



# eGovernment in Europe: The State of Affairs

3<sup>rd</sup> Monitoring Committee  
of the Operational Program for the Information Society  
Athens, 8-9 December 2003

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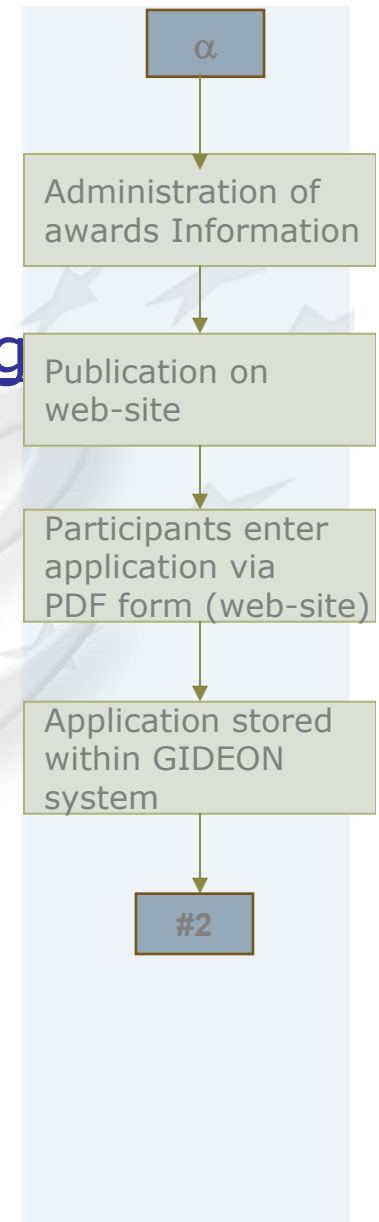
## Background

- eEurope 2005
- eEurope Awards Project Management Secretariat at the European Institute of Public Administration (EIPA), Maastricht, The Netherlands
- IST accompanying measure
- 4 Awards 2003-2005
  - eHealth, Brussels, May 2003
  - eGovernment, Como, July 2003
- eHealth 2004: Call open until 21 January 2004
- State of affairs reports



# Process

- Submission via [www.e-europeawards.org](http://www.e-europeawards.org)
- Fair, independent process
- Evaluation Criteria
  - Use of ICT
  - Innovativeness
  - Managing eGovernment implementation
  - Real practical results and impact
  - Functionality
  - Visibility
  - Valuable learning points and transferability





# eEurope Awards for eGovernment - 2003

## Results (1)

### Submissions

(**29** Countries)

- **Theme 1 (<20%)**

Role of eGovernment for European competitiveness

**357**

- **Theme 2 (>50%)**

A better life for European citizens

**71**

**185**

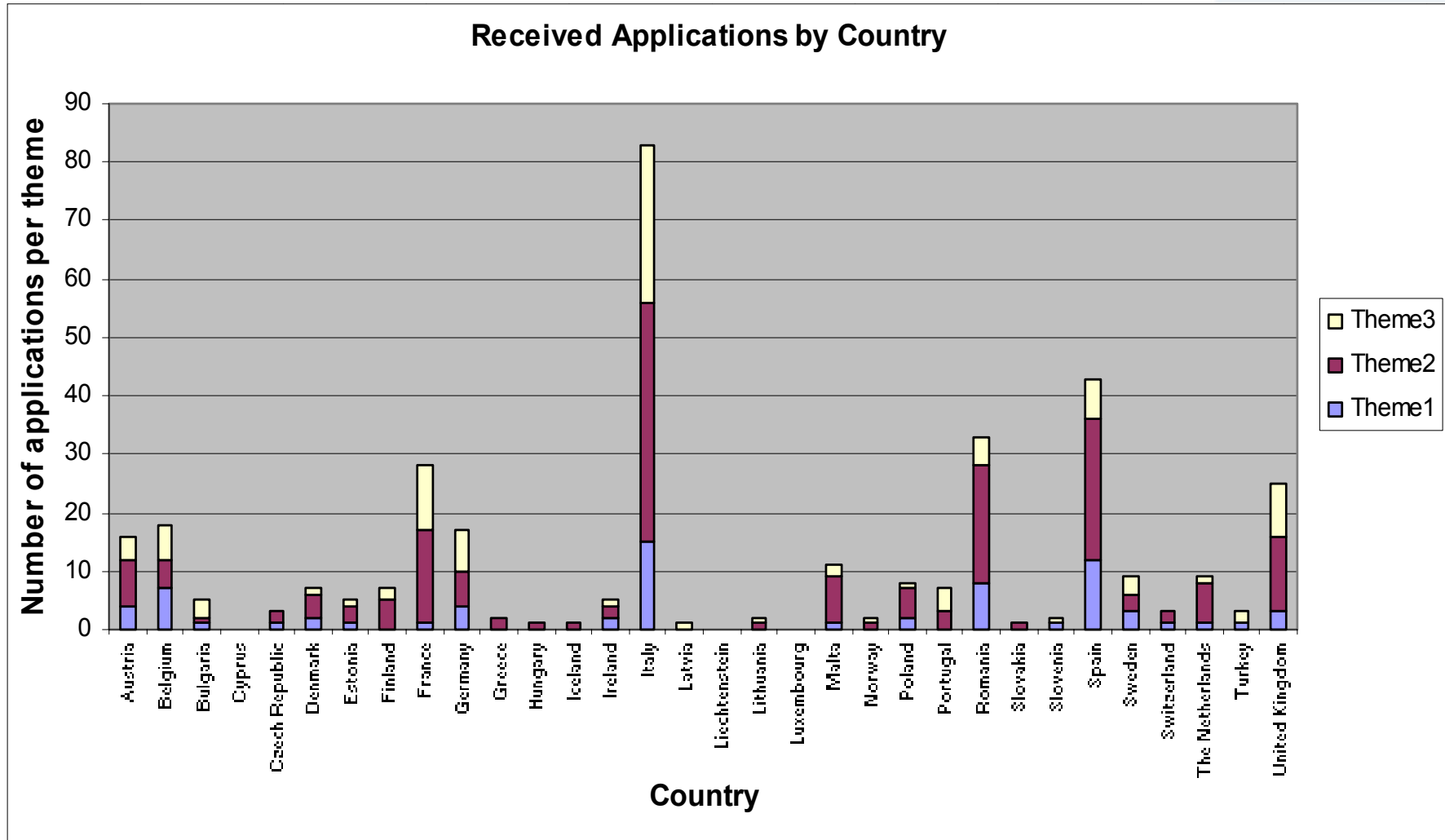
- **Theme 3 (<30%)**

European, central and local government eCooperation

**101**



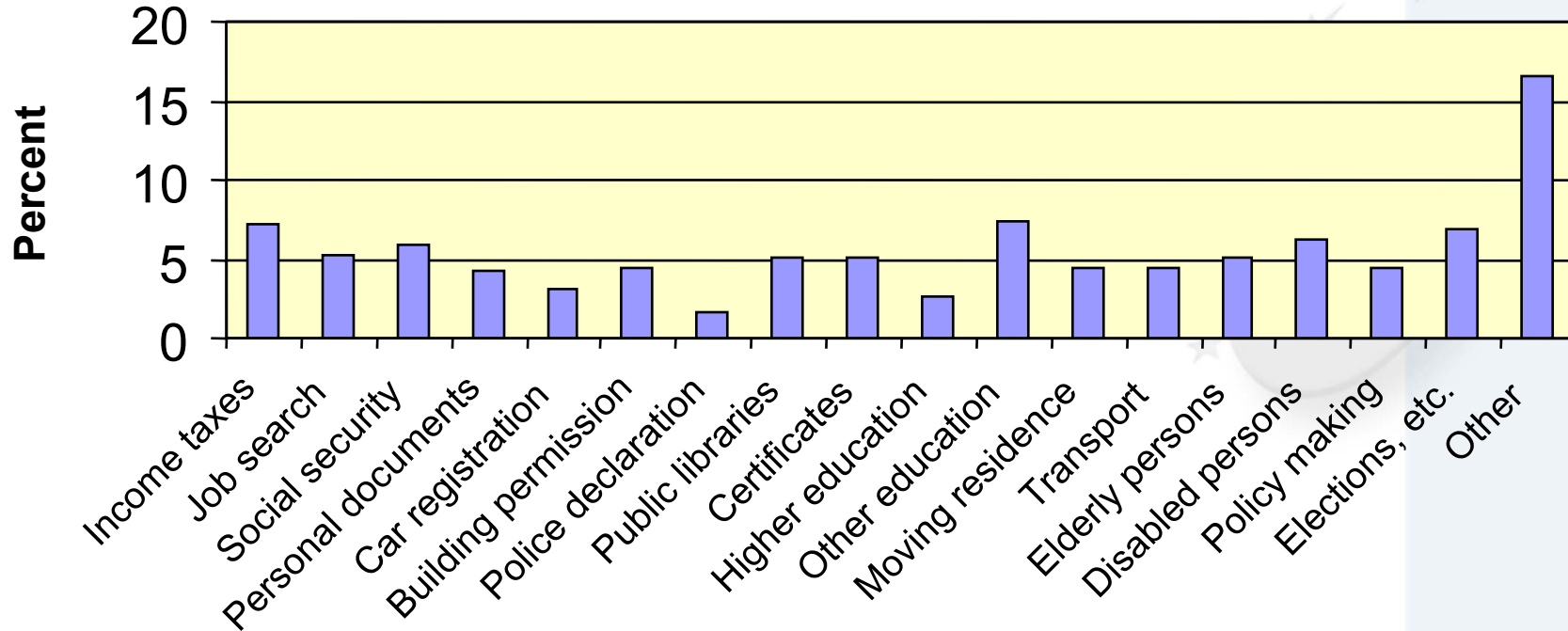
# Results (1a)





# Results (2a) Public eServices for citizens

as a % of all indicated under this heading in the submission form

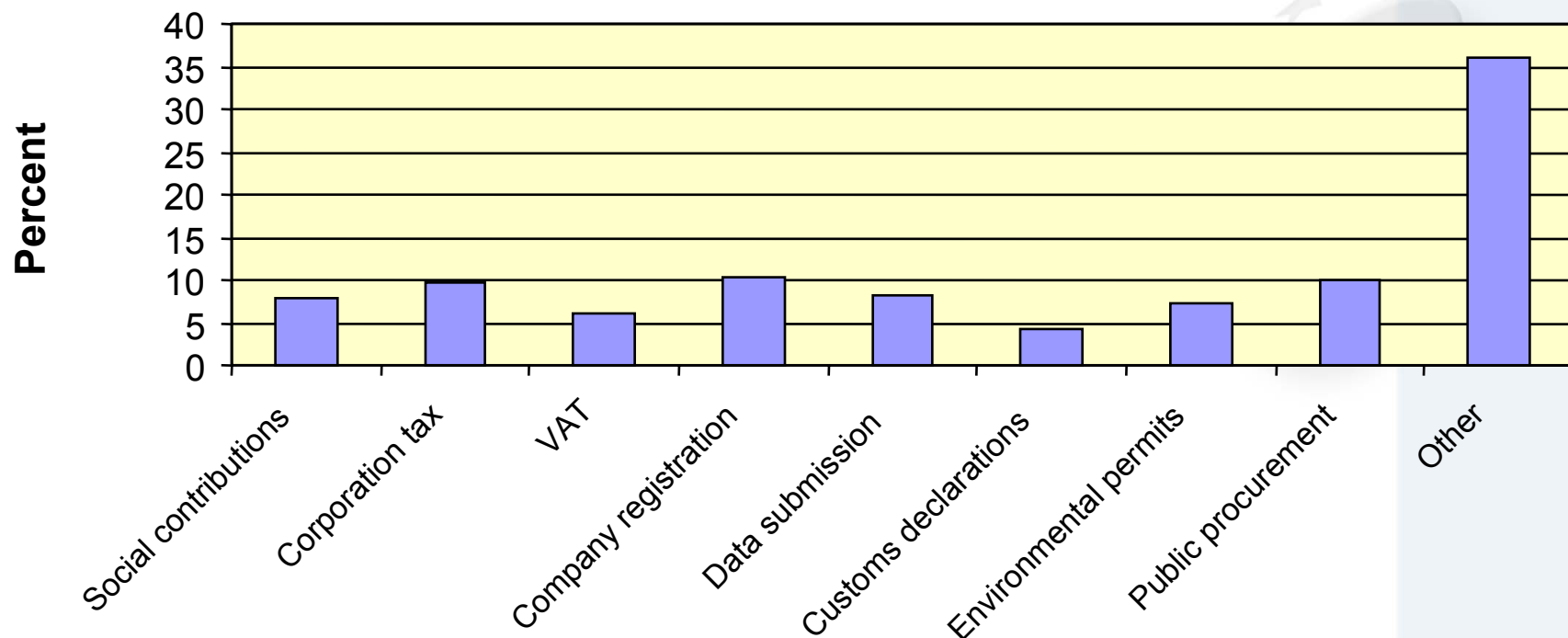


1.education 7.38%, 2.income tax 7.16%,  
3.eDemocracy 6.82%

## Results (2b)

# Public eServices for businesses

as a % of all indicated under this heading in the submission form

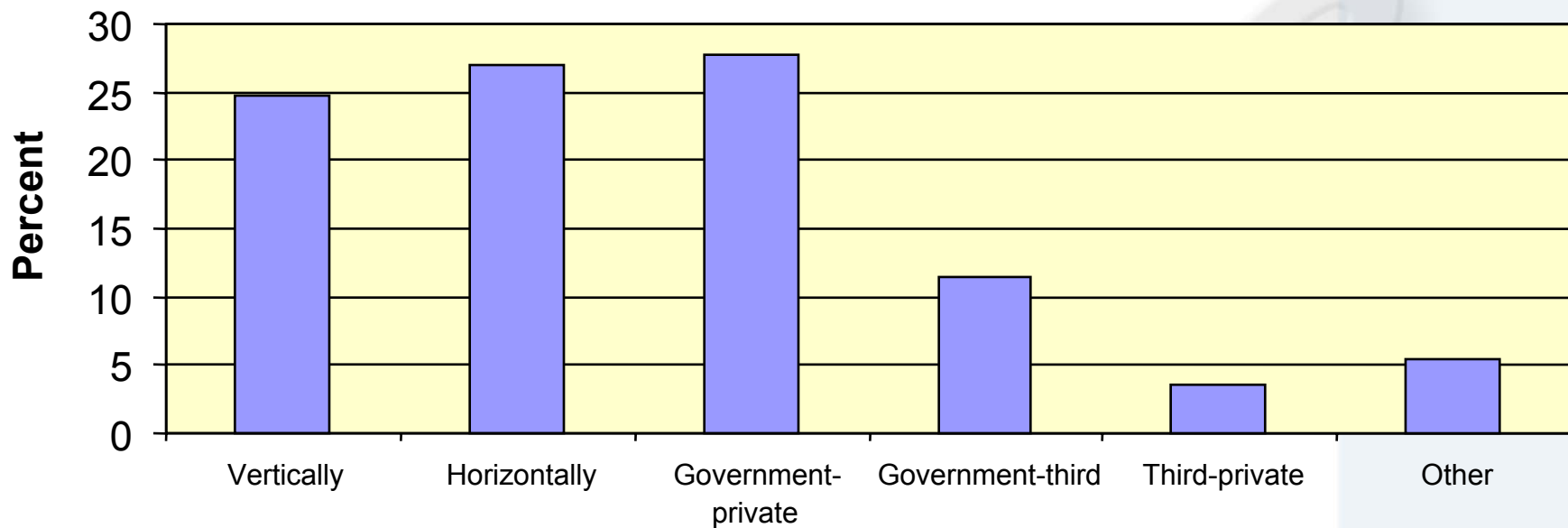


1.registration of companies 10.34%, 2.public procurement 10.08%, 3.corporation tax 9.56%

## Results (2c)

# Integration, cooperation and partnership

as a % of all indicated under this heading in the submission form



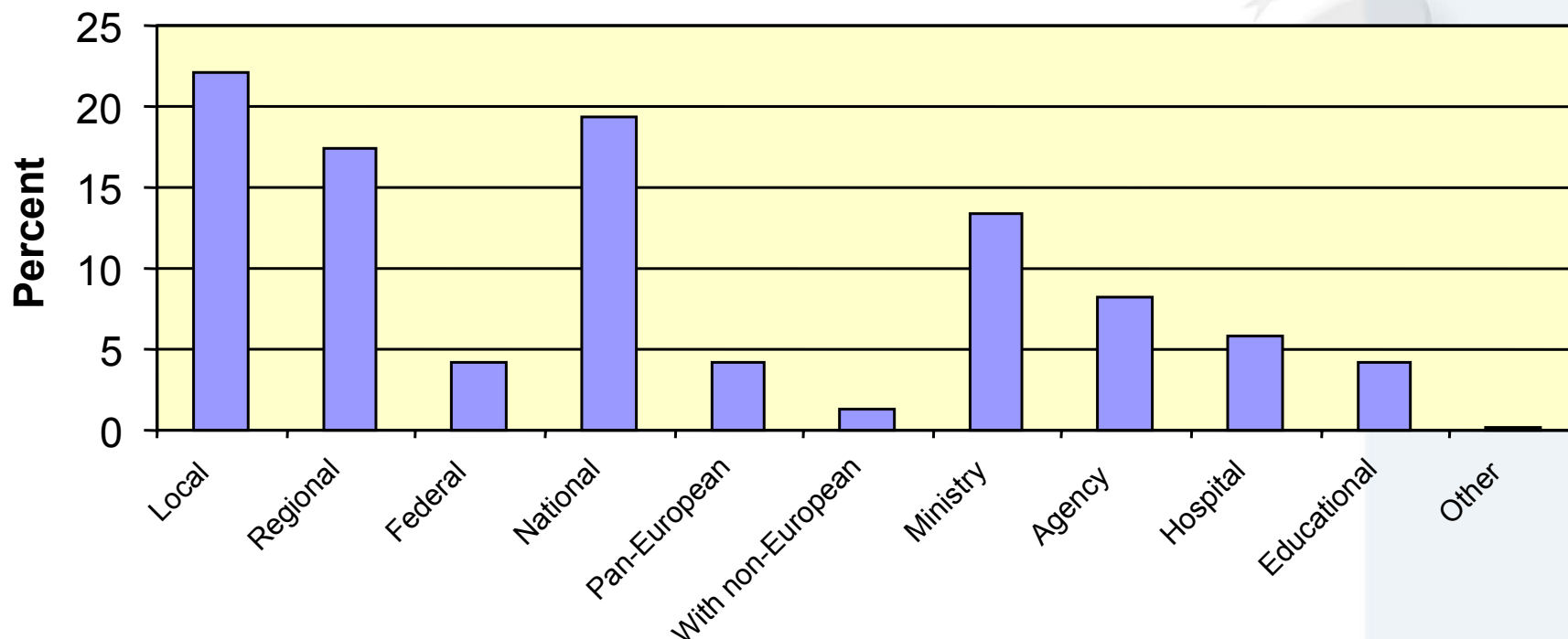
Types of integration, cooperation and partnerships

1.government-private 27.68%, 2.horizontal 27.02%, 3.vertical 24.67%

## Results (2d)

# Levels of government organisations

as a % of all indicated under this heading in the submission form



1.local 22.04%, 2.national 19.31%,  
3.regional 17.39%



## Results (3)

### Winners 2003 eGovernment Awards

- **Bremen On-line Services**  
Senator for Finances - Department for New Media and eGovernment, Germany (Theme 1).
- **HELP - Virtual Guide to Austrian Authorities and Institutions**, Federal Chancellery, Austria (Theme 2).
- **Tax Information between Public Administrations**, Agencia Tributaria, Departamento de Informática Tributaria, Spain (Theme 3).



## Results (3b)

### Honourable Mentions

- **AMS - Swedish National Labour Market Board**  
Swedish National Labour Market Board (S)
- **Special Citizens Web Portal**  
Department of State Information Systems (EST)
- **Three Islands Partnership 3IP**  
Argyll and Bute Council (UK)
- **Auto e-Counter**  
Automobile Club d'Italia (I)
- **REACH - Messaging Infrastructure for Intragovernmental Cooperation (intranet)**  
Reach Agency (IRL)



# Trends (1)

- Projects reveal vast differences in government competencies, population trends and cultures across Europe; differentiated and often highly individual solutions
- *Modernisation* and *Good Governance* key: r-(e)-volution in basic government structures cutting through red tape and bureaucracy
- Pan-European transformation from state-centred to market responsive and open society
- People-centred, responsive, flexible structures
- Increasing collaboration private sector/government and among administrations



## Trends (2)

- Key issues:
  - increased efficiency and productivity, back-office reorganisation
  - access, usability, needs of vulnerable groups, skills
  - interoperability and open standards
  - diversity of approach, and excellent examples of change management
- Growing interest in cross-border and pan-European co-operation and service provision (11,76 % multilingual services, trend towards mobility)



# Critical factors for success

(cf. EIPA study)

- Adequate use of IST, involving vendors and users
- Sufficient funding, possibly PPP
- Strategic frameworks based on cost/benefit analyses and demand
- A well suited legal and regulatory framework
- Adequate change management schemes anticipating psychological resistance and factual obstacles



# Conclusions

- Europeans take the concept of modernisation and moving forward very seriously
- Political leadership essential
- European Commission programmes valuable forum for sharing experiences
- A solid and sustainable platform for the exchange of good practices is required to contribute to the successful implementation of eGovernment and the wider programme of eEurope



eEurope Awards



# For further information

**eEurope Awards for eHealth - 2004**  
**Call open NOW!!!**



**[www.e-europeawards.org](http://www.e-europeawards.org)**