

Summary of the Alliance

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ALLIANCE WITH USERS
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User Perspective on Alliance

- Users are interested to actively participate in reduction of administrative burden process
- **TO DO: Provide eGovernment tools which reduce burdens and the tools which facilitate and support involvement of business and citizens in reduction of administrative burden processes EU wide**
- New technologies have changed the way the online communication works and have set new expectations in terms of participation
- **TO DO: ensure that governments are not left behind in the new age of Web 2.0 – exploit potential of new ICT tools**
- ICT industry is willing to be a key enabler for Services Directive implementation
- **TO DO: strong political leadership is required to implement requirements of Services Directive**



National Perspective on Alliance

- **BE - Kafka:** Regulatory simplification + electronic unique data collection + 3.methods to evaluate administrative burden
- **NL - Gert:** Improve services to ease citizen's life by reducing burden and increasing citizen satisfaction
- **UK - Think about IT:** the use of ICT tools to integrate socially disadvantaged groups
- **SI - One Stop Shop:** interchange of data with registers as a basis for implementation of fully on-line company start-up service



EU Perspective on Alliance

- **Inclusive eGovernment:**
 - by the end 2008 a list of flagship services ready
 - monitoring of policies and deployment
- **Interoperability:**
 - EIF- Exchange of data between administrations based on a common vision and guideline
 - needed for pan-EU services
- **CIP ICT PSP pilots:** STORK and PEPPOL
- **Reduction of Administrative Burden:**
 - Reduce administrative costs (in terms of cost per activity and no. of activities)
 - eGovernment contribution: Data sharing + ICT solutions and services



Future of Alliance

- **Lisbon ministerial declaration:** political commitment
- **eGov measurements:** Good position of EU, however user gap indicated; needed investment in trust and user satisfaction
- **eGov funding perspective:**
 - **2008:**
 - Services Directive (Pilot A)
 - Administrative Burden Reduction (Pilot B)
 - Inclusive eGovernment (Thematic Network)
 - eParticipation (preparatory action)
 - **2009:** early thoughts
 - **2015:** policy foci
 - **2020:** research foci
- **Dissemination:** CeGD - regional cooperation and promotion of eGovernance programmes

