



E-government services

How can citizens get involved in policy-making through e-government services?

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POLICY PAPER

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Thematic capitalisation

Over the last seven years the INTERREG IVC programme has been enabling public institutions all over Europe – over 2000 in total – to ‘learn through cooperation’ across 204 different interregional projects aimed at improving regional policies.

In June 2012, the programme commissioned a team of thematic experts to analyse, benchmark, and capitalise on the wealth of knowledge generated by projects working on similar regional development issues. Altogether, 12 policy themes, ranging from innovation to the environment, have been covered. 12 reports are now available detailing the insights and lessons from this capitalisation process for the benefit of all regions across Europe.

This policy paper distils the essential findings of the report into a ‘ready-to-use’ tool to convince policymakers of not only the need for change, but exactly what change is required.

e-Government, the digital interaction between government and its citizens, improves the efficiency and effectiveness of public service delivery, promotes development and helps authorities to use available resources to their best advantage.

e-Government services is a **cost effective** route to provide better service for citizen and business, to promote **open** and **transparent** participatory government and thus, to contribute to the economic **sustainability** of regions.

Although the average e-Government Development Index in Europe is almost 50% above the world average, the **uptake of e-Government services by citizens is low**, still far from the goals expressed in the Digital Agenda for Europe (DAE) of “50% of citizens to use e-Government by 2015, with more than half [of them] returning completed forms”.

The implementation of an e-Government strategy presents many new **challenges**, but also **great opportunities**, for regional policy-makers.

e-Government challenges at regional level

The e-Government Action Plan developed by the European Commission, as part of the Digital Agenda for Europe, aims at maximising the complementary nature of national and European policy instruments by supporting the transition from current e-Government services to a new generation of open, flexible and collaborative services at local, regional, national and European levels, which will empower citizens and businesses.

Knowledge emerging from the sharing of experiences, cross-fertilisation and common innovation between front-runner regional actors, involved in projects under the INTERREG IVC programme umbrella, has been analysed and can help to answer questions like:

- How are European authorities addressing the challenges created by the need to provide integrated e-Government services?
- How to empower and to involve citizens in policy development? How to nurture e-participation?
- How to use new business models to accelerate service development through co-creation, co-prototyping and co-delivery between stakeholders and final users? How to promote open innovation in e-Government services?
- How to regenerate public policies through digital agendas, by promoting the “digitisation” of mainstreaming public policies?
- What practices and policies to address these challenges have been tested by different regions in Europe? And what were the results?
- How can other regions in Europe benefit from this experience and knowledge?



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This knowledge – in the format of good practices, lessons learned and policy recommendations is an invaluable resource for other regions planning or already taking their first steps in their of e-Government strategy.

How to deploy efficient e-Government services?

Increase cooperation with stakeholders and define long-term adoption roadmaps (digital strategies)

Future e-Government models need to go beyond mere public service/sector modernisation and need to be based on a willingness to change administrative processes/culture, and on integrated policies between digital policies and other public policies.

Integrated Aid System is a solution for the management of aid, corresponding to the Common Agriculture Policies in the regional government of Cantabria (Spain). It gathers and validates the applications interactively via Internet, thus totally eliminating the manual exchange of data. (to explore: PIKE project)

Invest in broadband, ICT, training of staff and improve internal organisation

Transforming administrative processes requires back-office reorganisation and simplification; 'one-stop shop' or 'single-window' approaches require substantial process redesign and new information architectures; interoperability of Information Systems is a key-issue to make sure that services are efficient for

citizens; data collection, processing and storage must be based on clear rules on property as big data emerge and more and more stakeholders, even final users, generate data.

Provide user-centred public services

Build public-private partnerships, and involve all stakeholders in the public service delivery chain and even final users; provide services that are responsive, reliable, and use new efficient ways of sharing and producing knowledge between different stakeholders.

Free Italia Wi-Fi is an initiative designed to promote collaboration between public administrations with a view to developing free wireless networks within the areas covered by individual administrations as well as to federalising area networks within a single national Wi-Fi infrastructure. (to explore: I-SPEED project)

Promote and build on success stories

Lack of awareness and low dissemination of the strengths and weaknesses of the past and on-going initiatives are main barriers to a wider take-up.

Cybercantal telecentre is a tailor-made facility designed to boost entrepreneurship in the Auvergne region (France) by providing new job opportunities for citizens, thereby leading to the creation of micro-enterprises, stimulation of the local economy, and the attraction of new workers. (to explore: IMMODI project)

Policy sharing, policy learning

22 May 2014, Brussels

A day of learning about the latest policy trends and best practices available from all around Europe in 12 topics



This **one-day event** will showcase policy recommendations and lessons learnt resulting from the thematic analysis of the projects.

Thematic specialists and practitioners will present the knowledge acquired through interregional cooperation and discuss the latest policy trends and common challenges identified in European regions.

Interactive workshops and networking opportunities will allow those involved in policymaking to share ideas, get inspired and make new contacts for the future.

Whether you work for a local municipality, regional authority or national ministry; regional agency or European association...as long as you are involved in the policy process, you are welcome to come and share your experiences and leave with good practices you might like to try at home.

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