Digital Single Market Strategy for Europe of 6.5.2015 [COM(2015) 192 final]

*"Public services in Europe have embraced new technologies to varying degrees but more can be done to **modernise public administration, achieve cross-border interoperability and facilitate easy interaction with citizens**."*

"The Commission will present a
new e-Government Action Plan 2016-2020"

European Commission

From eGovernment to (digital) government strategies

- 'online government' (*efficiency*): putting ICT into an existing system

- 'transformative government' (*efficiency & effectiveness*): using ICT alongside other drivers to transform government

- 'lean government' (*more with less*) as a response to economic and budgetary pressures, enabled by ICT, downsizing and cutting public services

- 'digital government' / 'open government'
  - operational efficiencies and outcome effectiveness along with economic growth, societal equality, and good governance (transparency, integrity and citizen engagement)
  - integrating ICT into public sector modernisation efforts (digital & analogue)
  - collaboration with relevant stakeholders

quality of public service delivery
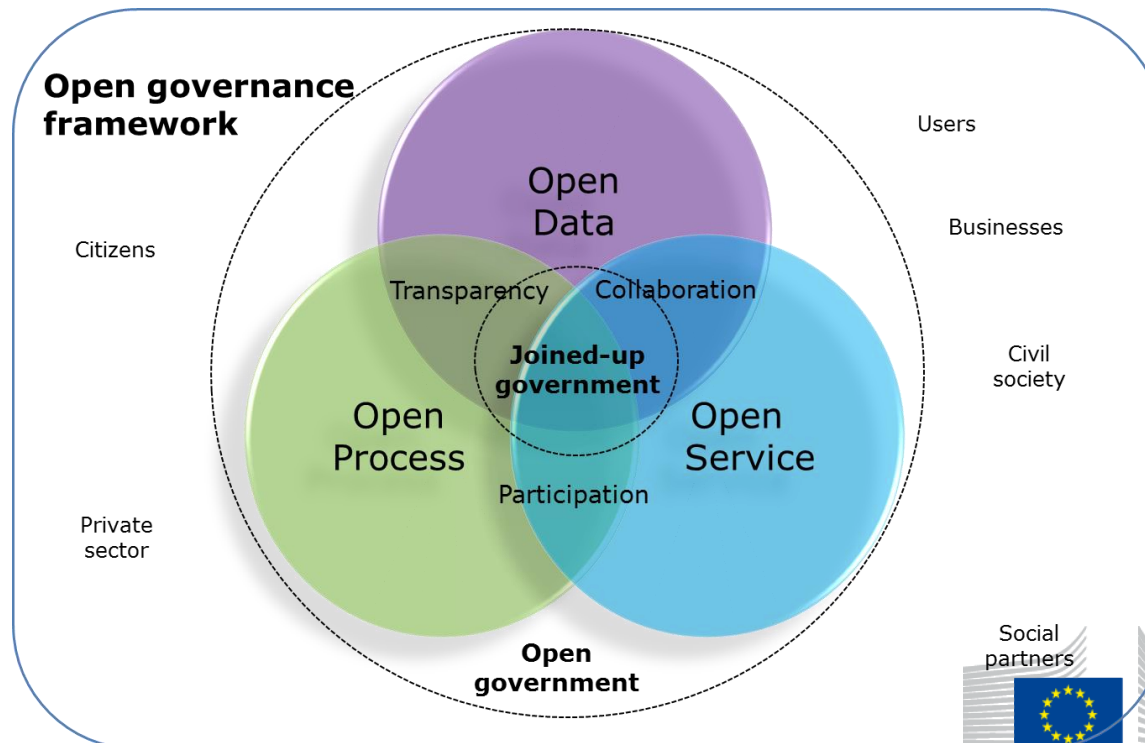
social inclusion

public sector efficiency

public trust

participation

multi-level and multi-actor governance

European Commission

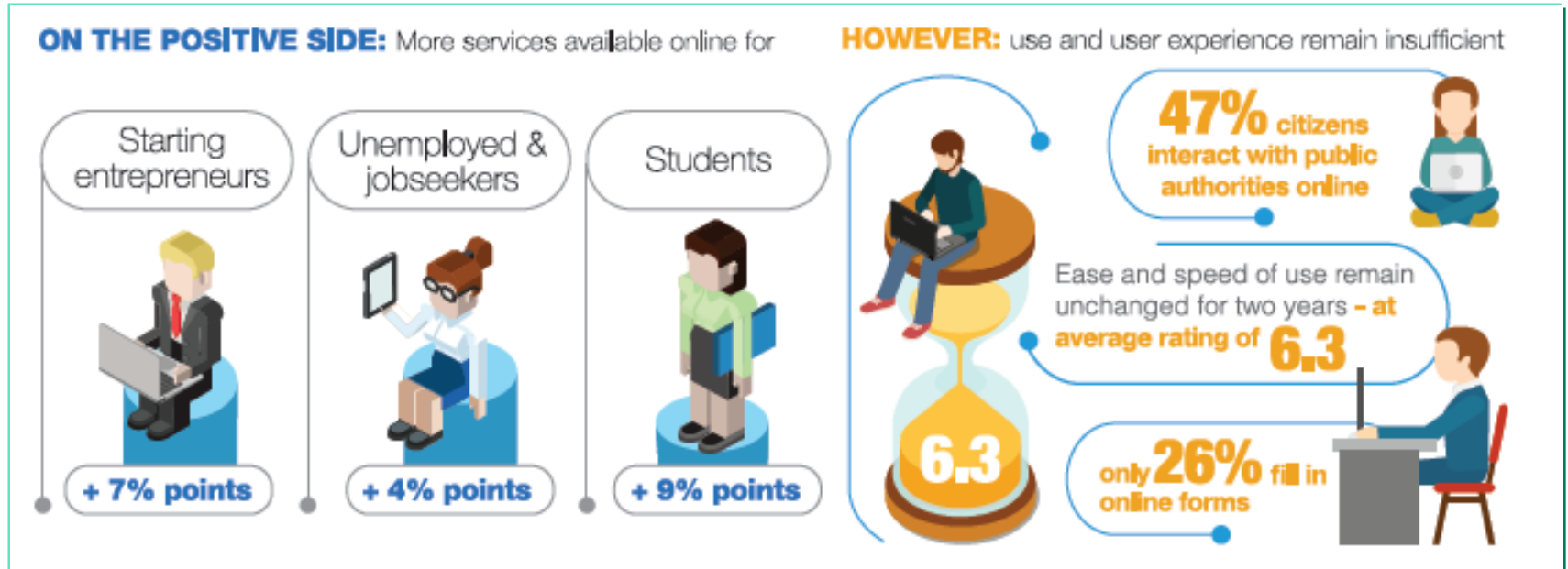*See: OECD Recommendation on digital government strategies, 2014*

From *silos* to *joined-up and open government*

- Shared digital infrastructure (sharing information between public administrations' information systems)
- (Re)-using data to reduce number of obligations
- Cross-domain and cross-border interoperability
- Bringing together stakeholders from all levels of government, and from outside government, to deliver better results and policy outcomes

'Vision for Public Services': https://ec.europa.eu/digital-agenda/en/ict-enabled-public-sector-innovation-through-open-government

ON THE POSITIVE SIDE: More services available online for

HOWEVER: use and user experience remain insufficient

Starting entrepreneurs

Unemployed & jobseekers

Students

+ 7% points

+ 4% points

+ 9% points

6.3

47% citizens interact with public authorities online

Ease and speed of use remain unchanged for two years – at average rating of **6.3**

only **26%** fill in online forms

- Removing unnecessary steps in customer journey

- Effective one-stop-shop to users

- Automatically delivered services (or pre-filled forms)

- Mobile devices offer a great opportunity for further personalisation of services

- Privacy and security (trust) are key barriers to uptake
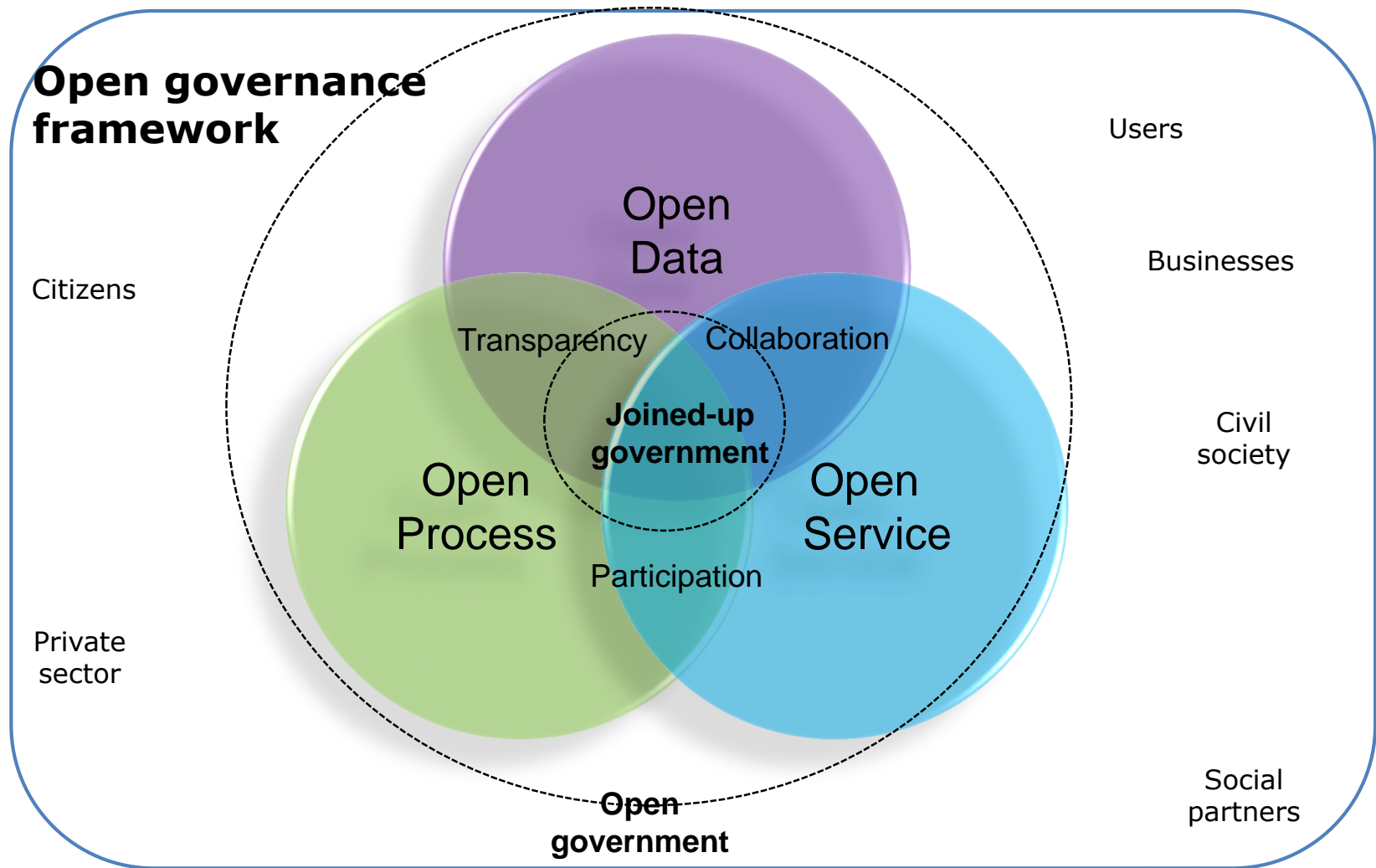
- 'User listening' (collaboration and feedback)

HORIZON 2020

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Source: eGovernment Benchmark, 2015

The Vision

- By 2020, public administrations and public institutions in the European Union should be **open, efficient and inclusive, providing borderless, personalised, user-friendly, end-to-end digital** public services to all citizens and businesses in the EU.

- **Innovative approaches are used to design and deliver better services** in line with the needs and demands of citizens and businesses.

- Public administrations use the opportunities offered by the new **digital environment to facilitate their interactions with stakeholders**.

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Open, Innovative and Collaborative Government

Vision for Public Services':

https://ec.europa.eu/digital-agenda/en/ict-enabled-public-sector-innovation-through-open-government
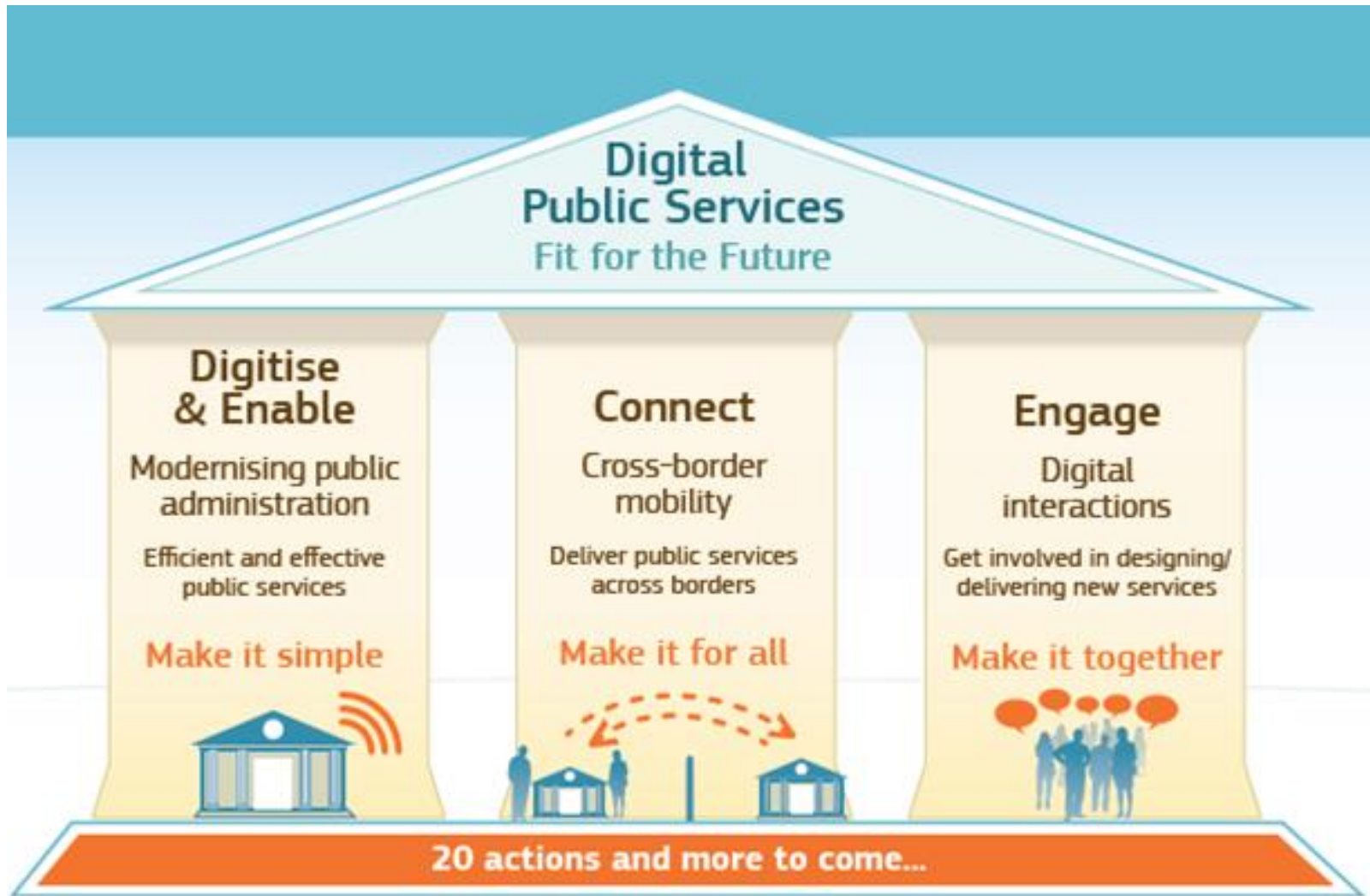
Principles

Initiatives to be launched under the Action Plan should adhere to the principles of:

- Digital by Default

- Once only principle

- Inclusiveness and accessibility

- Openness & transparency

- Cross-border by default

- Interoperability by default

- Trustworthiness & Security

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Stakeholder engagement platform

https://ec.europa.eu/futurium/en/egovernment4eu

Stakeholder engagement platform

https://ec.europa.eu/futurium/en/egovernment4eu

H2020 supporting eGovernment

Excellent Science

Industrial Leadership (LEIT)

Societal Challenges (SC)

Societal Challenges (SC)

1. Health, demographic change and wellbeing
2. Food security, sustainable agriculture and forestry, marine and maritime and inland water research, and the bioeconomy
3. Secure, clean and efficient energy
4. Smart, green and integrated transport
5. Climate action, environment, resource efficiency and raw materials
6. **Europe in a changing world - inclusive, innovative and reflective societies**
7. Secure societies - protecting freedom and security of Europe and its citizens

eGovernment in SC6 calls for proposals:

- **CO-CREATION-04-2017:** Applied co-creation to deliver public services
- **CO-CREATION-05-2016:** Co-creation between public administrations: once-only principle
- **CO-CREATON-06-2017:** Policy-development in the age of big data: data-driven policy-making, policy-modelling and policy-implementation
- **CULT-COOP-11-2016/2017:** Understanding the transformation of European public administrations
- **SMEInst-12-2016-2017:** New business models for inclusive, innovative and reflective societies

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Building on past and current activities...

- Pursuing the eGovernment Action Plan towards the transformation of the public sector to become digital, interoperable and open

- H2020 Work Programmes 2014-2016 already called for research and innovation activities in this field

- ICT for innovative government and public services - cloud of public services projects (CIP ICT PSP) and study
  https://ec.europa.eu/digital-agenda/en/news/towards-cloud-public-services-flyer
  http://ec.europa.eu/digital-agenda/sites/digital-agenda/files/smart2010-0074finalreport.pdf

- eParticipation project clusters (CIP ICT PSP)
  http://ec.europa.eu/digital-agenda/en/eparticipation

- ICT for governance and policy modelling research (FP7)

European Commission

Projects from WP 2014-2015 - 1

Title	Description	
CLARITY	The CLARITY project seeks to support European Member States in their pursuit for greater trust, transparency and efficiency within the government via increased take-up of open government initiatives. CLARITY is a small-scale...	clarity Open eGovernment Services
DIGIWHIST	The key objective of DIGIWHIST is to combine the provision of data on public spending on public procurement with actionable governance indicators and a monitoring procedure facilitating citizens' feedback. This will strengthening...	digiwhist
OpenBudgets.eu	Openness and transparency can act as a disincentive to corruption. The current lack of open budget and open transaction data makes it very hard for citizens and other stakeholders to have an overview on public spending. The comparison...	OpenBudgets.eu
ROUTE-TO-PA	ROUTE-TO-PA target is to increase transparency by providing help and guidance to citizens in making sense of the open data that is provided by the Public Administration. Our approach is to provide tools and methods that involve...	ROUTE TO PA

INSO-1-2014: ICT-enabled open government

WeLive	WeLive provides a novel, Open and Collaborative We-Government solution built on the Open Data, Open Services and Open Innovation paradigms that is easily deployable in different public administrations across Europe. WeLive promotes co-...	WeLive
YourDataStories	YourDataStories: Making sense of open government data and following public money The revolution in information technology over the last years has proven its ability to process huge amounts of data and made evident that big data...	YourDataStories

HORIZON 2020

Projects from WP 2014-2015 - 2

Title	Description	
FLOOD-serv	FLOOD-serv aims to provide a complete solution for flood awareness, response actions and education regarding flood risks. The solution will be developed using a transnational, interdisciplinary, stakeholder oriented and citizen-centric...	
Mobile-Age	MobileAge seeks to develop a practice-based understanding of accessibility, mobility and usability of services for senior citizens. Methodologically, co-creation approaches to engage senior citizens, government staff and employees from...	
RECAP	The RECAP platform will extract useful features from Earth Observation open data, correlate them with user-generated and geo-information data available to public organisations, and model this information for enabling the identification...	
smarticipate	Smarticipate aims to bring the public into the urban planning process, giving citizens access to data about their city and enabling them to better support local decision-making. The platform will be trialed in three major European...	

INSO-1-2015: ICT-enabled open government

European Commission

Projects from WP 2014-2015 - 3

YOUNG-5b-2014: Open participation

http://www.euthproject.eu/
Euth: Developing an open and easy-to-use online participation platform along with different mobile tools and apps for smartphones and tablets for mobile and digital youth participation in and across Europe

http://step4youth.eu/
Developing and pilot testing an eParticipation platform to promote the societal and political participation of young people in the decision-making processes on environmental issues.

INSO-9-2015: eGovernment mobile apps (SME-instrument)

https://ec.europa.eu/easme/en/sme/6335/application-broadband-availability-mapping-bam
A-BAM: Mobile application for broadband availability mapping, allowing to select other Internet Service Providers offering higher speed broadband services at their location through a Europe-wide switching service.

https://ec.europa.eu/easme/en/sme/6327/foodakai-1-feasibility-assessment-intelligent-consumer-app-early-warning-food-threats
Foodakai-1: User-friendly application for the discovery of information on foodborne diseases, food alerts, outbreaks and recalls.

European Commission

ICT-enabled public sector innovation

What we are looking for in H2020, e.g.:

- ICT-enabled services addressing a challenge of the public sector or the needs of targeted citizens or businesses

- Open, innovative, re-usable solutions

- Multidisciplinary and geographically wide consortium: private, public and academic participants, user representatives

- Multidisciplinary approach: understanding the societal and human aspects for realising the transformation of the public sector
  (e.g. social acceptability of solutions, attitudes, social, political, cultural diversity, different user needs, etc.)

- Good practice cases towards the transformation of the public sector through the open government approach

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ICT-enabled public sector innovation in SC6

Calls for proposals:

- **CO-CREATION-04-2017: Applied co-creation to deliver public services**

- CO-CREATION-06-2017: Policy-development in the age of big data: data-driven policy-making, policy-modelling and policy-implementation

- CULT-COOP-11-2016/2017: Understanding the transformation of European public administrations

- SMEInst-12-2016-2017: New business models for inclusive, innovative and reflective societies

European Commission

Applied co-creation to deliver public services CO-CREATION-04-2017 (IA) - 1/2

Understanding the needs and preferred delivery channels of end users

New technologies offer opportunities for more collaborative and participatory relationships

- Collaborative service creation (co-creation) with stakeholders: design, production and delivery of high quality services

- Innovation actions will pilot the co-designing and co-creation of public services, using ICT and relying on open data or open public services

- Testing different cultural/socio-political context for co-creating public services

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NB: For details please refer to the WP

Applied co-creation to deliver public services
CO-CREATION-04-2017 - 2/2

Proposals need to address several aspects

User perspectives

Using/sharing data, services, tools, cloud infrastructures and assets between public administrations and/or with third parties

Innovation Action

Budget: € 10 million

Transparency of government data, information or processes

Business models

Closing: 2 February 2017

NB: INSO-1 CSA

NB: For details please refer to the WP

European Commission

ICT-enabled public sector innovation in SC6

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Policy-development in the age of big data
CO-CREATION-06-2017 (RIA, CSA) - 1/2

Making effective data processing power available to governments

New or improved methods and tools for new types of evidence-informed policy design and implementation

Allowing governments to identify unexpected relationships, patterns of non-compliance & improve predictive power

Experimenting with big data for policy modelling, monitoring, enforcing, simulation, testing, analysis and compliance

HORIZON 2020

NB: For details please refer to the WP

European Commission

Policy-development in the age of big data
CO-CREATION-06-2017 - 2/2

Research and Innovation Action

Budget: € 11,5 million

Closing: 2 February 2017

Coordination and Support Action

Budget: € 0,5 million

- Methodological development for using big data in policy development

- Critical interdisciplinary assessment

- Understanding the implications of the Internet of Things

- Develop scalable and transferable methods and re-usable tools for processing certified / non-certified data

- …

NB:
- **European Cloud Initiative (COM(2016) 178 final)**
- **http://www.data4policy.eu/**

Networking of relevant stakeholders and teams working in the area of data-driven policy-making and policy-modelling and to support constituency building

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NB: For details please refer to the WP

ICT-enabled public sector innovation in SC6

Calls for proposals:

- CO-CREATION-04-2017: Applied co-creation to deliver public services

- CO-CREATION-06-2017: Policy-development in the age of big data: data-driven policy-making, policy-modelling and policy-implementation

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European Commission

Understanding the impact of the transformation of public administrations and their role in society

People's expectations about their relationships with governments

Legal, political and cultural aspects of this transformation

Government's role and ability to deliver public value

Necessary organisational, administrative, technical human resource and legal changes

Governance approaches and strategies

HORIZON 2020

NB: For details please refer to the WP

European Commission

Research and Innovation Action

Budget: € 8 million

Closing: 4 February 2016

Budget: € 7 million

Closing: 2 February 2017

- Research to explore and analyse how the public administrations can become open and collaborative, assess the potential of different policy domains and explore feasibility in different public administration contexts

- Exploring what the role of governments may be

- Analysing the necessary skills, incentives, drivers, etc.

- Developing methods and approaches to understand needs

- Exploring the suitability of institutional frameworks, innovative technologies and sustainability models for collaboration

- Set of concrete recommendations for policy-makers at local, regional and national level

NB: CULT-COOP 11 CSA (2016)

HORIZON 2020

European Commission

NB: For details please refer to the WP

ICT-enabled public sector innovation in SC6

Calls for proposals:

- CO-CREATION-04-2017: Applied co-creation to deliver public services

- CO-CREATION-06-2017: Policy-development in the age of big data: data-driven policy-making, policy-modelling and policy-implementation

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- **SMEInst-12-2016-2017: New business models for inclusive, innovative and reflective societies**

European Commission

New business models for inclusive, innovative and reflective societies
(H2020-SMEInst-12-2016-2017-SC6)

The specific challenge addressed by this topic is to enable SMEs to innovate and grow across traditional boundaries, through new business models and organisational change, taking into account new opportunities arising from individual empowerment, from a more collaborative economy, from opening up government data and services and from the pervasive use of new technologies.

Relevance for eGovernment / ICT-enabled public sector innovation:

- Attract businesses to use public platforms to create more through participation and collaboration with government.

- News ways of creating innovative public services, using open data and open public services provide new business opportunities.

SME 2016 (for all the SME actions under SC6):
EUR 10,8 million

**SME 2017 (for all the SME actions under SC6):
EUR 11,4 million**

Multiple closing dates

European Commission

SME Instrument (SME 70%)

Phase 1

- Feasibility study (containing an initial business plan), verifying the technological and economic viability of an innovation idea/concept

Lump sum of EUR 50.000

Phase 2

- Supporting innovation projects with high potential

- Demonstration, testing, prototyping, piloting, scaling-up, etc. to bring an innovation idea to market introduction

- Elaborated business plan, including a first commercialisation plan, and criteria for success

EU contribution between EUR 0.5 and 2.5 million

Phase 3

- Indirect support measures and services as well as access to the financial facilities

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Overview

Call	Societal challenge 6	closing	
opening			
2016	**Topic CO-CREATION-5:** Co-creation between public administrations: once-only principle 🔴 🔺	**24 May 2016**	**Topic SMEInst-12:** New business models for inclusive, innovative and reflective societies ⭐
05/01/2016			**Multiple deadlines in 2016**
27/10/2015	**Topic CULT-COOP-11:** Understanding the transformation of European public administrations ◼ 🔺	**04 February 2016**	**Phase 1: 24/02/16 - 03/05/16 - 07/09/16 - 09/11/16** **Phase 2: 03/02/16 - 14/04/16 - 15/06/16 - 13/10/16**
2017	**Topic CO-CREATION-4:** Applied co-creation to deliver public services 🔴	**02 February 2017**	
04/10/2016	**Topic CO-CREATION-6:** Policy-development in the age of big data: data-driven policy-making, policy-modelling and policy-implementation ◼ 🔺	**02 February 2017**	
	Topic CULT-COOP-11: Understanding the transformation of European		**Topic SMEInst-12:** New business models for inclusive, innovative and reflective societies ⭐

◼ Research & Innovation Action (100%)
🔴 Innovation Action (70%)
🔺 Coordination & Support Action (100%)
⭐ SME Instrument (70%)

Thank you!

http://ec.europa.eu/egovernment

https://ec.europa.eu/digital-single-market/en/trust-services-and-eid

eGovernment Action Plan 2016-2020
https://ec.europa.eu/digital-single-market/en/news/communication-eu-egovernment-action-plan-2016-2020-accelerating-digital-transformation
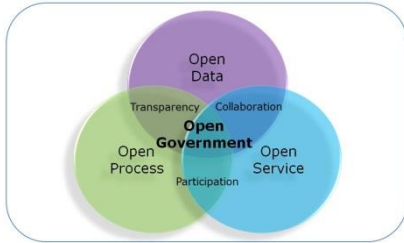
Stakeholder engagement platform
https://ec.europa.eu/futurium/en/egovernment4eu
CNECT-EGOVERNMENT4EU@ec.europa.eu

CNECT-ISSG-EGOV-ACTION-PLAN-2016-2020@ec.europa.eu

Follow us on @EU_eGov *EU_Public Services*

HORIZON 2020

European Commission

More info

Open government:

http://ec.europa.eu/digital-agenda/en/ict-enabled-public-sector-innovation-through-open-government

Vision Paper:

http://ec.europa.eu/digital-agenda/en/news/vision-public-services

Public Consultation (2013): https://ec.europa.eu/digital-agenda/en/news/results-public-consultation-directions-ict-driven-public-sector-innovation-european-union-level

H2020:

http://ec.europa.eu/programmes/horizon2020/en

http://ec.europa.eu/research/participants/portal/desktop/en/home.html

http://ec.europa.eu/easme/en/horizons-2020-sme-instrument

http://ec.europa.eu/egovernment

Cnect-egovernment@ec.europa.eu

NCP:http://ec.europa.eu/research/participants/portal/desktop/en/support/national_contact_points.html

European Commission