

## Digital public services and environments

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



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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.

Follow the latest progress and learn more about getting involved.

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Follow the Commission's work on digital public services @eGov\_EU

## Latest

PRESS RELEASE | 15 September 2021

State of the Union: Commission proposes a Path to the Digital Decade to deliver the EU's digital transformation by 2030

The Commission has proposed this week a Path to the Digital Decade, a concrete plan to achieve the digital transformation of our society and economy

by 2030. The proposed Path to the Digital Decade will translate the EU's digital ambitions for 2030 into a concrete delivery mechanism. It will set up a governance framework based on an annual cooperation mechanism with Member States to reach the 2030 Digital Decade targets at Union level in the areas of digital skills, digital infrastructures, digitalisation of businesses and public services. It also aims to identify and implement large-scale

PRESS RELEASE | 06 September 2021

Commission publishes study on the impact of Open Source on the European economy

The Commission has published the results of a study analysing the economic impact of Open Source Software and Hardware on the European economy.

PRESS RELEASE | 16 July 2021

New rules on Open data and reuse of public sector information start to apply

Tomorrow, 17 July 2021, will mark the deadline for Member States to transpose the revised Directive on open data and reuse of public sector information into national law. The updated rules will stimulate the development of innovative solutions such as mobility apps, increase transparency by opening the access to publicly funded research data, and support new technologies, including artificial intelligence.

DIGIBYTE | 22 June 2021

New report looks at AI national strategies progress and future steps

This week the European Commission published a new report that takes stock of national strategies on Artificial Intelligence and provides suggestions for future developments.

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## Trust Services

The EU has introduced rules to strengthen trust services and ensure our online activity is secure across the EU.

## eGovernment and digital public services

The European Commission is taking concrete actions to develop cross-border digital public services.

## eHealth

The European Commission is working to provide citizens with access to safe and top quality digital services in health and care.

## European Open Science Cloud

The European Open Science Cloud aims to build infrastructures to provide seamless access to FAIR data and interoperable services for the scientific community.

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