the creation of a fully functioning digital single market by developing seamless cross-border eGovernment services in the EU;

i) Work towards providing interoperable eDelivery services directed to enable citizens and businesses a secure exchange of electronic information with public administrations as well as a safe storage of electronic documents;

j) Align national interoperability strategies with the European Interoperability Strategy (EIS);

k) Align national interoperability frameworks with the European Interoperability Framework (EIF) and take into account the European dimension at an early stage in the development of any public service that might become part of cross border eGovernment services in future;

l) Deploy and roll-out cross-border eGovernment services based on and building on results delivered by the large scale pilots taking into account the European Interoperability Framework and engage in new cross-border services in the EU on the basis of an assessment of needs, cost/benefits and organisational, legal, technical and semantic barriers;

m) Enhance the security, privacy, trust and confidence in eGovernment services by applying mutually recognised solutions of electronic identification. These should be based on and building on the results of activities jointly carried out by Member States in the framework of the Competitiveness and Innovation Framework Programme (CIP) and benefiting from other European programmes (such as, inter alia, the Framework Programmes for Research and Technological Development, the Interoperability Solutions for Public Administrations Programme (ISA));

n) Promote the usage of social networking and collaborative tools that encourage a more fluid communication between public entities and citizens;

o) Develop, in cooperation with the Commission, a common methodology including indicators to monitor re-use of public sector information and identify best practices that will promote the re-use of public sector information;

p) Agree on a common methodology on the measurement of the reduction of the carbon-footprint by public administrations resulting from eGovernment services;

q) Ensure sufficient professional training for national civil servants with the objective to enhance their eSkills for eGovernment tools usage to improve public services and reduce administrative burdens and organise the exchange of expertise between Member States;

r) Increase the availability of online eGovernment services developed from the perspective of life events;

s) Facilitate the exchange of best practices and focus on benchmarking with the aim to continuously improve the quality of eGovernment services;

t) Facilitate, on a voluntary basis, the sharing and reuse of open source software, where appropriate;

u) Develop, in cooperation with the Commission, eGovernment enablers, notably putting into practice the interoperability of eID solutions;

v) Participate actively in activities on innovative eGovernment in the framework of European programmes to support the efforts to identify, further develop, test and disseminate safe solutions for and experiences with clouds of public services, service-oriented architectures (SOA) and other technical approaches;

w) Undertake all necessary efforts to include the above mentioned priorities and objectives related to European eGovernment Action Plan into their national strategies.

7. INVITES THE COMMISSION TO

a) Work jointly with, assist and support the Member States in their efforts to develop, deploy and improve eGovernment services at national and at European, i.e. cross-border level;

b) Apply eGovernment technologies and policies within its own organisation in accordance with the envisaged eCommission Action Plan 2011-2015;

c) Contribute to the digital single market by creating appropriate conditions for the mutual recognition of key enablers across borders, such as electronic identification, electronic documents, electronic signatures and electronic delivery services and for interoperable eGovernment services across the EU;

d) Implement the EIS in close cooperation with the Member States, lead by example in aligning its internal interoperability strategy with the EIS and ensure overall governance of cross border interoperability activities at EU level;

e) Apply the EIF when establishing new cross border eGovernment services;

f) Assess the ICT implications following from new EU regulations and promote the use of generic and reusable components;

g) Pave the way for unleashing the full economic and social potential of the re-use of public sector information with the review of the Directive on Re-Use of Public Sector Information proposed in the Digital Agenda for Europe;

h) In collaboration with the Member States, adapt the current benchmarking framework to take into account the priorities of the European eGovernment Action Plan;

i) Support the Member States in their efforts to develop innovative and inclusive eGovernment services and solutions designed in accordance with users' needs;

j) Facilitate and encourage the exchange of knowledge and expertise between stakeholders and setting up concrete targets, for example by transforming the existing ePractice portal into an effective tool for experience and information exchange as well as for the exchange of best practices;

k) Contribute to develop the necessary pre-conditions to facilitate a sustainable implementation, roll-out and dissemination of the results of the CIP Large Scale Pilots and other EU funded projects in the Member States, including the private sector;

l) Launch a study and pilot projects under the CIP-Programme to support the migration of public administrations to IPv6 within the global context and the deployment of innovative architecture and emerging technologies in order to deliver more flexible and efficient service delivery;

m) Work closely together with the Member States on improving the accessibility and usage of eGovernment solutions.

8. INVITES STAKEHOLDERS TO

a) Participate actively in the process of the implementation of the eGovernment policy agenda so that more synergies can be created for users when accessing online services and completing electronic transactions of the public and private sector;

b) Take into account the EIF recommendations when participating in the development of eGovernment services with cross border potential;

c) Where appropriate, deploy key enablers developed within the CIP Large Scale Pilots to stimulate the wider take-up of cross-border online services as well as to increase their scalability;

d) Support the efforts to increase user empowerment with the development of interactive services based on innovative design and cross sector co-operation;

e) Make public the progress made by industry in the realisation of the objectives of the European eGovernment Action Plan 2011-2015."