



CEPA - Objectives

- Competence network and platform
- Focus on international good practice in public sector modernisation and cross border cooperation
- Contribution to the 'skills agenda' in the public sector
- Executive MPA (Europeanisation, ICT, change management)

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The Challenge at EU Level

- The transformation process in public administrations across Europe challenges traditional patterns of government
- Increased integration and need for cross-border cooperation
- EU level lacks clear (legal) basis for action
- Diversity

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eGovernment at EU Level

ERA: European Research Area

Lisbon Strategy

economic, social,
environmental renewal

i2010

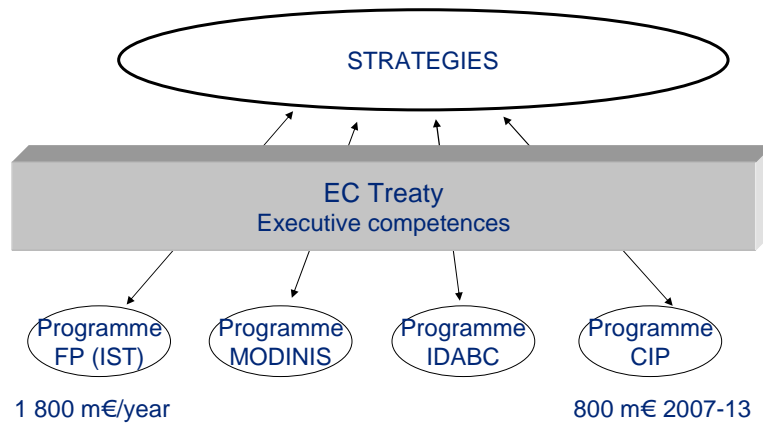
Other policies

eGovernment Action Plan

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Strategies and programmes



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i2010 Objectives - eGovernment

Inclusion, better public services and quality of life:

- Inclusion: full participation
- Public services: better, more cost-effective and more accessible (economic and social impact!)
- Quality of life: improving health of citizens through new ICT enabled medical and welfare services

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i2010 eGovernment Action Plan - Objectives

1. No citizen left behind
2. Making efficiency and effectiveness a reality
3. Implementing high-impact key services (public procurement)
4. Putting key enablers in place
5. Strengthening participation and democratic decision-making

Source: COM (2006) 173 final, 25.04.2006 Accelerate eGovernment in Europe for the Benefit of All

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Actions

- Integration in national plans (eCommission)
- Benchmarking (EE!)
- Measurement (eGEP, national frameworks)
- Sharing of resources, good practice and experience (GPF)
- Increased cross-border cooperation (SD)
- Monitor progress: European eGovernment Conference and Awards 20-21 September 2007

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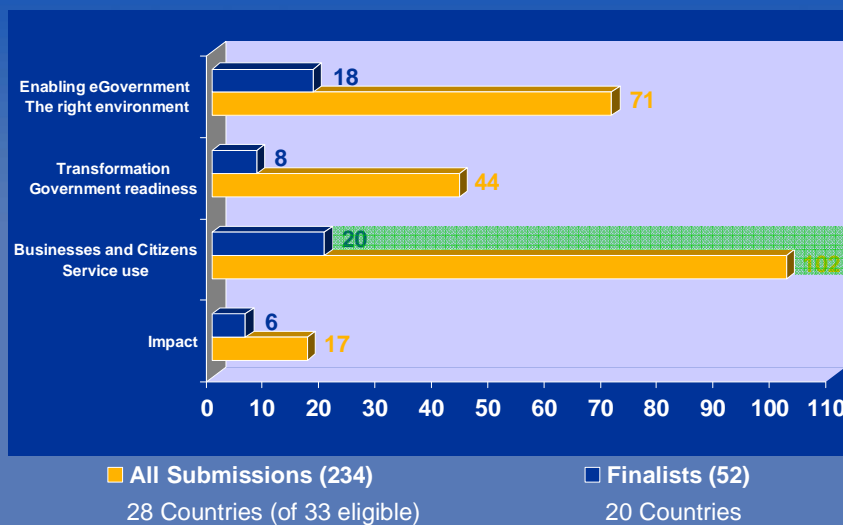
Web Based Survey (6th Measurement) June 2006: How is Europe Progressing?

- 20 Services (12 citizens, 8 businesses)
- Online Sophistication EU: 75%
 - Estonia: 90 (3), Austria 95 and Malta 92, Sweden 90
- Online availability EU: >50%
 - Estonia: 79 (2), Austria 86, Malta 75, Sweden 74

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eGovernment Awards 2005



Main Trends 2005 vs. 2003

eServices

- Citizens: 50.3 % [58.2%]
- Businesses: 21.6 % [19.3%]
- Administrations: 14.9%

User focus

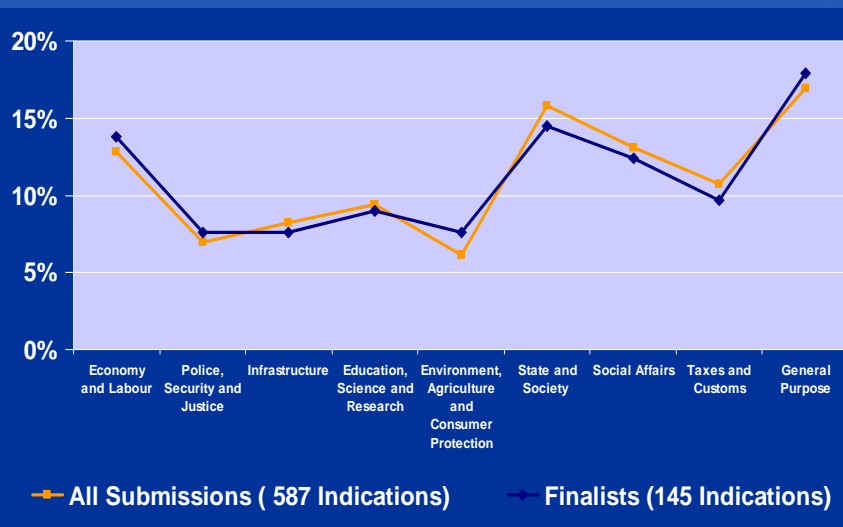
- Administrations: 26.7%
- Intermediaries + Civil Society: 24.9%

Organisations:

- Regional + Local Administrations: 35.3% [39.4%]
- Pan-European: < 3% [4.2%]

Basis: total indications in submissions 2005 (2003)

Main Trends: Policy Issues



eGEP Measurement Framework



- A preliminary impact assessment of 15 cases was conducted using the framework in the EU funded Modinis Study on the economics of eGovernment (eGEP) developed by RSO and Luiss Management
- The Framework includes about 70 indicators of impact
- Results in EIPA research report

Measuring eGovernment Impact

Policy issues	Efficiency Index	Effectiveness Index	Governance Index
Economy and labour			
Police, security and justice			
Infrastructure			
Education, science and research			
Environment, agriculture and consumer protection			
State and society			
Social affairs			
Taxes and customs			
General purpose			

Impact scale

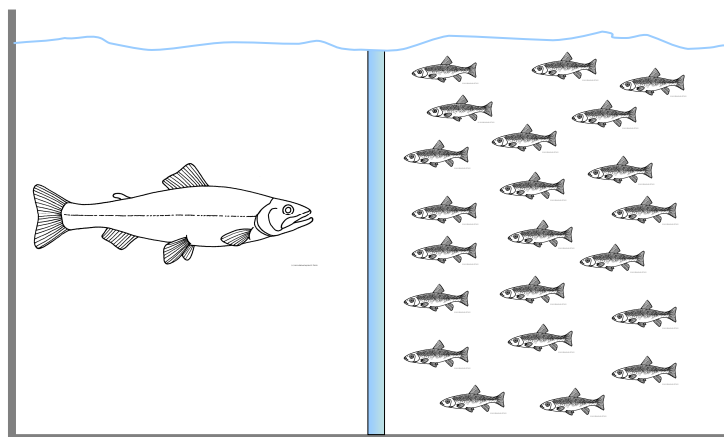
- very high
- high
- medium
- low
- very low

Key Success Factors

- Strategic integration, right legal framework, interoperability
- Common objectives, new ways of working, ICT as enabler
- Start from user needs, communicate, skills and support

Basis: 52 Finalists

Modernisation - A Learning Process



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