

Digital government: Co-creating innovative public services for citizens and businesses

From our individual wellbeing to our security, efficient and transparent public services have a direct impact on the quality of our lives. When used to their full potential, digital tools to support the modernisation of public administrations could further facilitate administrative processes, improve the quality of services through flexible and personalised interactions and increase public sector efficiency. This CORDIS Results Pack showcases 10 EU-funded projects that have pioneered innovative solutions and processes to fully launch Europe's public services into the digital realm.



magic pictures, Shutterstock - Digital Government

Turning a vision and an 'action plan' into action

Delivering **innovative eGovernment solutions** and applying principles such as '**digital-by-default**', '**usercentricity**' – in particular '**citizen engagement**' – and '**once-only**' are some of the goals of the projects supported by the EU. By **funding** research that furthers these principles, whether it is putting in place **technical solutions** or **encouraging citizen participation**, the **EU is bringing down the barriers** that currently prevent us from exploiting digital technologies to their

full.

Smart urbanisation and the sensors involved, the devices in our pockets, connectivity and cloud services are all powering **open, innovative governance** that enables people to access the services when they need them and how they need them. But the **notion of the public as 'clients'** is also shifting.

By **harnessing digital tools** to their full capacity, the **public can become a true partner** and, in cooperation with public administrations, can **co-create the services** that suit them.

In this context, **European public administrations are interesting showcases** for experimenting with new technologies, taking into account privacy, security and ethical concerns. This pack outlines some of the **research and innovation actions** helping **public administrations across Europe to maximise the full potential of Digital Government**.

Full Cordis Results pack (.pdf)

<https://cordis.europa.eu/article/id/405547-cordis-results-pack-on-digital-gover...>

DG CNECT H4 : eGovernment & Trust

Related topics

Creating a digital society

Open Government

Open Government H2020

eGovernment

Source URL:

<https://digital-strategy.ec.europa.eu/library/digital-government-co-creating-innovative-public-services-citizens-and-businesses>