



**COUNCIL OF  
THE EUROPEAN UNION**

**Brussels, 5 January 2011**

**5062/11**

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**NOTE**

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From :            Presidency  
To:                Delegations

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Subject:         Draft Council Conclusions on the European eGovernment action plan 2011-2015  
                     - Presidency text

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Delegations will find attached a Presidency text on the above-mentioned subject.

**DRAFT COUNCIL CONCLUSIONS  
ON THE EUROPEAN eGOVERNMENT ACTION PLAN 2011-2015**

THE COUNCIL OF THE EUROPEAN UNION,

1. WELCOMES

- a) The Commission Communication on "The European eGovernment Action Plan 2011-2015"<sup>1</sup>.

2. 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.

3. RECOGNISES

- The need for open, flexible and collaborative eGovernment services that are designed interactively for the benefit and around the needs of citizens and businesses;
- the necessity to increase trust and confidence in cyberspace and to improve transparency in line with the data protection principles;

- the need to develop more effective and efficient interoperable public services across the EU.

#### 4. UNDERLINES

- the benefits of interoperable eGovernment services offering more cost-effective use of resources and improved delivery of services;
- the contribution of the reuse of public sector information to the development of innovative products and services;
- the potential of eGovernment to reduce administrative burdens, to improve organisational processes based on innovative technologies and to contribute to the transition to an energy efficient economy, thus reducing costs and increasing effectiveness;
- the need for seamless cross-border services to support and increase business mobility enabling entrepreneurs to set up and run a business anywhere in Europe;
- the importance of future mobility services with regard to study, work, health care, residence and retirement for the increase of citizens' mobility.

#### 5. INVITES THE MEMBER STATES TO

- actively involve users when designing eGovernment services around their needs and develop personalised services including the possibility to monitor the status of their transactions with public administrations and to promote involvement of citizens and business in policy-making processes;
- take advantage of innovative services to contribute to a new generation of eGovernment services and further contribute to the reduction of administrative burden by simplifying procedures and communications, notably by applying the principle of 'once-only' registration of data for public services subject to ensuring the protection of personal in accordance to the existing legislation;
- increase transparency by providing online public information and electronic access to personal data held on citizens while respecting data protection requirements;

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<sup>1</sup> Doc. 18135/10, COM(2010) 743 final

- contribute to the creation of a fully functioning digital single market by developing seamless cross-border eGovernment services to increase mobility, in particular by 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;
- to deploy and roll-out cross-border eGovernment services based on results delivered by the large scale pilots and engage in new cross-border services on the basis of an assessment of needs, cost/benefits and barriers;
- to make all necessary efforts to transform their Points of Single Contact into fully fledged eGovernment centres available for businesses and citizens;
- further enhance trust and confidence in eGovernment services by applying mutually recognised solutions of electronic identification based on the results of activities jointly carried out by Member States in the framework of European programmes (such as the Seventh Framework Programme for Research and Technological Development (FP7), the Competitiveness and Innovation Framework Programme (CIP) etc);
- to agree on a common set of indicators directed to maximise the added value created by the reuse of Public Sector Information; further agree on indicators relating to the measurement of the reduction of the carbon- footprint by public administrations;
- ensure sufficient professional training for national civil servants with the objective to enhance their eSkills and organise the exchange of expertise between Member States;
- facilitate the exchange of best practices and focus on benchmarking with the aim to continuously improve the quality of eGovernment services;
- participate actively in activities on innovative eGovernment in the framework of European programmes to support the efforts to identify, test and disseminate safe solutions for cloud computing of public services;
- in cooperation with the Commission, promptly develop interoperability framework at national level in line with the European Interoperability Framework II announced by the Commission in its communication "Towards interoperability for European public services".

6. INVITES THE COMMISSION TO

- 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;
- contribute to the digital single market by creating appropriate conditions for the mutual recognition of key enablers across borders, such as electronic identification and for interoperable eGovernment services across the EU;
- support the Member States in their efforts to develop innovative eGovernment services and solutions designed in accordance with users' needs;
- facilitate and encourage the exchange of knowledge and expertise between stakeholders and setting up concrete targets;
- to launch a study and pilot projects under the CIP-Programme to support the migration of public administrations to IPv6 and the deployment of innovative architecture and emerging technologies in order to deliver more flexible and efficient service delivery.

7. INVITES STAKEHOLDERS TO

- 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;
- deploy key enablers developed within the framework of the CIP-ICT-Policy Support Programme (PSP)-Large Scale Pilots to stimulate the wider take-up of cross-border online services as well as to increase their scalability;
- support the efforts to increase user empowerment with the development of interactive services based on innovative design and cross sector co-operation;
- make public the significant progress made by industry in the realisation of the objectives of the European eGovernment Action Plan 2011-2015.