Public consultation: eGovernment Action Plan 2016-2020

Fields marked with * are mandatory.

Section 1 - General Information

What is this survey about?

The European Commission wants to know your views on the forthcoming 2016-2020 eGovernment Action Plan, one of the key measures needed to complete the **Digital Single Market**, as stated in the Communication on a Digital Single Market Strategy for Europe. The survey will examine what EU citizens and businesses need and expect from government services in the EU, and what public administrative bodies can or plan to deliver with priority.

The survey includes an optional question on what lessons can be learned from the current Action Plan.

Who can take part in the Survey?

- Citizens
- Businesses
- Public administrative bodies at all levels (international, EU-wide, national, regional and/or local)

Duration

30 October 2015 – 22 January 2016.

If your feedback arrives after the deadline, it will not be taken into consideration.

Registration – information about respondents

* I am responding as:

- ○ An individual citizen
- ● Business or private organisation
- ○ Public administrative body

Name of business/organisation

```
Openforum Europe Ltd
```

If you represent other businesses/organisations, how many?

```
10
```

* Email, contact person

```
info@openforumeurope.org
```

* Transparency Register Number

```
2702114689-05
```

* Number of employees:

- ⦿ 1–9
- ◯ 10–49
- ◯ 50–249
- ◯ 250+

* My institution/organisation/business is in:

◯ Austria	◯ Belgium	◯ Bulgaria	◯ Croatia
◯ Cyprus	◯ The Czech Republic	◯ Denmark	◯ Estonia
◯ Finland	◯ France	◯ Germany	◯ Greece
◯ Hungary	◯ Iceland	◯ Italy	◯ Ireland
◯ Latvia	◯ Liectenstein	◯ Lithuania	◯ Luxembourg
◯ Malta	◯ Norway	◯ The Netherlands	◯ The United Kingdom
◯ Poland	◯ Portugal	◯ Romania	◯ Slovakia
◯ Slovenia	◯ Spain	◯ Sweden	⦿ Other

* Your feedback will be published on the Commission's website unless this would damage your legitimate interests. Do you agree to publication?

- ⦿ **YES** - under the name supplied (I consent to publication of all the information in my feedback, and I declare that none of it is subject to copyright restrictions that would prevent publication.)
- ◯ **YES** - anonymously (I consent to publication of all the information in my feedback except my name/the name of my organisation, and I declare that none of it is subject to copyright restrictions that would prevent publication.)
- ◯ **NO** - my feedback cannot be published, though I consent to its being used internally by the Commission.

* Is your organisation registered in the Transparency Register of the European Commission and the European Parliament?

- ⦿ YES

○ NO

○ Not applicable

If you are not answering this questionnaire as an individual, please register in the Transparency Register. If your organisation/institution responds without being registered, the Commission will consider its input as that of an individual and will publish it as such.

The 'once only' submission of information to the public sector

This principle means that members of the public and citizens/businesses should not have to supply the same information more than once to public administrations.

Public sector information

This is information or data that public sector bodies collect, produce, reproduce and disseminate in carrying out their duties. It includes social, economic, geographical, tourist and business information, as well as data on the weather or land registration.

Involving Citizens in producing public services

This means cooperation between citizens and the public sector to improve public sector services.

Electronic/digital identity

'Electronic identity' enables people to prove who they are to access services. At EU level, the eIDAs Regulation (Regulation (EU) N°910/2014) ensures that people and businesses can use their own national electronic identification schemes (eIDs) to access public services in other EU countries where eIDs are available.

Life events

For citizens - moving house, marriage, birth of a child, finding a job or studying, etc. For Businesses - registering a company, hiring staff, reporting on financial statements, etc. Life events' normally require completion of several administrative steps.

Cross-border online public services

In an internal market, these are online government services that have been made available to citizens and businesses in other EU Member States.

One-stop-shops for governments

A single online entry point, e.g. a website for government services to businesses and citizens.

Online end-to-end public sector services

Such services are fully available online and no further steps (e.g. sending in papers, face-to-face appointments) are needed. An example is completing a tax declaration.

Open data

Certain data should be freely available for use and re-use. The Commission's work in this area focuses on reusing public sector information (government data). Examples include geographical information, statistics, weather data, data from publicly funded research projects,etc.

Semantic Interoperability enables systems to combine received information with other information resources and to process it in a meaningful manner.

Section 2 - Lessons learnt from the current eGovernment Action Plan 2011-2015

The current eGovernment Action Plan, COM (2010) 743, introduced in 2010, is based on the idea, set out in the Malmö Ministerial Declaration on eGovernment, that EU governments should be open, flexible and collaborative in their relations with citizens and businesses. It comprises 40 actions addressing:

- user empowerment
- efficiency & effectiveness of governments & administrative bodies
- preconditions & key enablers for developing eGovernment & the single market.

The Member States and the European Commission are currently implementing this Action Plan. However, the recent mid-term evaluation (of 2014) and the eGovernment Benchmarking of 2015 show much more needs to be done to make eGovernment services in the EU more efficient and effective, and to meet the expectations of citizens and businesses as regards interaction with public administration.

This evaluation recommended that the next eGovernment Action Plan should focus on:

- open data, which has a huge potential for building stronger, more interconnected societies
- citizens' involvement in developing digital public services (known as 'collaborative production' of services)
- interoperability and re-use of public sector information,
- application of the "once only" principle (citizens' right to provide personal data only once to the public administration).

It also recommended that the next Action Plan should be more dynamic, flexible and iterative. For instance, it should include a permanent monitoring framework and a 'rolling plan' system that could be regularly reviewed and amended.

Has the current 2011-2015 eGovernment Action Plan improved cross-border eGovernment services overall?

- ◉ Yes
- ○ No
- ○ Dont know

How do you rate the measures comprising the current eGovernment Action Plan?

	Successful	Not successful	Don't know
User empowerment Inclusive services, collaborative production of services, re-use of public sector information,	○	◉	○

transparency, involvement of citizens & businesses.			
Internal market Seamless services for businesses (cross-border services, eProcurement), personal mobility, large-scale pilot projects involving more than one country.	◉	○	○
Efficiency & effectiveness of governments & administrative bodies Improving organisational processes (skills through ePractice.eu portal), reducing administrative burdens, green government.	○	◉	○
Preconditions for developing eGovernment Open specifications & interoperability, key enablers (e-identity & e-signatures), innovative eGovernment.	◉	○	○

Section 3 - Factors hampering the use of digital public services

For each of the following factors how likely is it to stop you and your business using digital public services in your contacts with the public administration in your country?

	Not likely	Less lightly	Likely	Very likely
*It's not compulsory to use online services	◉	○	○	○
*It's impossible to complete the whole procedure online	○	○	○	◉
*It's difficult to find relevant information	○	○	○	◉
*Poor quality of pre-filled forms	○	○	◉	○
*Lack of trust in digital public services	○	◉	○	○
*Concern about the confidential treatment of personal data	○	◉	○	○
*Online services cannot be accessed using mobile devices	○	○	◉	○

*My company prefers personal interaction with public administrative bodies	◉	○	○	○
*Lack of accepted & legally binding digital signatures	◉	○	○	○
*There are no accepted electronic identities available	◉	○	○	○
*Public administrative bodies require the same data to be provided more than once	○	○	◉	○
*Unsatisfactory past experience with a similar service	○	○	◉	○

If other, please specify:

200 character(s) maximum

```
OpenForum Europe as such has no commercial activities and hence very few
interactions with public administrations. However, our members/partners have.
```

For each of of the following factors how likely is it to stop you and your business using digital public services in your contacts with the public administration in another EU country?

	Not likely	Less likely	Likely	Very likely
*There are no such cross border online services available	○	○	◉	○
*There are no services available in a language I understand	○	○	○	◉
*I'm not confident that my personal data would be treated confidentially	○	○	◉	○
*I have to provide information on paper, in addition to the information provided online	○	○	○	◉
*The service doesn't use pre-filled forms	○	◉	○	○

If other, please specify:

200 character(s) maximum

Section 4 - Improving eGovernment services

How important are the following measures in terms of improving eGovernment services?

	Not important	Less important	Important	Highly important
*Working together with the public to produce public services jointly (e.g. 'fix-my-street')	○	○	●	○
*Making all online public services inclusive & accessible to all	○	○	●	○
*Making decision-making processes more transparent	○	○	●	○
*Making all online public services personalised & user-friendly	○	○	○	●
*Proactive provision of eGovernment services based on life events such as the birth of a child	○	○	●	○
*Improving the availability of open data	○	○	○	●
*Ensuring that users have to provide information to public administrative bodies once only	○	○	○	●
*'One-stop shops' for accessing government services (i.e. single entry points for any public service)	●	○	○	○
*Enabling users to monitor (i.e. track & trace) their file(s) online	○	○	○	●
*Enabling users to monitor who has accessed their personal data	○	○	●	○
*Improving the digital skills of civil servants in public administrative bodies	●	○	○	○

*Improving the digital skills of the general public	○	○	○	●
*Improving digital skills in businesses	●	○	○	○
*Making online public services more trustworthy & secure	○	○	●	○
*Giving users access to public services online	○	○	○	●
*Making all public services accessible on mobile devices	○	○	●	○
*Enabling people to play a more active part in decision-making & policy-making	○	○	○	●
*Enabling users to access their own personal data from anywhere in the EU	○	○	○	●
*Giving users access to eGovernment services in other EU countries using their own national electronic identities	○	○	○	●
*Acceptance of an EU-wide electronic signature (eSignature)	○	○	○	●
*Improve and support public transportation related services digitally	○	○	○	●

If other, please specify:

200 character(s) maximum

[ ]

* As a business representative, would you promote at EU level the measures you've selected as important or highly important?

◉ Yes
○ No

Section 5 - Mobility and cross-border public services in the EU

* Have you ever had contact with, or needed to engage with, public authorities in an EU country other than your own?

- ○ Yes
- ● No

If so, please specify:

600 character(s) maximum

> OpenForum Europe has no business activities – but our partners/members have

* If you have tried to engage with public authorities in another EU country (e.g. for business purposes), have you ever had difficulty transferring documents/data between the public authorities of your home country and the country where you intended to do business?

- ○ Yes - I had to resubmit to the host country information/documents/data already submitted in my home country, i.e. there was no cooperation between countries
- ○ Yes - my national information/documents/data was/were not accepted & required certified translation
- ○ Yes - my national information/documents/data was/were not accepted & required validation by apostille or another means of authentication
- ○ No - I experienced no such difficulties
- ● Other

Please give details:

600 character(s) maximum

> Not relevant for our organisaton

Section 6 - Modernising eGovernment services in the EU

Please indicate how important it would be to further improve or introduce each of the following eGovernment related procedures (local, regional/national and EU) over the next 5 years?

	Not important	Less important	Important	Highly important
*Full digitisation of the public procurement process (digital access to certificates & attestations, e-invoicing, e-archiving, etc.)	○	○	●	○
*Online procedure for all insurance-related matters (healthcare, social security)	○	○	○	●
*Online procedure for all tax-related matters	○	○	○	●
*Online procedure for starting a judicial procedure, such as one relating to small claims	○	●	○	○
*Online procedures for running a business (e.g. specific licences/permits to operate in a given sector)	○	○	○	●
*Online procedures for the recognition of vocational & professional qualifications	○	○	○	●
*Online procedures related to hiring an employee (training, work place security, reporting & documentation, social security, taxes, etc.)	○	○	○	●
*Online procedures to obtain government certificates (on capital deposited, social security, healthcare charges & tax payments)	○	○	○	●
*Online procedures to set up a business	○	○	○	●

Section 7 - The role of the European Commission

How can the European Commission help improve public administration in the EU at all levels -regional, national and EU-wide?

Write your ideas in the box below:

1000 character(s) maximum

While the European Commission should be "leading by example", the main roles
for the European Commission would be to bring together the relevant partners
in various sectors and to help them to improve the cooperation between the
various administrations and the interoperability between existing/new
services; also to be vigilant for all existing/new barriers to the free
movements of businesses and citizens via differences in legislation,
procedures and documents requested by public administrations in different
member states.

Please indicate for each of the following areas the level of priority for action by the European Commission:

	Low	Medium	High	Urgent
Allow all the Commission suppliers and grant participants to send the relevant data and documents only once	◉	○	○	○
Make e-Invoicing and pre-award e-Procurement mandatory for all the new Commission market procedures	◉	○	○	○
Accept the usage of e-Signatures for the most significant communication flows with business, citizens and Member States	○	○	○	◉

Other, please describe:

200 character(s) maximum

The two first areas are examples of "leading by example" but will have little
impact; the third area is a consequence of the European legislation of
e-Signatures

Section 8 - The 2016 - 2020 eGovernment Action Plan, Citizen involvement

11

How should people be enabled to contribute to, make proposals on and publicly exchange their views on new initiatives emerging under the eGovernment Action Plan? For instance, should the Commission set up an online social media platform to facilitate the sharing of ideas?

Write your ideas in the box below:

1000 character(s) maximum

```
While it is doubtful that setting up a dedicated online platform will generate
more citizen involvement in actions at the EU level, working together with
member states, industry and civil society in organizing events, competitions,
etc. at regional, national and European level may help.
```

Section 9 - Policy principles

Ongoing discussions on public sector modernisation suggest that the EU public sector should aim to introduce a new model for providing public services, based on certain strategic policy principles.

How important are the following strategic policy principles?

Privacy by default

	Not important	Less important	Important	Highly important
The privacy of citizens and business confidentiality should be protected, in line with EU data protection law	○	○	○	◉

Digital by default / Digital first

	Not important	Less important	Important	Highly important
All public services in the EU should be provided digitally as a general rule.	○	◉	○	○

If this is not important, why not?

600 character(s) maximum

> Not all public services can be digitized – think about defence or justice.
> Also, social services may be better served by a good mix of digital services
> with person to person contacts.

No legacy

	Not important	Less important	Important	Highly important
This principle would require governments to renew IT systems and technologies after a certain amount of time, to keep in line with the ever-changing environment and development of technology	◉	○	○	○

Cross-border by default

	Not important	Less important	Important	Highly important
It should become the norm for interconnected administrative bodies in different EU countries to provide services digitally	○	○	◉	○

Open by default

	Not important	Less important	Important	Highly important
Government data and services should be opened up, enabling third parties to build new services on top	○	○	○	◉

Transparency

	Not important	Less important	Important	Highly important
Government processes should become more transparent, open and inclusive, and there should be more stakeholder engagement in open policy	○	○	○	◉

Inclusive by default

	Not important	Less important	Important	Highly important
Digital remedies should be found to tackle the digital divide	○	○	◉	○

Once only

	Not important	Less important	Important	Highly important
This principle means people shouldn't have to supply the same information more than once	○	○	◉	○

Online end-to-end public sector services

	Not important	Less important	Important	Highly important
For users of government services, this would mean that a procedure is fully available online and that no further offline steps are required (e.g. completing tax returns)	○	○	◉	○

Contact

✉ CNECT-CONSULTATION-EGOV-ACTION-PLAN@ec.europa.eu