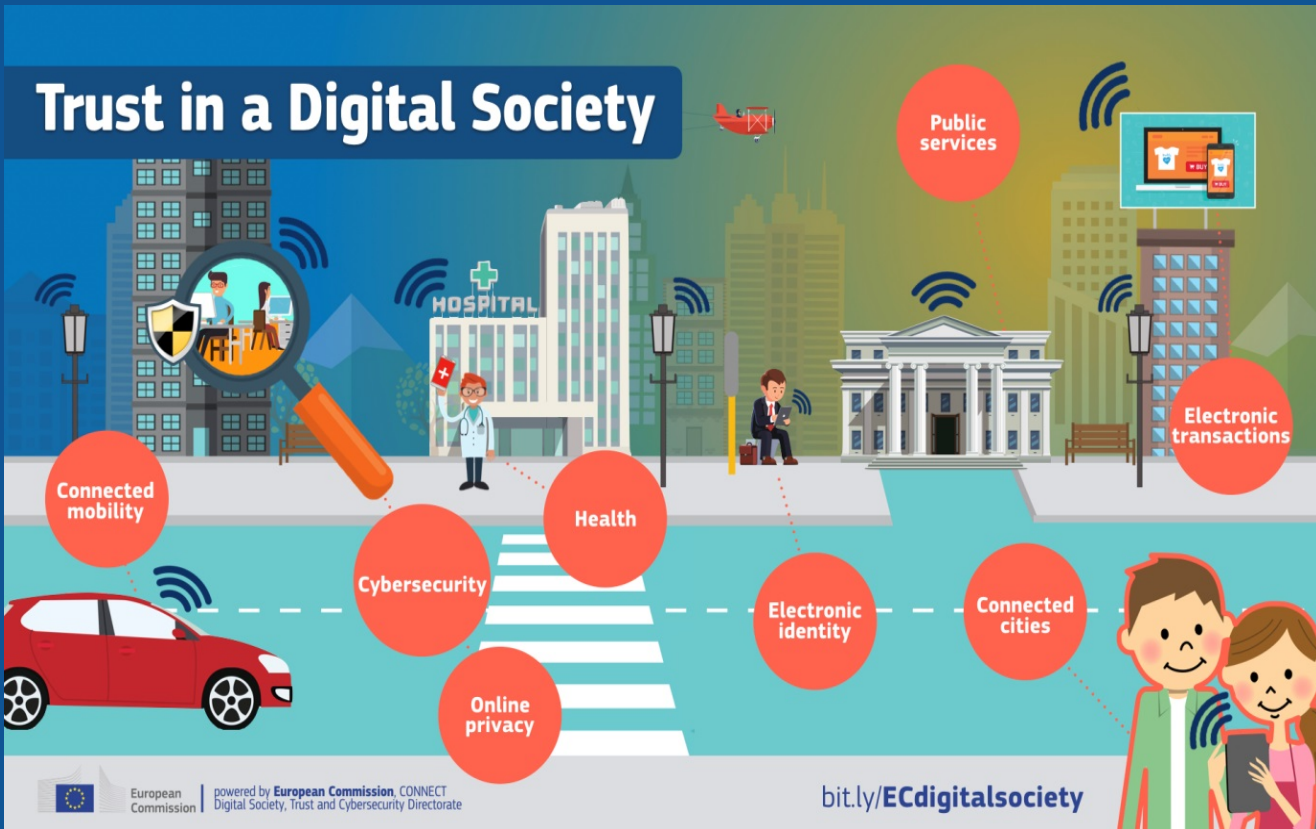


# Trust in a Digital Society



*Costas Kapsouropoulos  
DG CONNECT  
European Commission  
Unit H4 "eGovernment & Trust"*



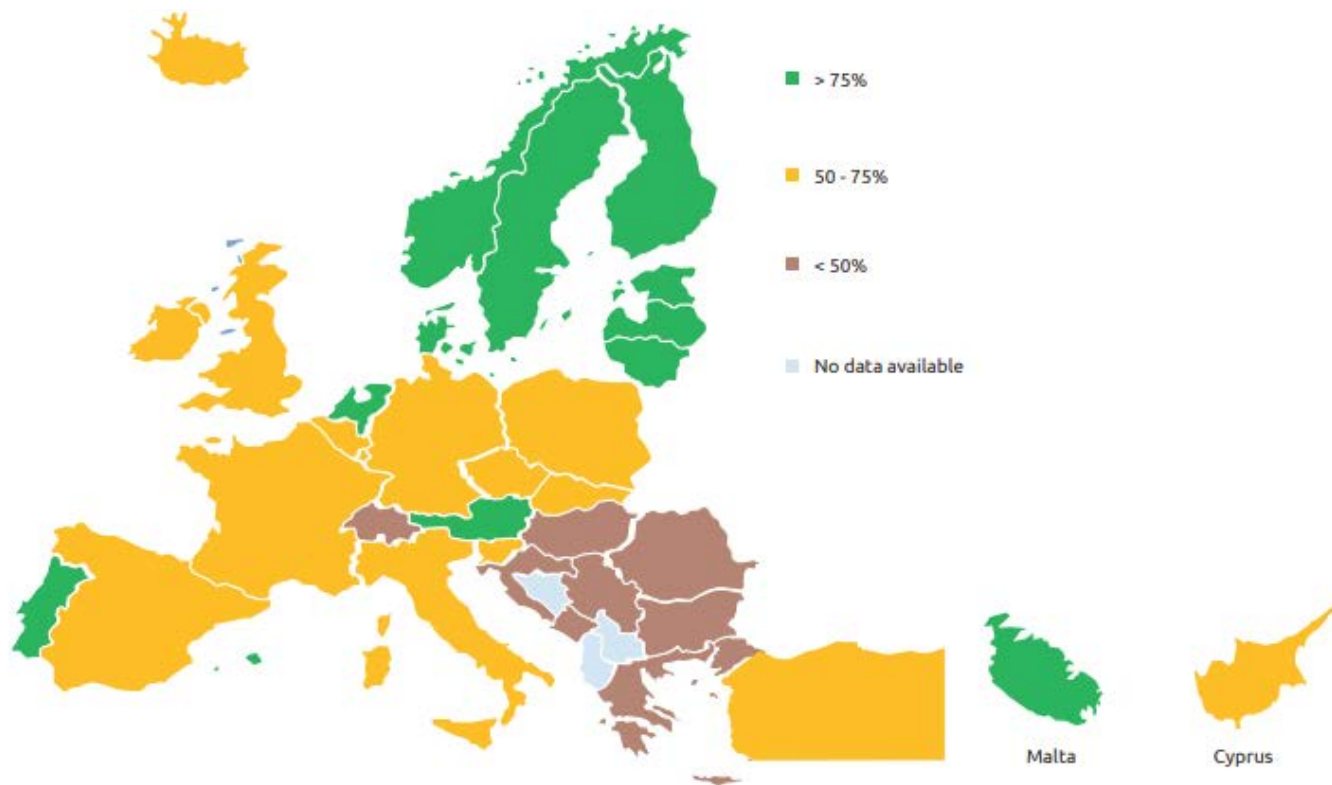
- Capturing the value of digital technologies for more **open, participatory and innovative governments**
- Using technology to improve **government accountability, social inclusiveness and partnerships**
- Creating a **data-driven culture** in the public sector
- Ensuring **coherent use of digital technologies** across policy areas and levels of government
- Assessing existing assets to guide **procurement of digital technologies**
- **Reviewing legal and regulatory frameworks** to allow digital opportunities to be seized

## Digital Public Services in Greece

5 Digital Public Services	Greece		Cluster	EU
	rank	score	score	score
<b>DESI 2018</b>	<b>28</b>	<b>39.2</b>	<b>48.0</b>	<b>57.5</b>
DESI 2017	27	35.0	44.2	53.7

	Greece				EU
	DESI 2018		DESI 2017		DESI 2018
	Value	rank	value	rank	value
<b>5a1 eGovernment Users<sup>9</sup></b> % internet users needing to submit forms	<b>38%</b> ↓	<b>26</b>	<b>42%</b>	<b>24</b>	<b>58%</b>
	2017		2016		2017
<b>5a2 Pre-filled Forms</b> Score (0 to 100)	<b>14</b> ↑	<b>27</b>	<b>5</b>	<b>28</b>	<b>53</b>
	2017		2016		2017
<b>5a3 Online Service Completion</b> Score (0 to 100)	<b>75</b> ↑	<b>24</b>	<b>63</b>	<b>25</b>	<b>84</b>
	2017		2016		2017
<b>5a4 Digital Public Services for Businesses</b> Score (0 to 100) - including domestic and cross-border	<b>60</b> ↑	<b>27</b>	<b>59</b>	<b>26</b>	<b>83</b>
	2017		2016		2017
<b>5a5 Open Data</b> % of maximum score	<b>72%</b> ↓	<b>16</b>	<b>73%</b>	<b>10</b>	<b>73%</b>
	2017		2016		2017
<b>5b1 eHealth Services</b> % individuals	<b>10%</b>	<b>23</b>	<b>NA</b>		<b>18%</b>
	2017				

# 2018 eGovernment Benchmark Report

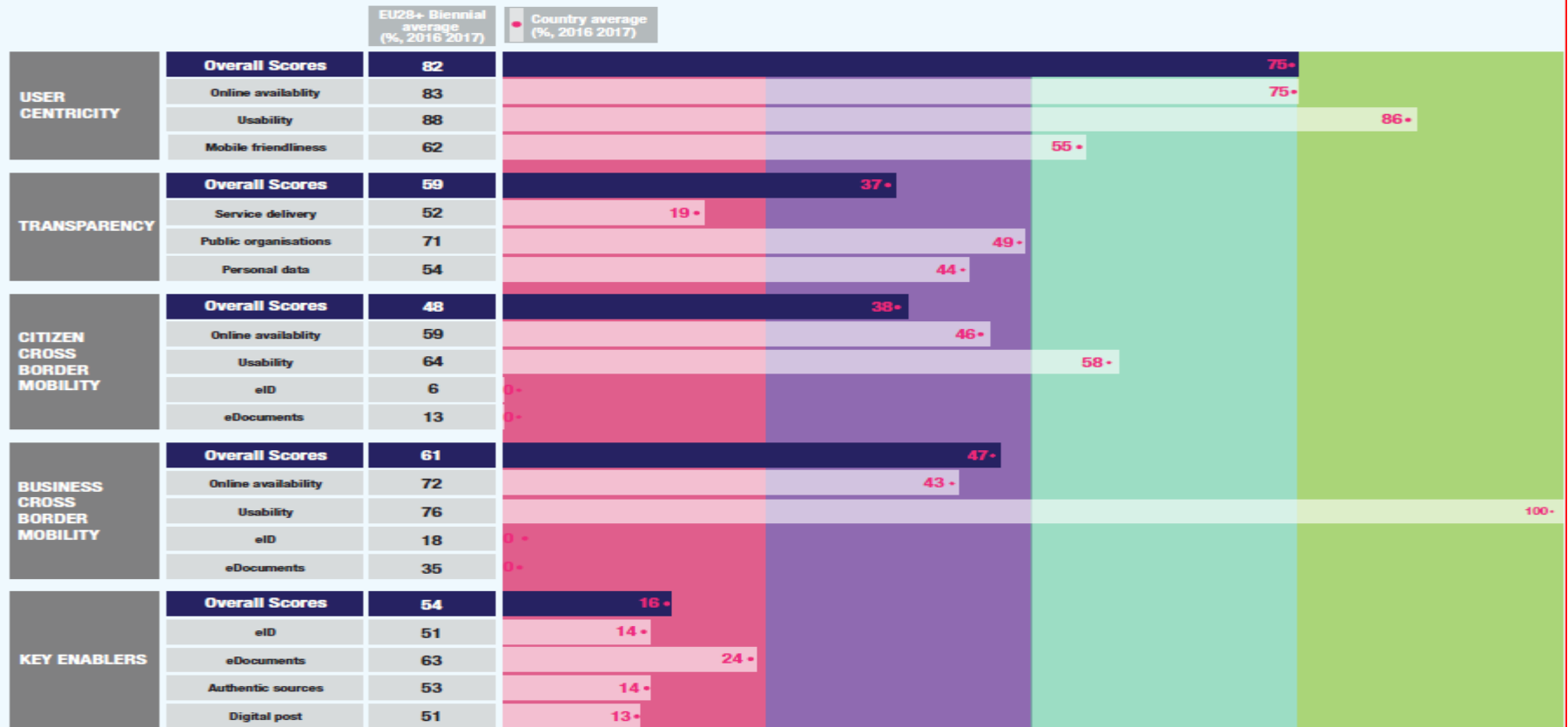




# GREECE

## eGOVERNMENT STATE OF PLAY 2018

### eGovernment performance across policy priorities

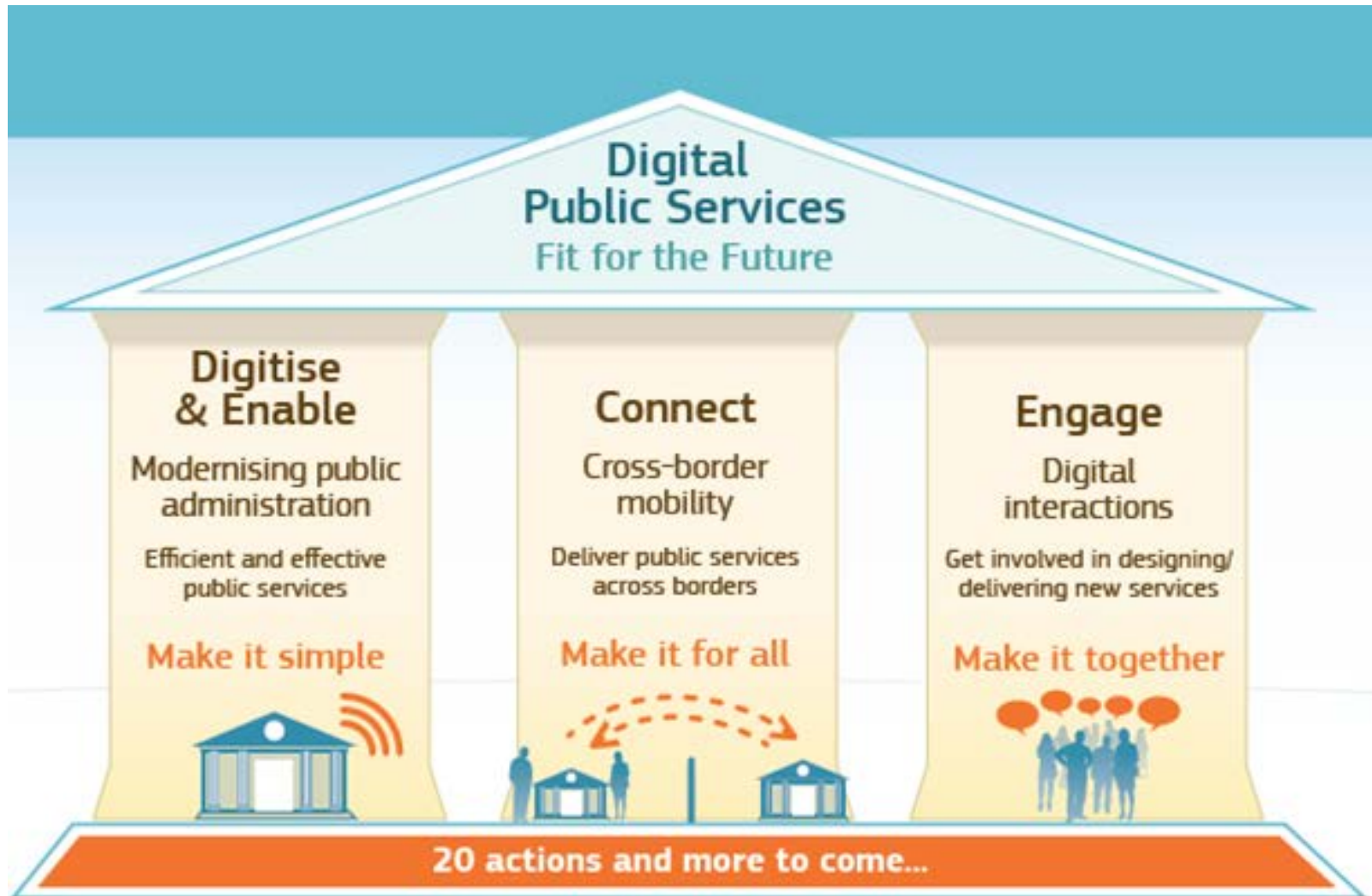


**Access**  
e-commerce  
parcel delivery  
geo-blocking  
copyright  
VAT

**Environment**  
telecoms and media  
online platforms  
security and personal data

**Economy & Society**  
data economy  
standards  
skills and e-government

Creating a #DigitalSingleMarket





**01** Digital by default

**02** Once-only principle

**03** Inclusiveness and accessibility

**04** Openness & transparency

**05** Cross-border by default

**06** Interoperability by default

**07** Trustworthiness & security

# The 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, so that no additional burden falls on citizens and businesses.

- Single Digital Gateway Regulation, Article 14
- TOOP: Greece and Sweden 1<sup>st</sup> active implementation





- Speeding up the implementation of the [eIDAS regulation](#), including the notification of electronic identity schemes
- Making digital public services secure and identifiable by using the **eIDAS** framework for qualified electronic trust services
- Introducing **once-only options** in digital public services by collaboration and data exchange, including with other countries
- **Re-use of the Digital Service Infrastructures** developed under the [Connecting Europe Facility](#)

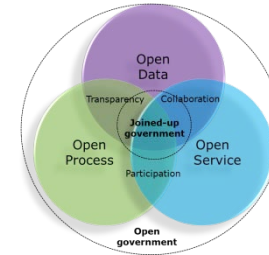
Digital by default

Once-only principle

Cross-border by default



## Openness & transparency



- increase the availability and quality of **open government data** and enable automatic access to databases (by APIs)
- make more use of **open source solutions** and **open standards**
- more and faster **experimentation with emerging ICT** within the public administration
- **modernise the design of public services, procurement and contracting arrangements**
- widen and deepen the use of **data and analytics**



## With these principles Member States commit to:

- enabling users to **digitally interact** with public administrations;
- making these services **easy to understand**;
- requesting citizens and businesses **only once** the same information, respecting data protection and privacy;
- **engaging citizens** in the creation of public services





- Almost 95 000 local and regional authorities in the EU
- Local and regional authorities are responsible for approx.70% of the EU's public investment and implement nearly 70% of EU legislation
- Cross-border, transnational and interregional cooperation

## Improving services and increasing uptake

**91%** city services have improved ✓  
as a result of digitalisation

**39%** of cities saw a  
substantial ↗ increase in uptake  
of specific services as a result of digitalisation

**68%** use the data gathered from the  
use of digitalised service to improve  
services or in decision making processes



# eGovernment at regional level

The **Single Market and freedom of movement** are EU rights. Citizens enjoy being able to move, work, study or use services in other EU countries. These rights are especially important for **border communities**.

**1 in 3** Europeans live in these regions – **150 million people**



**2 million** EU citizens are **frontier workers or students** – they travel to work or school across a border **daily or weekly**.

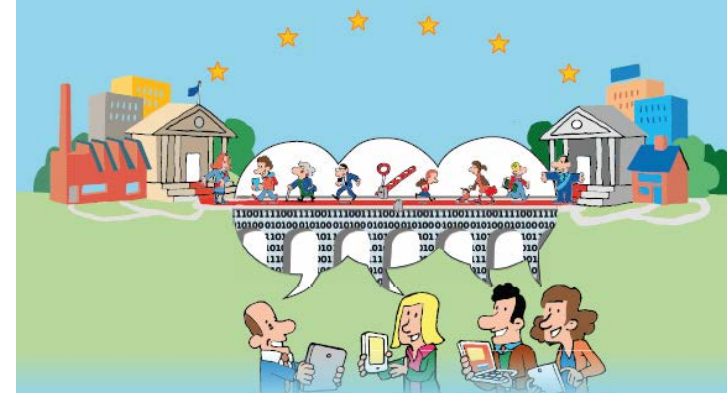
## Border regions Action Plan, including egov actions

Guidance for local and regional administrations on tools and funding



## eGovernment in local and regional administrations

Guidance, tools and funding for implementation

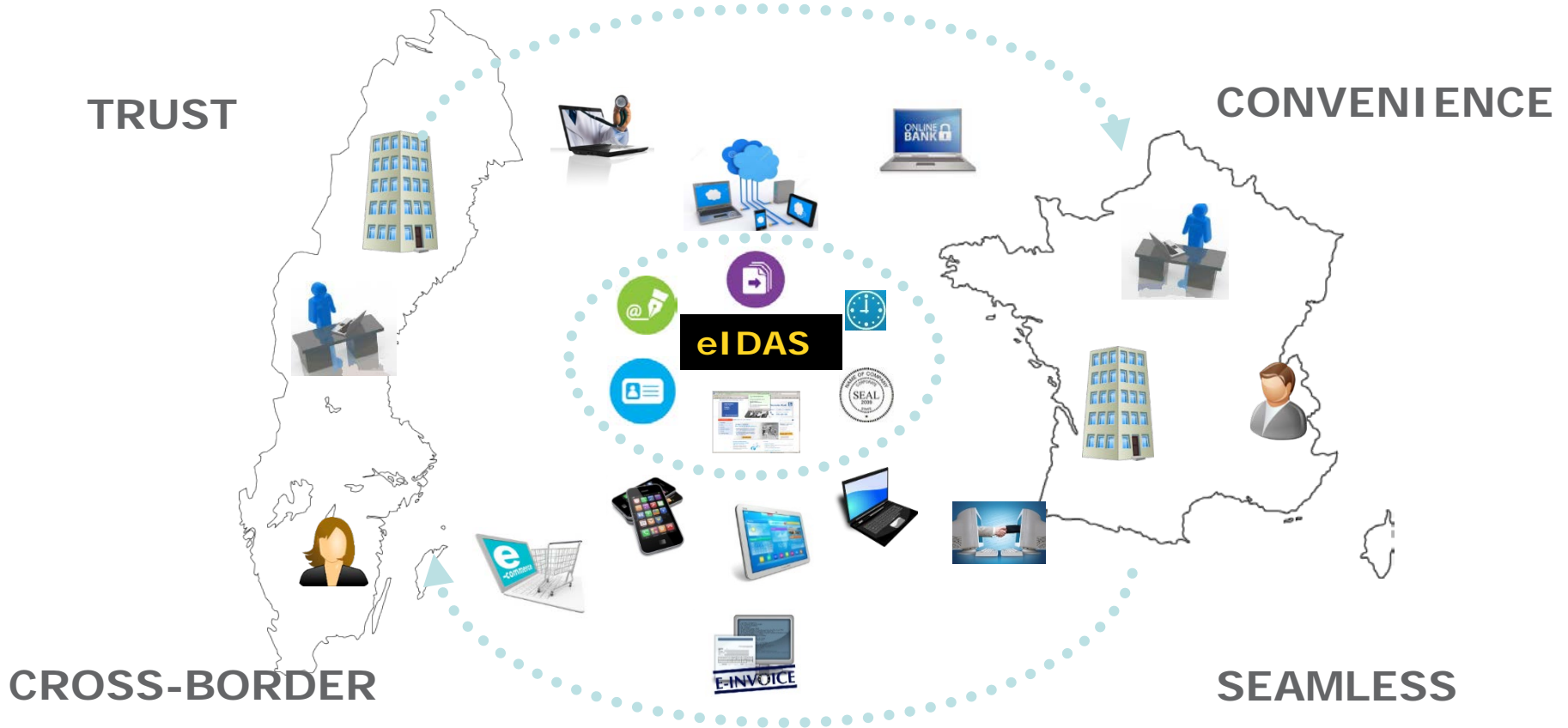


- *Building trust in the online environment is key to economic and social development*
- *Lack of trust, in particular because of a perceived lack of legal certainty, makes consumers, businesses and public authorities hesitate to carry out transactions electronically and to adopt new services*
- *Main obstacles to the virtuous cycle of the digital economy identified by the Digital Agenda for Europe*
  - **Fragmentation**
  - **Lack of interoperability**
  - **Rise in cybercrime**
- *eID and trust services provide a common foundation for secure electronic interaction*





# eIDAS: boosting trust & supporting businesses!





# eIDAS – The Regulation in a nutshell

## 2 MAIN CHAPTERS SUBJECT TO DIFFERENT RULES AND REQUIREMENTS

Chapter II

**Mutual recognition of e-identification means**

Chapter III

**Electronic trust services**



Chapter IV

**Electronic Documents**

**eID**

**17.09.2014**  
Entry into force of the eIDAS Regulation

**29.09.2015**  
Voluntary cross-border recognition

**29.09.2018**  
Mandatory cross-border recognition

**Trust Services**

eSignature Directive rules

**1.07.2016**  
Date of application of eIDAS rules for trust services





The cross border use of trusted eID gives Europeans a **new freedom**: to rely on the eID they already use at national level and to securely access digital services provided everywhere across the EU.

**Mariya Gabriel**

Commissioner for Digital  
Economy and Society

#eIDAS  
@eID\_EU



# eID schemes notified

**Andrus Ansip**   
@Ansip\_EU Suivre

From 29 September 2018 you have the right to use your national e-ID across borders in Europe #EIDAS for instance to access public services or to sign up easily and safely to private online services. #egovernment #egov #digitalrights #EUandMe



#DigitalSingleMarket | #EUandMe

Notified eID schemes		
	Country	Publication
	Germany	26 Sept 2017
	Italy	10 Sept 2018
	Spain	7 Nov 2018
	Luxembourg	7 Nov 2018
	Estonia	7 Nov 2018
	Croatia	7 Nov 2018
	Belgium	27 Dec 2018

- PT has notified
- UK - opinion on peer-review
- CZ, IT and NL - peer-review
- LV – has pre-notified

## Where eIDAS plays a role

### AMLD5 – Directive (EU) 2018/843

Published on OJEU on 19/06/2018

### Payment Service Directive 2 – Directive (EU) 2015/2366

Commission Delegated Regulation (EU) 2018/389 – Regulatory Technical Standards for Strong Customer Authentication

### Once-Only Principle cross-border

EU Regulation on Single Digital Gateway agreed on 24/05/2018

### Digital on-boarding and portability of KYC

EC Expert Group on eID and remote KYC (2nd meeting held on 10 July 2018) – jointly managed by CNECT, JUST and FISMA

### Company law

Proposal to amend the Directive (EU) 2017/1132 adopted by EC on 25/04/2018 as regards the use of digital tools and processes in company law

### Tackling online disinformation / Fighting fake news

COM(2018) 236 final adopted on 26/04/2018

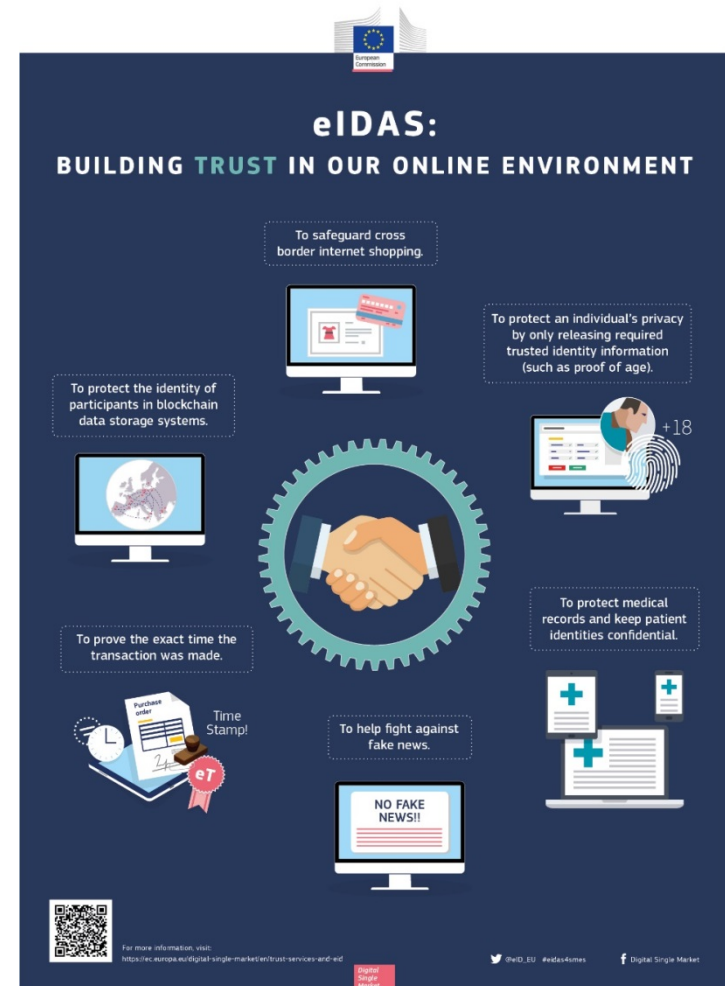
### GDPR compliance

Data minimisation; use of trusted attributes, credentials and entitlements (such as age verification, proof of residence, etc.)

### Audiovisual Media Service Directive

Protection of minors / Age verification and parental consent

...





# eIDAS – Trust services

*electronic signatures*

*electronic seals*

*time stamps*

*electronic registered delivery service*

*website authentication*



*eIDAS study on pilots for replication of multipliers: supporting the uptake of eIDAS services by SMEs, SMART 2016/0084*

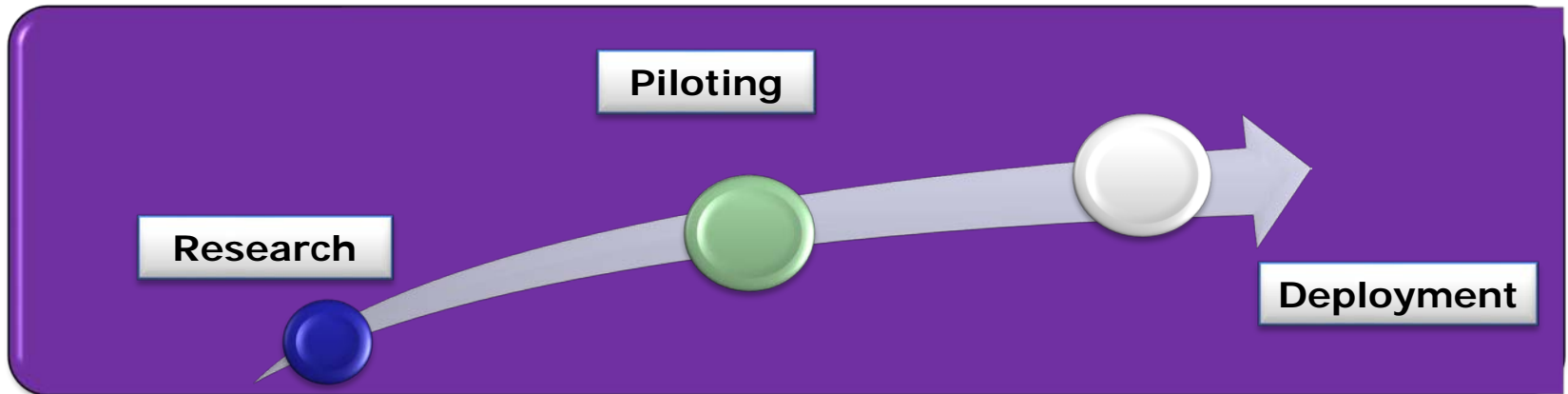
<https://ec.europa.eu/digital-single-market/en/eidas-smes>

<https://ec.europa.eu/digital-single-market/en/learn-about-eidas>





# EU funding



## H2020

Research and innovation activities on open government and ICT-enabled public sector innovation (SC6)

## CEF

Cross-border delivery of digital services to public administrations, businesses and citizens based on reusable basic services and solutions





Supported by the Connecting Europe Facility (CEF), the Call for Proposals (CEF-TC-2019-1) provides grant funding of up to €5 million to support the adoption of eID and eSignature in Europe.

<https://ec.europa.eu/inea/en/connecting-europe-facility/cef-telecom/apply-funding/2019-eid>



## For further information and feedback

Web page on eIDAS

<http://ec.europa.eu/digital-agenda/en/trust-services-and-eid>

eIDAS Observatory

<https://ec.europa.eu/futurium/en/eidas-observatory>

Text of eIDAS Regulation in all languages

<http://europa.eu/!lux73KG>

Connecting Europe Facility –  
Catalogue of Building Blocks

<https://ec.europa.eu/cefdigital>

eIDAS twitter account

[@eID\\_EU](https://twitter.com/eID_EU)



## *Digital in MFF 2021-2027*

**Objective:** *ensure that **Europe drives the digital transformation** of society and economy, bringing **benefits to all citizens and businesses***

## Digital Europe Programme

- Aiming at the digital transformation of Europe's society and economy
- One fully dedicated programme in the EU budget reflecting the ever-increasing relevance of digital
- Main pillars of Digital Europe (overall budget €9.2 billion):
  - High Performance Computing (€2.7 billion)
  - Artificial intelligence (€2.5 billion)
  - Cybersecurity and trust (€2 billion)
  - Digital Skills (€0,7 billion)
  - Digital Transformation and interoperability (€1.3 billion)



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### INVESTING IN THE FUTURE DIGITAL TRANSFORMATION 2021-2027

#### WHY IS THIS A PRIORITY?

Digital transformation holds the key to unlocking future growth in Europe. Through new funding projects, the next long-term EU budget – the European Multiannual Financial Framework – will help to bridge the EU's digital investment gap for the 2021-2027 period.

#### WHAT'S NEW FOR 2021-2027?

The Digital Single Market strategy has put in place a robust framework, which must now be matched by an **equally robust investment programme** to make the most of many new opportunities digital transformation offers:

- Investments in digital will be much higher than before
- Focus on areas of public interest
- Reinforce several ongoing cooperation projects with the Member States

The Commission has created a **new Digital Europe programme** with an overall budget of **€9.2 billion** to shape and support the digital transformation of Europe's societies and economies. The programme will boost frontline investments in supercomputing, artificial intelligence, cybersecurity and advanced digital skills.

#### FIVE FOCUS AREAS UNDER DIGITAL EUROPE PROGRAMME:

- Supercomputing
- Artificial Intelligence
- Cybersecurity and Trust
- Advanced Digital Skills
- Ensuring the wide use of digital technologies across the economy and society

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# Good practice cases

- Joinup (collaborative platform that helps eGovernment professionals share their experience): <https://joinup.ec.europa.eu/>



- Observatory of Public Sector Innovation (OECD): <https://www.oecd.org/governance/observatory-public-sector-innovation/home/>

- Quality of Public Administration - A Toolbox for Practitioners <http://ec.europa.eu/esf/main.jsp?catId=3&langId=en&pubType=434>



- ICT for innovative government and public services <https://ec.europa.eu/digital-single-market/en/towards-cloud-public-services>

- ICT-enabled open government <https://ec.europa.eu/digital-single-market/en/h2020-societal-challenge6>

- Open government use cases <http://opengov.semic.eu:3000/>

# Thank you!



## eGovernment & Digital Public Services

<https://ec.europa.eu/digital-single-market/en/public-services-egovernment>

## eGovernment Action Plan 2016-2020

<https://ec.europa.eu/digital-single-market/en/news/communication-eu-egovernment-action-plan-2016-2020-accelerating-digital-transformation>



## Tallinn Ministerial Declaration on eGovernment

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



## Stakeholder engagement platform

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



## Contact:

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[Konstantinos.Kapsouropoulos@ec.europa.eu](mailto:Konstantinos.Kapsouropoulos@ec.europa.eu)



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