



---

# **EU eGovernment Policy and actions**

**Agnès Bradier**

**Unit eGovernment**

**Directorate General Information Society and Media**

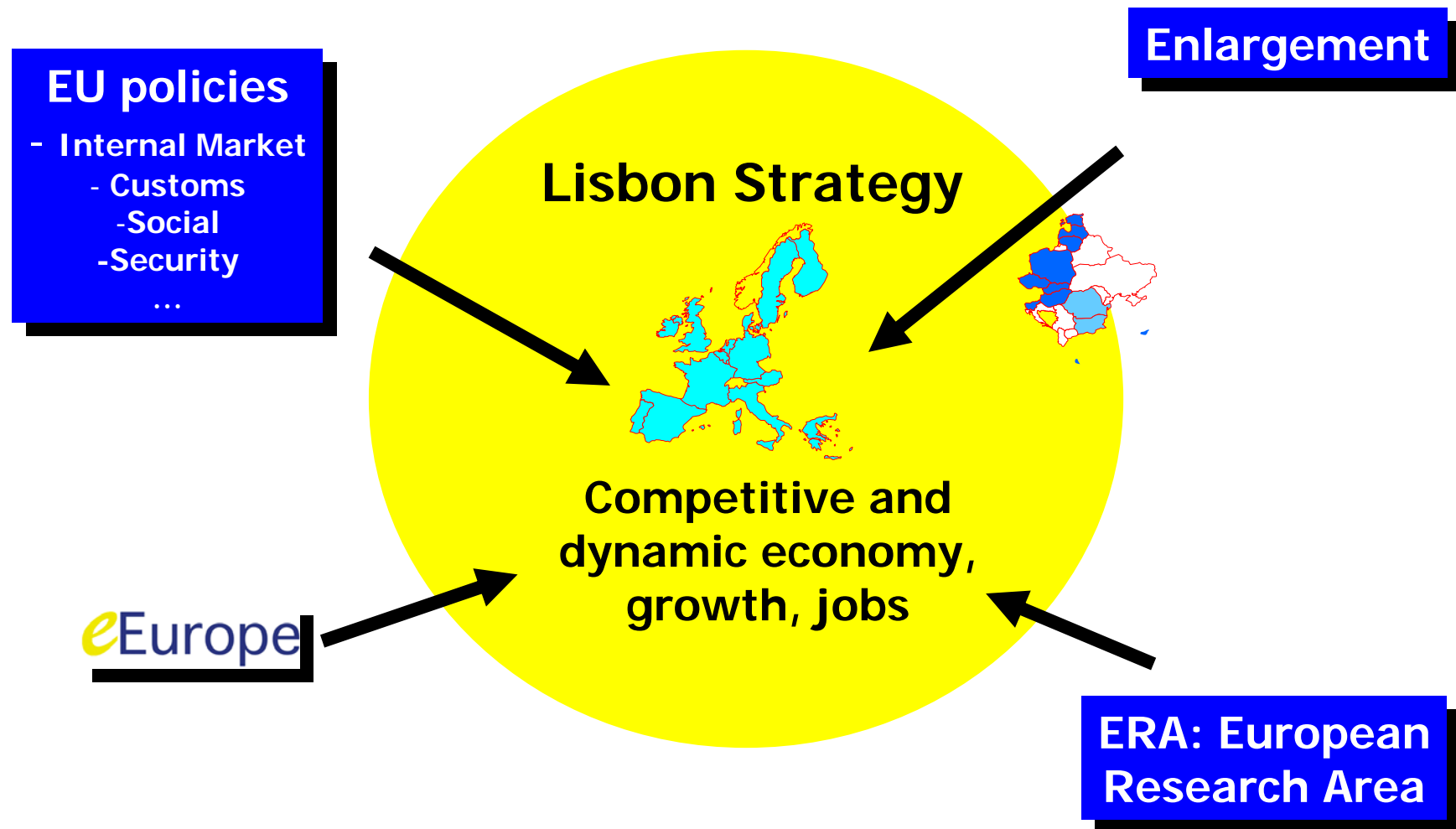
**European Commission**



---

Information Society

# EU eGovernment policy in context

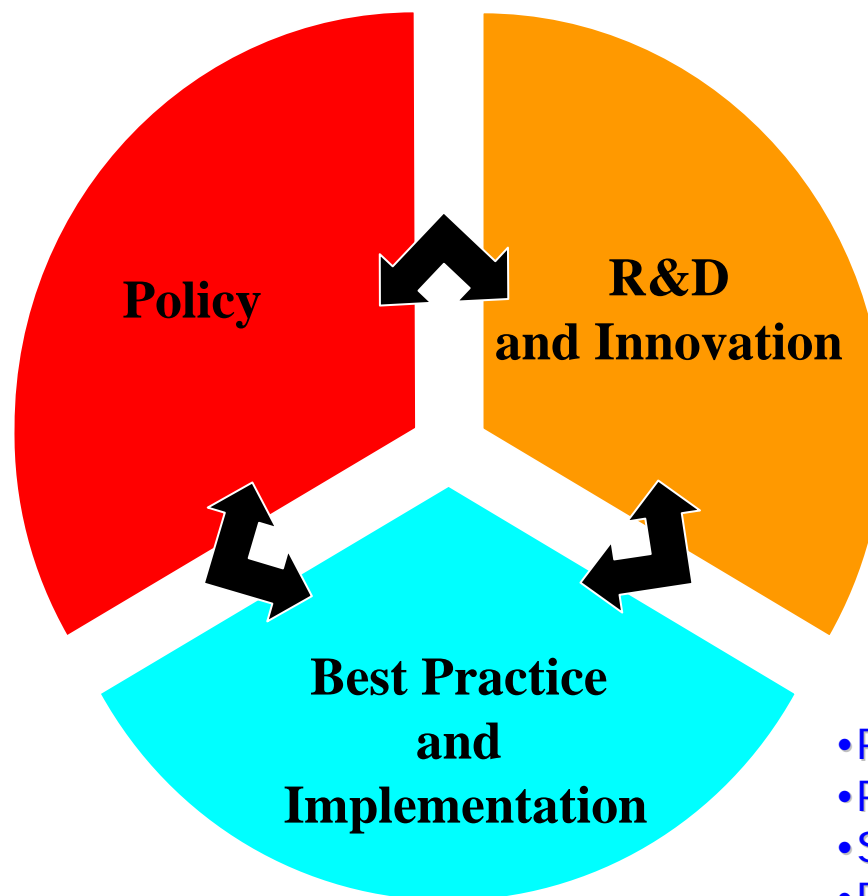


# EU Actions addressing the issues



- Communications
- Directives
- Recommendations

• 'Open Method of Coordination', e.g. Benchmarking, Ministerial Conferences



- Programmes
- Projects
- Studies

- Programmes
- Projects
- Studies
- Promotion actions

**EU programmes: research, pilots, implementation, promotion, regional, ...  
(IST R&D, eTEN, IDA, eEurope, Structural Funds, ...)**



# EU eGovernment Policy

---



eGovernment is about:

**Modernization and innovation**

in public administrations

**ICT + organisational change + new skills**

for better public services, democracy, public policies

**Efficiency, inclusiveness, democracy, transparency**

good governance with ICT

**Creating Public value**

Communication on eGovernment COM(2003)567, 26 Sept 2003



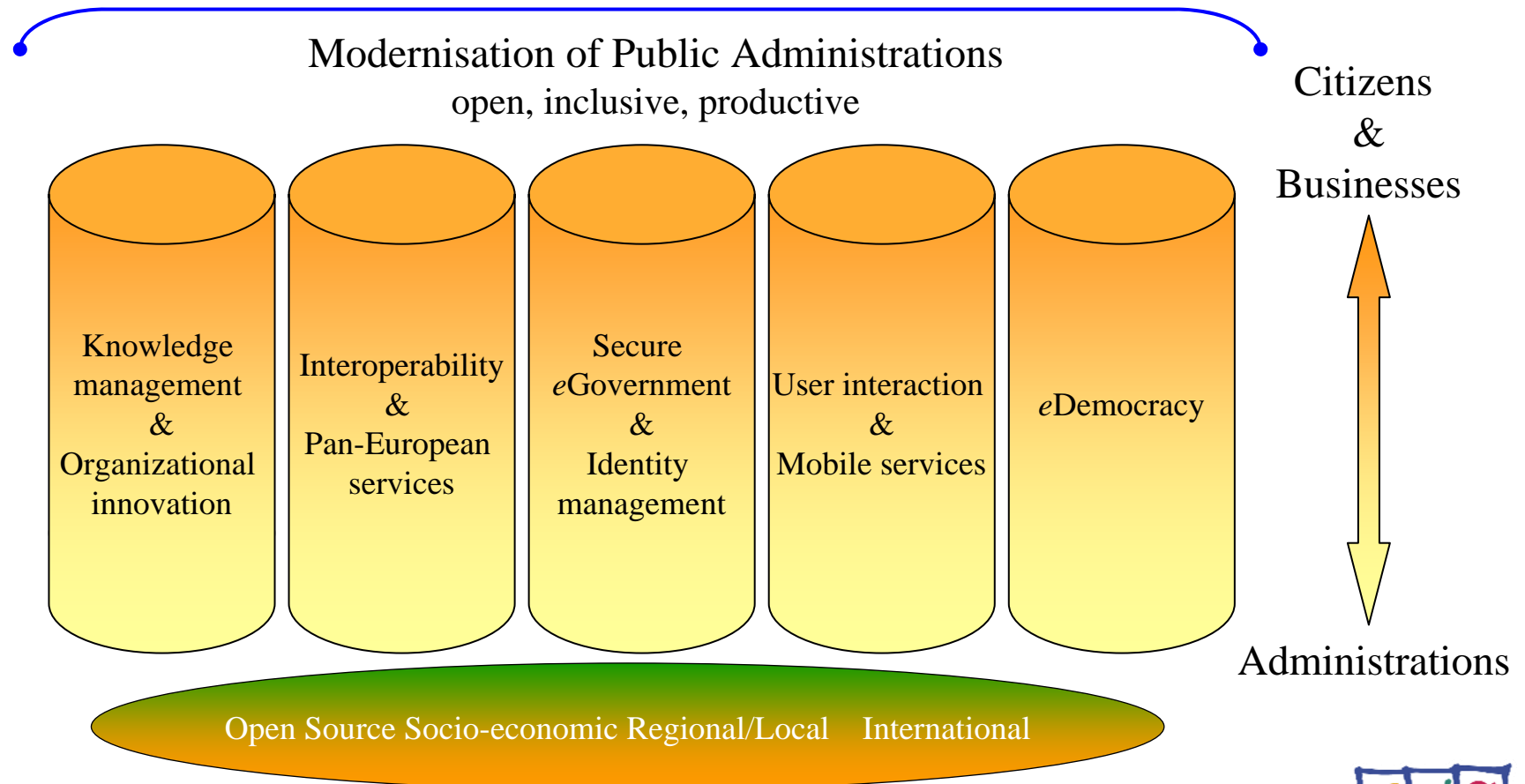
Information Society

# Current EU eGovernment R&D



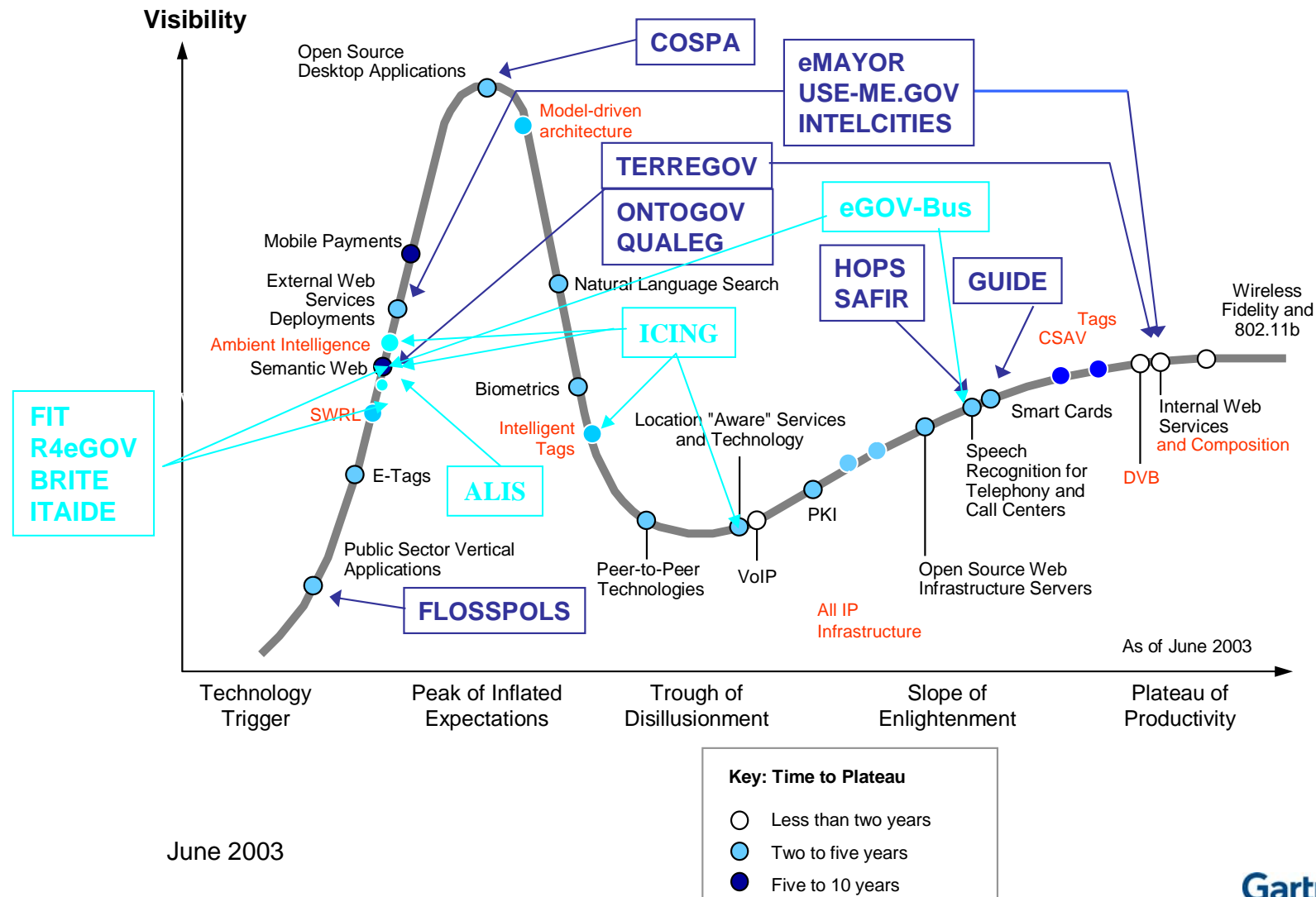
## Policy Context

Lisbon Agenda i2010 Internal Market European Citizenship  
Enlargement Security & Stability Europe in the World  
I2010 eGovernment Action Plan



Information Society

# Some FP6 R&D projects: established and emerging



June 2003

# FP6 eGovt R&D projects (±40 M€ funding)

---



- GUIDE: identity management
- TERREGOV: one-stop integration platform
- EMAYOR: security levels administration-citizen
- COSPA: open source for office productivity
- HOPS: inclusive access with voice technology
- USEMEGOV: mobile eGovernment
- INTELCITIES: open cross-border platform
- FLOSSPOLs: open source study
- QUALEG: automatic handling citizen queries
- ONTOGOV: semantics for life-cycle design of public services
- SAFIR: multimodal, multilingual, voice interaction
- eUSER: benchmarks in eGovt, eHealth



# A permit "Beyond 2005"



User in the center.  
ICT as enabler  
for service modernisation  
and re-organisation

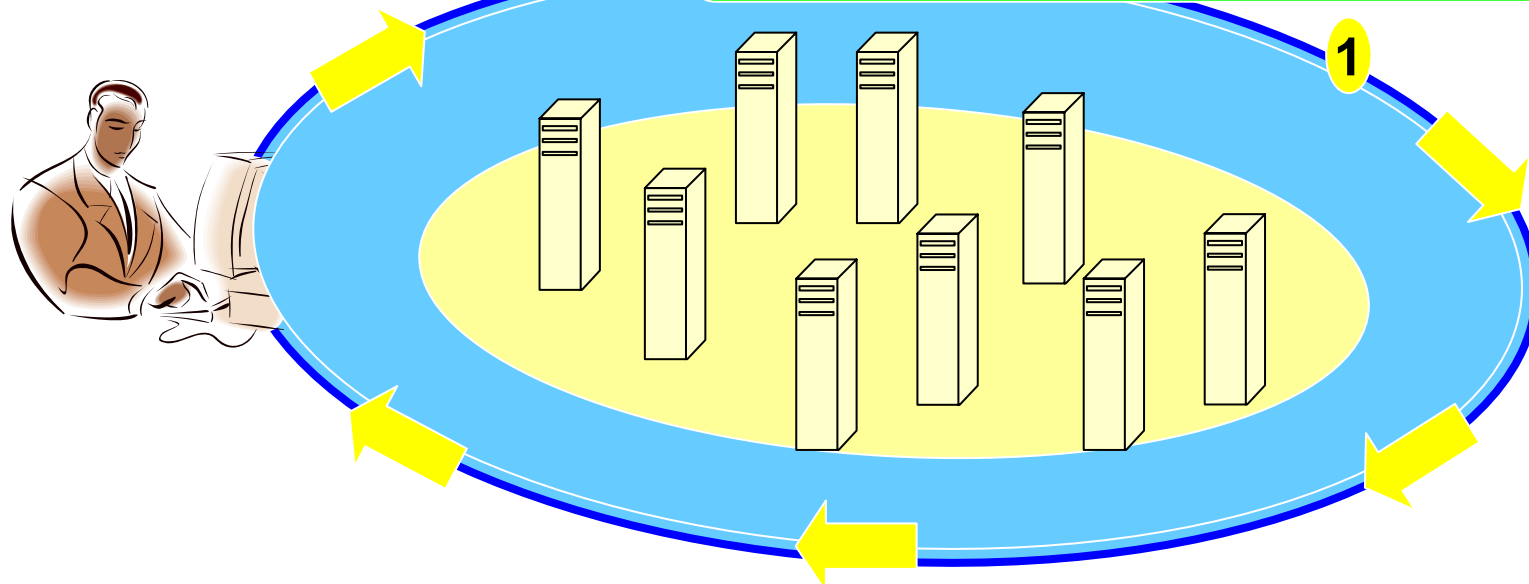
Focus on impact, quality,  
efficiency, social issues ...



2 Permit



Service shop

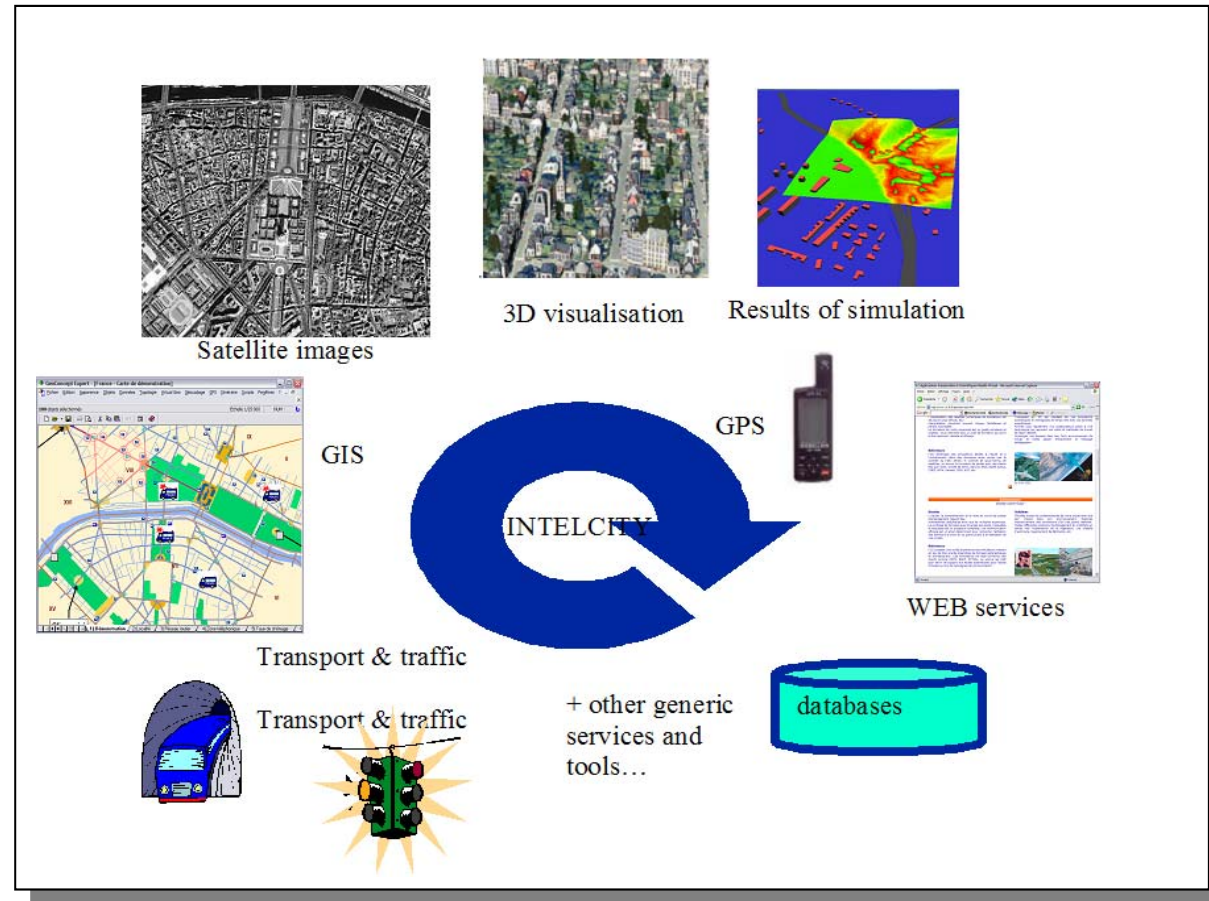




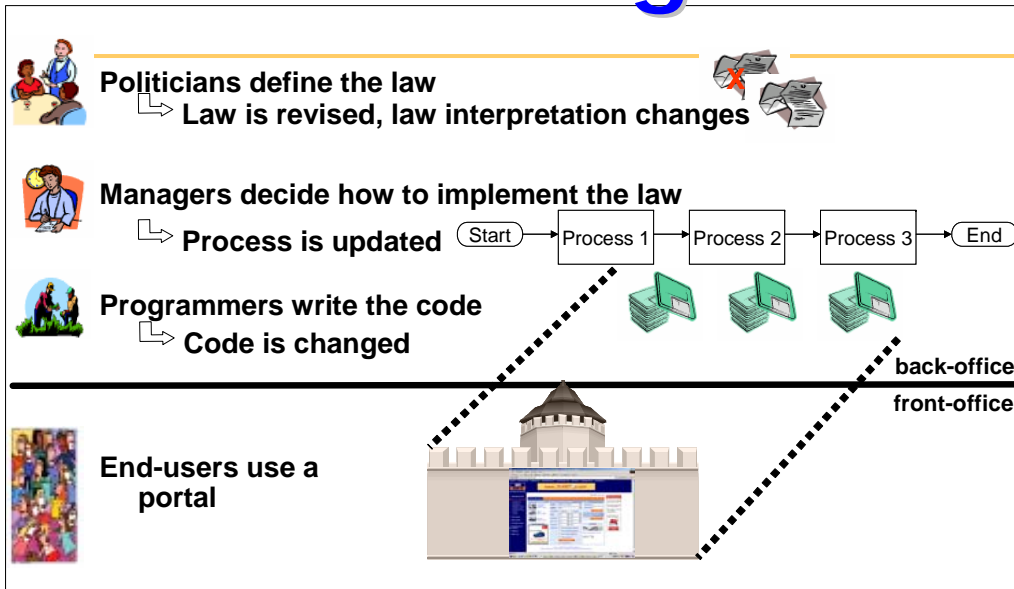
# Example: Intelcities R&D Project



- 6.8 M€ funding, 18 cities, 20 ICT companies, 36 research groups
- City innovation and regeneration
- City information infrastructure = public asset
- Citizen involvement in decision-making, planning
- R&D + deployment + policy

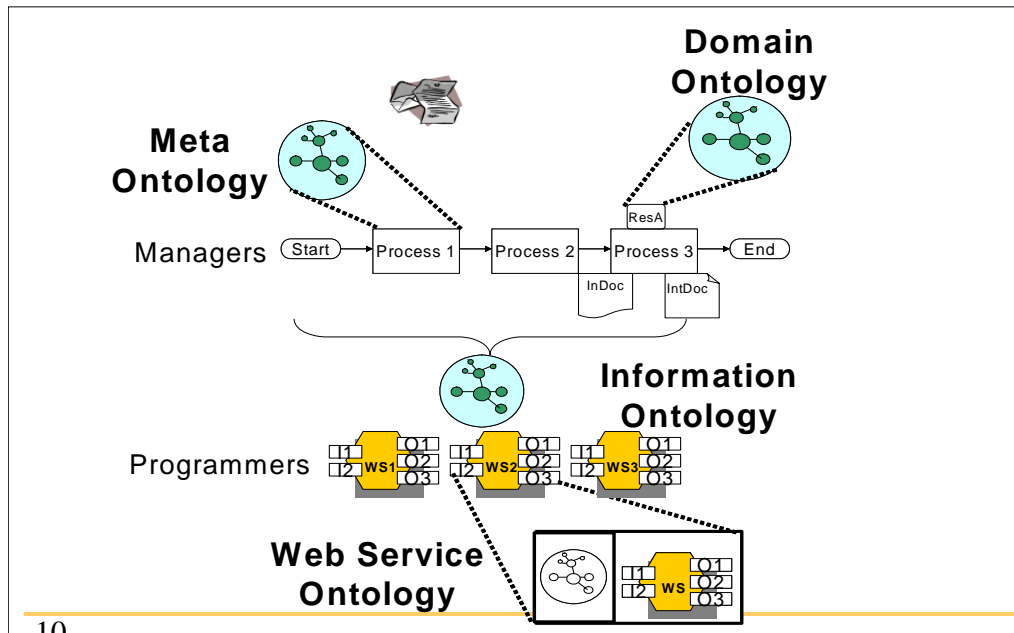


# Ontogov R&D project



Problem is to improve back-office processes:

- Faster and better service handling.
- Better control and propagation of changes
- More and better information



Onto-Gov approach is based on “eGov Service Lifecycle Description Framework” :

- **Meta Ontology:** business processes
- **Domain Ontology** e.g. Passport
- **Information Ontology** information flow
- **Web Service Ontology** e.g. Passport Issuance



Information Society

# Topics relevance 1

---



- Secure eGovernment
  - eMAYOR
  - USEMEGOV
- Identity Management
  - Guide
  - eMAYOR
- ICT for organisational innovation
  - Terregov
  - Ontogov
  - COSPA
  - Usemegov
  - Intelcities



# Topics relevance 2

---



- Knowledge management

- Terregov
- HOPS
- QUALEG
- ONTOGOV
- Intelcities

- Interoperability

- Terregov
- Intelcities
- COSPA
- Ontogov
- SAFIR



# Topics relevance 3

---



- Mobile eGovernment
  - Usemegov
  - SAFIR
  - Intelcities
- eDemocracy
  - Qualeg
- User Interaction
  - HOPS
  - Qualeg
  - SAFIR
  - Usemegov
  - Guide
  - Terregov
  - COSPA
  - Intelcities



# Topics relevance 4

---



- Free and open source software
  - COSPA
  - Usemegov
  - Intelcities
  - Flosspols
  - Qualeg
  - eUser
  - Terregov
- Socio-economic indicators
  - Terregov
  - Guide
  - COSPA
  - Flosspols



# Topics relevance 5

---



- Regional and local co-operation
  - Intelcities
  - Terregov
  - COSPA
  - Qualeg
  - Usemegov



# More...

---



eGovernment research website

**[europa.eu.int/egovernment\\_research](http://europa.eu.int/egovernment_research)**

(or search for “egovernment research”)



Information Society