

## eGovernment and digital public services

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



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Effective digital public services, or eGovernment, can provide a wide variety of benefits. These include more efficiency and savings for governments and businesses, increased transparency, and greater participation of citizens in political life.

ICT is already widely used by government bodies, but eGovernment involves more than just the tools: it involves rethinking organisations and processes, and changing behaviour so that public services are delivered more efficiently to people. Implemented well, eGovernment enables citizens, enterprises and organisations to carry out their interactions with government more easily, more quickly and at lower cost.

The potential cost savings are massive. In Denmark, electronic invoicing saves taxpayers €150 million a year and businesses €50 million a year. If introduced across the EU, annual savings could exceed €50 billion. Meanwhile, in Italy e-procurement systems cut over €3 billion in costs.

Cross-border digital public services allow people to move freely in the EU. Whether moving for work or family, you can easily deal with public services outside your home country.

As part of its strategy, the European Commission is taking concrete actions for the development of cross-border digital public services. These include, but are not limited to, the creation of European interoperable platforms such as a common framework for citizens' electronic identity management,

and the fostering of innovation through funding of large-scale pilots.

Guidelines are available on how to make better use of open standards for ICT systems of public authorities in order to avoid dependencies on certain suppliers of ICT systems (lock in).

Electronic identification in the EU

Follow the latest progress and learn more about getting involved.



Follow the Commission's work on eGovernment @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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## See Also

Procurement of ICT innovation

The European Commission supports innovation procurement as a tool to deliver solutions to economic and societal challenges.

Smart Cities and Communities

Smart cities and communities are helping to tackle urban challenges, foster local economies, and meet targets set in the European Green Deal.

Trust Services

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

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.

## Other

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