Digital public services and environments

The Commission is using digital technologies to improve public services and develop smart cities.

Smart public services, also known as digital public services or eGovernment, refer to the use of technology to provide services to citizens at local, regional and national levels. They bring many opportunities to both citizens and businesses: students can apply to study abroad, citizens can open bank accounts online, and workers can file taxes with the click of a button.

The EU is working to help public administrations across Europe to make the change to digital so all citizens can enjoy the benefits of smart public services during the Digital Decade. It is focusing on reducing barriers to public services and ensuring they are accessible across borders.

Actions already taken by the Commission include:

- ensuring European platforms can work together and interact with one another;
- funding large-scale e-participation projects;
- encouraging public services, businesses and citizens to share solutions through the JoinUp platform;
- standardising electronic health records.

One key aspect of digital public services is ensuring we have a secure digital identity. Having a digital identity allows us to prove who we are – or what business we own – to online services.

The EU is also supporting the development of smart cities across Europe.

Just like smart public services, smart cities use technology to become more efficient. They do this by using sensors to collect data, and using this data to improve how the city works. For example, smart energy meters help us to see if a building is being heated efficiently. Meanwhile, data collected on
transport can help us improve road capacity and reduce the impact on the environment.

Smart cities also create direct benefits for citizens, such as safer public spaces and support for an ageing population.

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Commission welcomes political agreement on the Digital Decade policy programme driving a successful digital transformation in Europe

The programme sets up a monitoring and cooperation mechanism to achieve the common objectives and targets for Europe's digital transformation set out in the 2030 Digital Compass.

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Executive Vice-President Vestager and Vice-President Schinas at the International Cybersecurity Forum in Lille

Margrethe Vestager, Executive Vice-President for a Europe Fit for the Digital Age, and Margaritis Schinas, Vice-President responsible for the Security Union are participating in the International Cybersecurity Forum that is taking place in Lille, France until tomorrow 9 June.

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Open data directive: Commission calls on Romania and Slovenia to comply with EU rules open data and public sector data reuse

The European Commission has sent reasoned opinions to Romania and Slovenia asking to communicate information about how EU rules on open data and the reuse of public sector data (Directive EU 2019/1024, referred to as the Open Data directive) are transposed in national law.

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