Digitalisation, SMEs and public services

Alma Joy Ridderhof
DG CONNECT, European Commission
Unit "eGovernment & Trust"

Digital government

Why digital government?

digital public services ***reduce administrative burden*** *on businesses and citizens by making their interactions with public administrations* ***faster and efficient, more convenient and transparent, and less costly***

seamless cross-border and digital public services contribute to ***competitiveness*** *and* ***make the EU a more attractive place to invest and live in***

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

eGovernment Action Plan 2016-2020

Policy Framework
Policy priorities (Pillars)

'…more can be done to modernise public administration, achieve cross-border interoperability and facilitate easy interaction with citizens….' (DSM Communication)

eGovernment Action Plan 2016-2020

- **Modernising public administration with ICT, using key digital enablers**
- **Enabling cross-border mobility with interoperable digital public services**
- **Facilitating digital interaction between administrations and citizens / businesses for high-quality public services**

20 actions identified in this Action Plan
Further actions may be proposed either by the Commission or by stakeholders, including Member States.

eGovernment Action Plan 2016-2020

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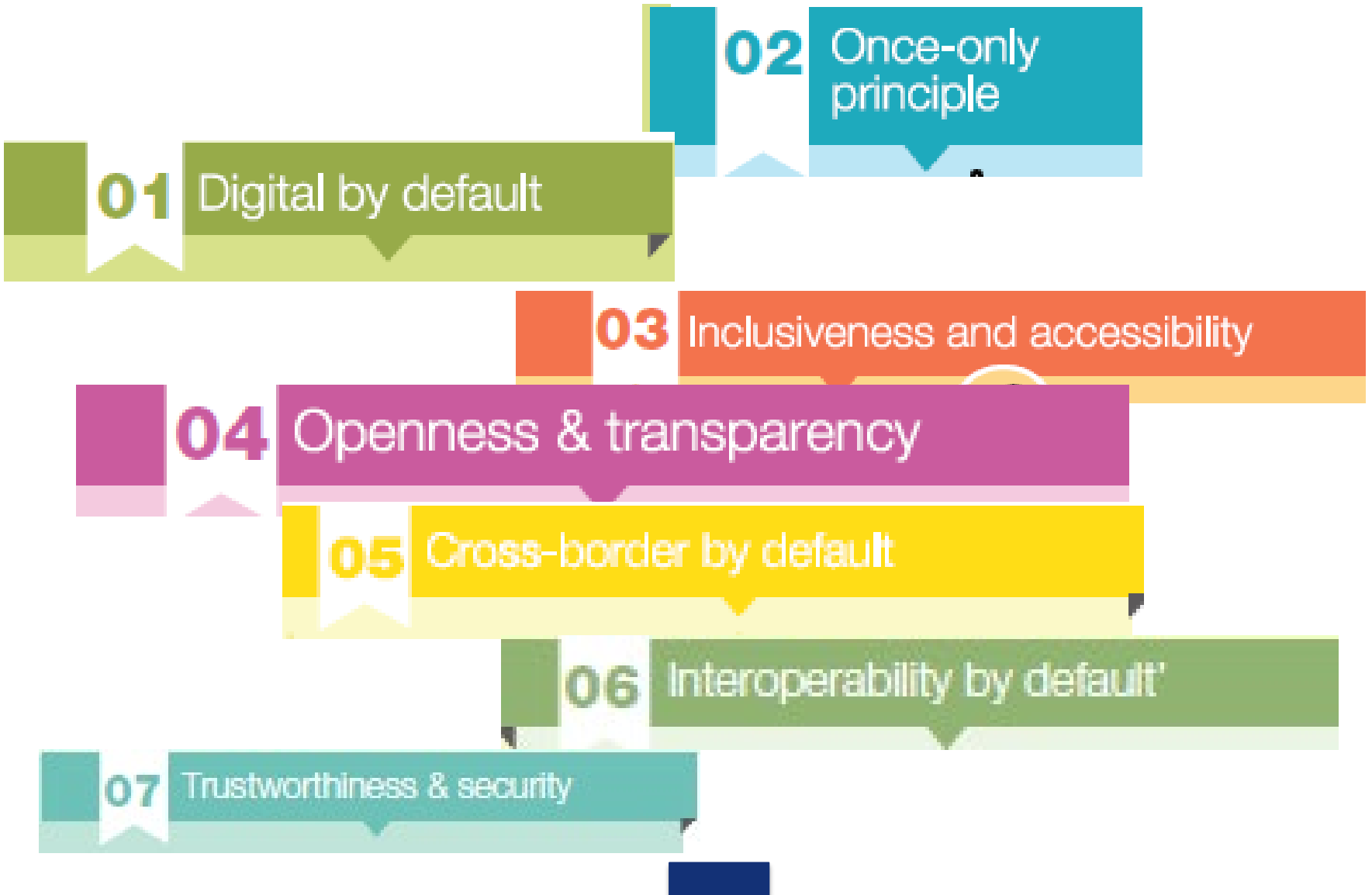
Underlying principles



eGovernment principles

Once-only principle

- public administrations should ensure that citizens and businesses supply the same information only once to a public administration;
- public administration offices take action if permitted to internally re-use this data, in due respect of data protection rules
  - Introducing once-only options in digital public services by collaboration and **data exchange**, including with other countries
  - Single Digital Gateway Regulation

Digital by default

- public administrations should deliver services digitally as the preferred option
- through a single contact point or a one-stop-shop and via different channels
  - Speeding up the implementation of the **eIDAS regulation**
  - Making digital public services secure and identifiable by using the **eIDAS** framework for qualified electronic trust services

The eIDAS Regulation

Electronic identification (eID) and trust services are defined under the Regulation (EU) No 910/2014 (known as"eIDAS Regulation").

Within the scope of the Regulation, trust services refer to:

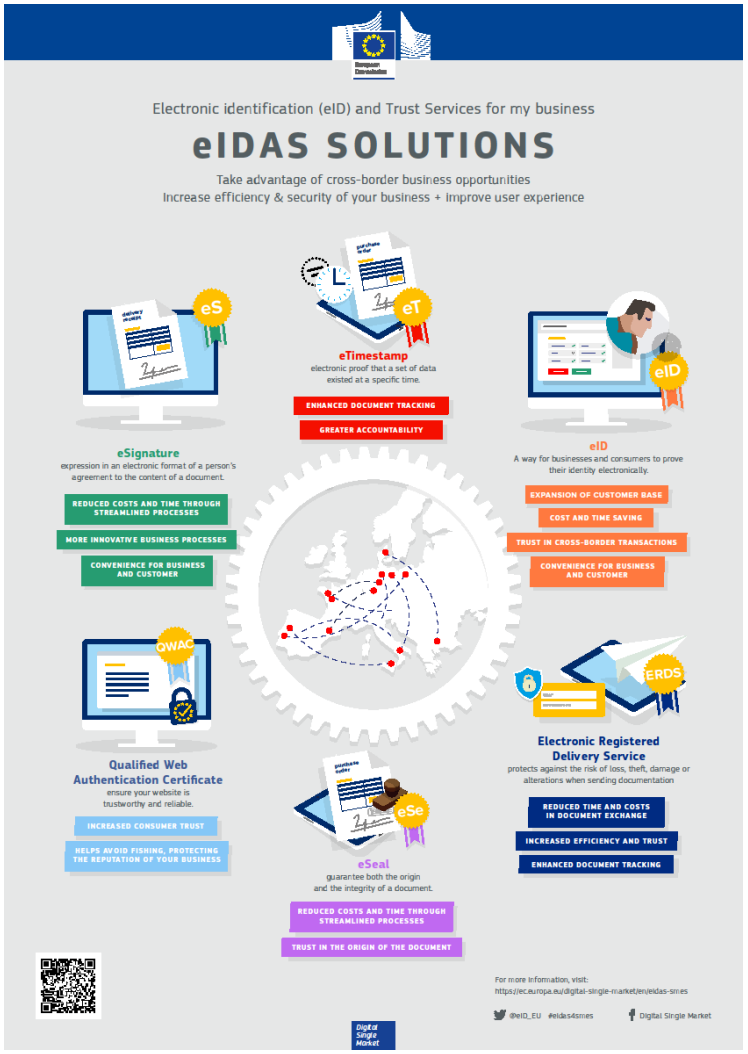
Electronic signature;

Electronic seal;

Electronic time stamp;

Electronic registered delivery service (ERDS);

Website authentication certificates.



Crossing borders with Electronic ID

62% of the EU population already covered by cross-border eID schemes

eID schemes	
Country	Publication
Germany	Sept 2017
Italy	Sept 2018 Sept 2019
Spain	Nov 2018
Luxembourg	Nov 2018
Estonia	Nov 2018
Croatia	Nov 2018
Belgium	Dec 2018
Portugal	Feb 2019
United Kingdom	May 2019
Czech Republic	Sep 2019
Netherlands	Sep 2019
Slovakia	To be published
Latvia	To be published

National eID can be used **in all EU Member States** 12 months after the date of publication at EU level.

DK – prenotification August 2019

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Tallinn Declaration

eGovernment Action Plan 2016-2020 serves 'as a catalyst to coordinate public sector modernisation efforts' across the EU

COM (2016)179 final

Tallinn Ministerial Declaration on eGovernment
6 October 2017

We will in our countries: *commit to expand and deepen the exchange and sharing of good eGovernment practices and to speed up the digital transformation at all levels of government*

We will in the next five years (2018-2022) take steps […] in our public administrations

https://ec.europa.eu/digital-single-market/en/news/ministerial-declaration-egovernment-tallinn-declaration

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EU2017.EE

Tallinn Declaration on eGovernment

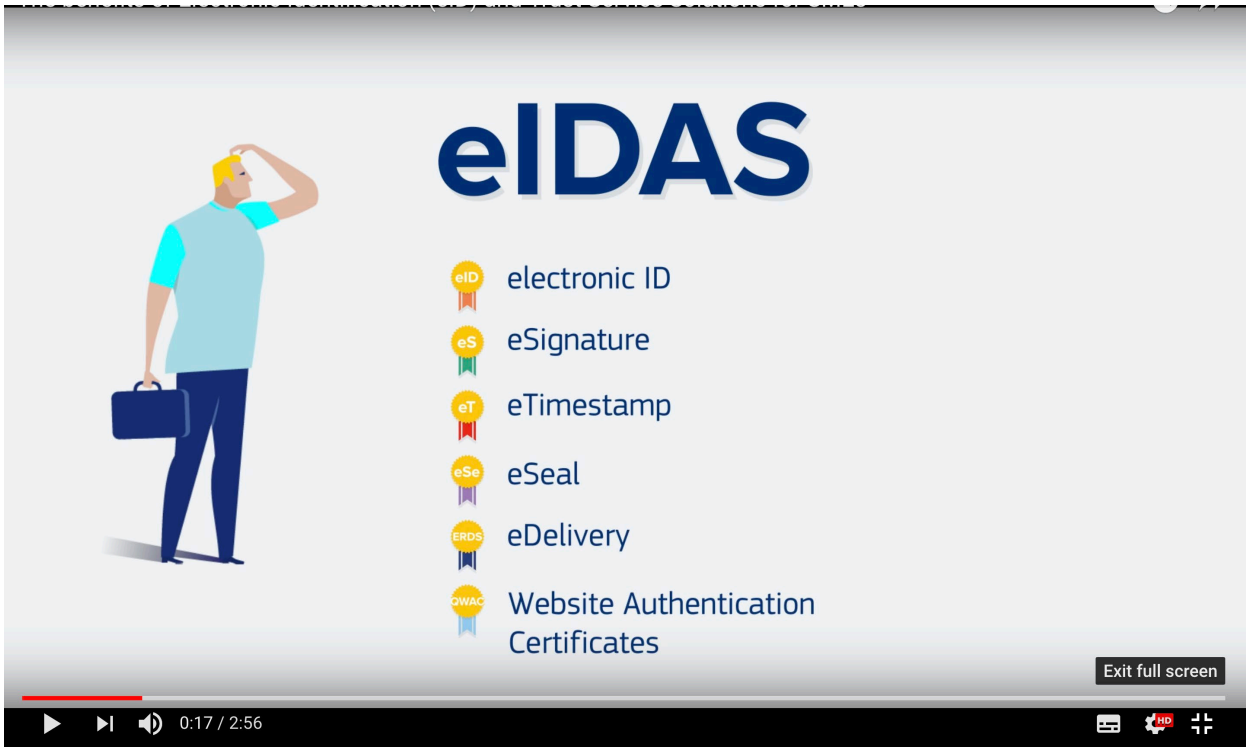
Annex: User-centricity principles for design and delivery of digital public services

…We commit that the design and delivery of our services will be guided by the following principles of user-centricity…

- Digital Interaction
- Accessibility, security, availability and usability
- Reduction of the administrative burden
- Digital delivery of public services
- Citizen engagement
- Incentives for digital service use
- Protection of personal data and privacy
- Redress and complaint mechanisms

Digital SMEs

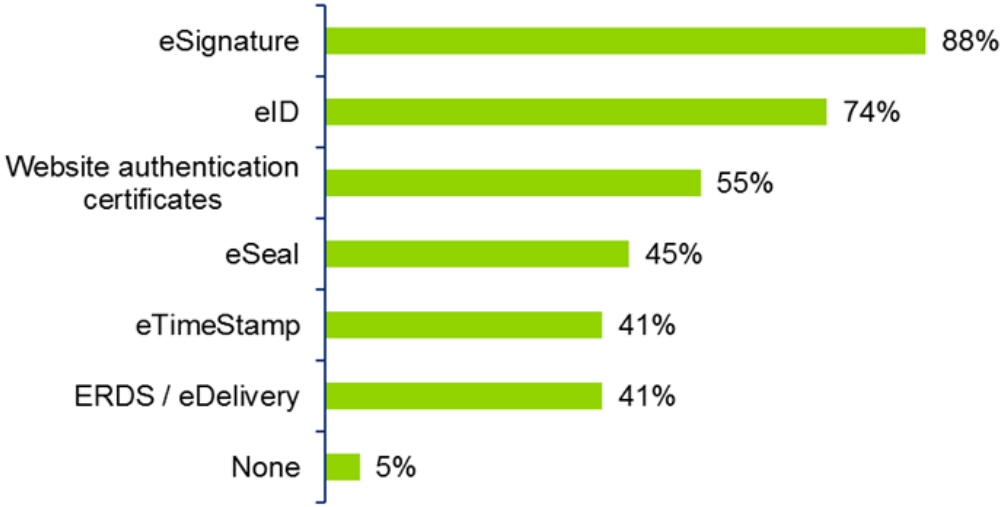
The Benefits of eID and Trust Services for SMEs



Market analysis
Awareness and use of eID and Trust Services

- *Majority of SMEs have "heard" about eID and trust services before*
- *However, deep understanding or knowledge is not apparent.*
- *Only 14% indicated that they were familiar with the EU Trust Mark.*

Have you heard about any of the following solutions before?



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Sectoral use cases

How solutions can integrate into workflows

Integration of **eID and trust service** solutions are enabled by leveraging **user experience, operational efficiency, and security and liability**.

Most use cases with a clear added-value are currently centred around contracting or processing high-value or high-risk transactions.

- **Financial sector** benefits from heightened security assurances and digital on boarding opportunities
- **Online retail** benefits from strong customer identification in the case of high-risk transactions;
- **Transport sector** benefits from improved contracting procedures between parties;
- **Professional services** also benefit from improved contracting procedures but also high assurance levels for legally binding

- The ideal situation is to seamlessly integrate solutions on **all steps of the supply chain** (both demand and supply side)

Example of a sectoral use case

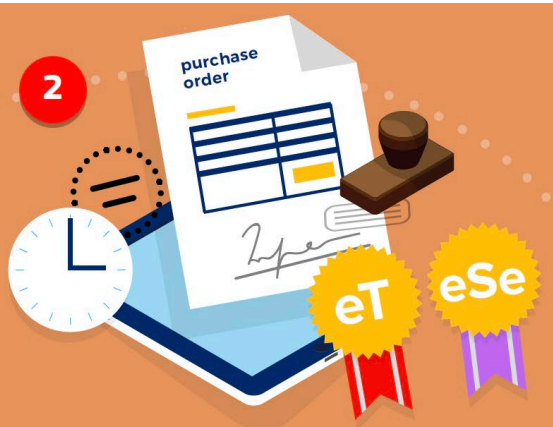
SCENARIO

You are a logistics company based in Spain.

1

A client in Portugal needs to transport artworks to France.

2



Your company uses an **eSeal** on the contracts of carriage proving their origin and integrity. An **eTimeStamp** is used when the goods change carrier.

Benefits:

REDUCED COSTS THROUGH STREAMLINED PROCESSES. ENHANCED DOCUMENT TRACKING

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3

You send the documentation to the carriers by **Electronic Registered Delivery Service.**

Benefits:

REDUCED TIME IN DOCUMENT EXCHANGE. PROTECTION AGAINST LOSS, THEFT, DAMAGE OR ALTERATIONS

Valencia to Marseille

Marseille to destination

4

The **eTimeStamps** confirm that the 4 hour delay was due to the van.

Benefit:

GREATER ACCOUNTABILITY

eIDAS Toolkit for SMEs

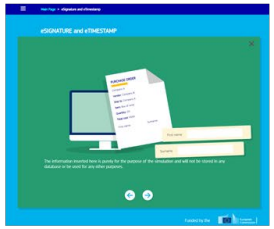
The Tools

Videos

Guidebook

Infographics

Checklist



Interactive Tool

Webinars

eIDAS for SMEs Web Pages

Available in English, French, German and Spanish

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You are invited to innovate and grow your business using our open and reusable solutions.

11/19 Web Summit

01 Imagine

For participants

a new service based on open and reusable solutions

- Get inspired by success stories
- Discover the open solutions
- Register and shape your service/ solution
- Get support
- Submit your idea

Application closes on 28/02/2020

04/20 Co-creation Bootcamp

02 Co-create

For the (10) best applicants

with a set of selected coaches

- Get evaluated by experts
- Attend a co-creation bootcamp (if shortlisted)
- Refine your idea with our coaches
- Pitch your idea to the jury
- Connect with the network

06/20 Award Ceremony

03 Pitch your idea

For the (3) best applicants

at the award ceremony, win up to EUR 50.000 and stand out

- Get final evaluation by the jury
- Be selected as a winner
- Get invited to the award ceremony
- Pitch your idea and receive your prize
- Stand out at the European level

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We have a diversified portfolio of solutions ready to be used.

Trusted and secure solutions

- eID
- eDelivery
- eSignature

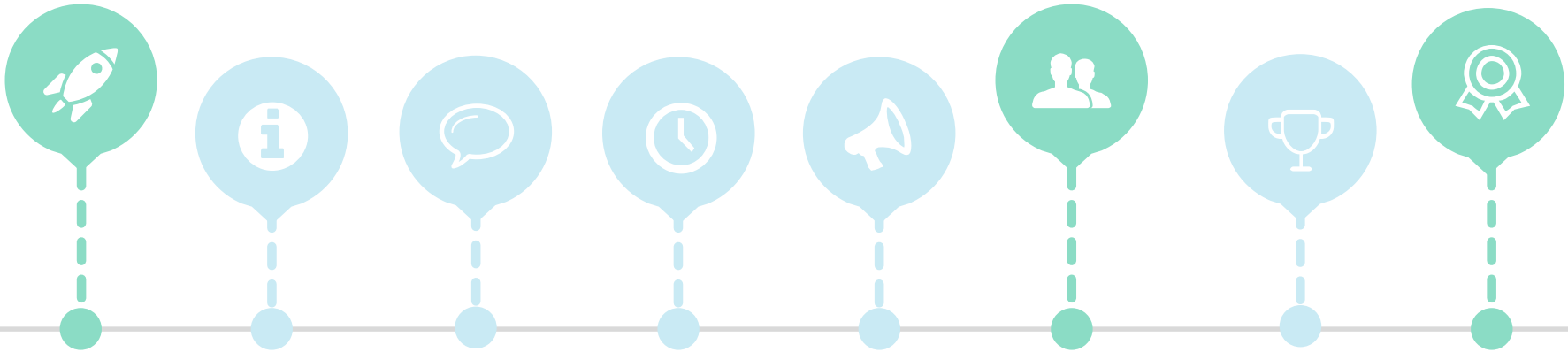
Smart governance and data management solution

- Context Broker
- eArchiving
- Blockchain
- Core Public Service Vocabulary Application Profile
- (DCAT) Application Profile
- Core Vocabularies

Other open and reusable solutions

- eInvoicing
- Visualisation tool from ESTAT
- EU Survey
- Legislation Editing Open Software (LEOS)
- Licensing assistant
- Testbed

Key dates



7 November 2019

Launch of the Challenge at the Web Summit (call for applications opens)

25 November 2019

First Online Info Session

30 January 2020

Second Online Info Session

28 February 2020

Deadline for submission (call for applications closes)

March 2020

Announcement of the 10 best applicants

Mid-April 2020

Co-creation bootcamp for the 10 best applicants

End of April 2020

Announcement of the winners

Q2 2020

Award ceremony at a European Commission flagship event (venue and date to be announced)

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Questions?

eIDAS for SME website

Alma-Joy.Ridderhof@ec.europa.eu

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