Trust in a Digital Society
From eGovernment to digital, open government

• Capturing the value of digital technologies for more **open, participatory and innovative governments**

• Using technology to improve **government accountability, social inclusiveness and partnerships**

• Creating a **data-driven culture** in the public sector

• Ensuring **coherent use of digital technologies** across policy areas and levels of government

• Assessing existing assets to guide **procurement of digital technologies**

• **Reviewing legal and regulatory frameworks** to allow digital opportunities to be seized

Source: OECD Recommendation on digital government strategies, 2014
# Digital Public Services in Greece

<table>
<thead>
<tr>
<th>5 Digital Public Services</th>
<th>Greece</th>
<th>Cluster</th>
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<tr>
<td>Value</td>
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<tr>
<td>5a1 eGovernment Users$^9$</td>
<td>38%</td>
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<td>% internet users needing to submit forms</td>
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<tr>
<td>Score (0 to 100)</td>
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<td>Score (0 to 100) - including domestic and cross-border</td>
<td>2017</td>
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<tr>
<td>5a5 Open Data</td>
<td>72%</td>
<td>16</td>
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<td>2017</td>
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<td>% individuals</td>
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# eGovernment State of Play 2018

### Greece

#### eGovernment Performance Across Policy Priorities

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Digital Public Services
Fit for the Future

Digitise & Enable
Modernising public administration
Efficient and effective public services
Make it simple

Connect
Cross-border mobility
Deliver public services across borders
Make it for all

Engage
Digital interactions
Get involved in designing/delivering new services
Make it together

20 actions and more to come...

*COM(2016) 179 final + DSM Midterm Review

https://ec.europa.eu/futurium/en/egovernment4eu
Underlying principles

01 Digital by default

02 Once-only principle

03 Inclusiveness and accessibility

04 Openness & transparency

05 Cross-border by default

06 Interoperability by default

07 Trustworthiness & security
The Once-Only Principle

Public administrations should ensure that citizens and businesses supply the same information only once to a public administration. Public administration offices take action if permitted to internally re-use this data, in due respect of data protection rules, so that no additional burden falls on citizens and businesses.

- Single Digital Gateway Regulation, Article 14
- TOOP: Greece and Sweden 1st active implementation
• Speeding up the implementation of the eIDAS regulation, including the notification of electronic identity schemes

• Making digital public services secure and identifiable by using the eIDAS framework for qualified electronic trust services

• Introducing once-only options in digital public services by collaboration and data exchange, including with other countries

• Re-use of the Digital Service Infrastructures developed under the Connecting Europe Facility
• increase the availability and quality of open government data and enable automatic access to databases (by APIs)

• make more use of open source solutions and open standards

• more and faster experimentation with emerging ICT within the public administration

• modernise the design of public services, procurement and contracting arrangements

• widen and deepen the use of data and analytics
With these principles Member States commit to:

- enabling users to **digitally interact** with public administrations;
- making these services **easy to understand**;
- requesting citizens and businesses **only once** the same information, respecting data protection and privacy;
- **engaging citizens** in the creation of public services
• Almost 95,000 local and regional authorities in the EU

• Local and regional authorities are responsible for approx. 70% of the EU’s public investment and implement nearly 70% of EU legislation

• Cross-border, transnational and interregional cooperation

Source: OECD and ESPON
The **Single Market and freedom of movement** are EU rights. Citizens enjoy being able to move, work, study or use services in other EU countries. These rights are especially important for **border communities**.

1 in 3 Europeans live in these regions – 150 million people

2 million EU citizens are **frontier workers or students** – they travel to work or school across a border **daily or weekly**.

**Guidance for local and regional administrations on tools and funding**

**Border regions Action Plan, including egov actions**
• **Building trust in the online environment is key to economic and social development**
• **Lack of trust, in particular because of a perceived lack of legal certainty, makes consumers, businesses and public authorities hesitate to carry out transactions electronically and to adopt new services**
• **Main obstacles to the virtuous cycle of the digital economy identified by the Digital Agenda for Europe**
  • **Fragmentation**
  • **Lack of interoperability**
  • **Rise in cybercrime**
• **eID and trust services provide a common foundation for secure electronic interaction**
eIDAS: boosting trust & supporting businesses!

TRUST

CONVENIENCE

CROSS-BORDER

SEAMLESS
eIDAS – The Regulation in a nutshell

2 MAIN CHAPTERS SUBJECT TO DIFFERENT RULES AND REQUIREMENTS

Chapter II

**Mutual recognition of e-identification means**

Chapter III

**Electronic trust services**

Chapter IV

**Electronic Documents**

- **eID**
  - **17.09.2014** Entry into force of the eIDAS Regulation

- **Trust Services**
  - **29.09.2015** Voluntary cross-border recognition
  - **1.07.2016** Date of application of eIDAS rules for trust services

- **29.09.2018** Mandatory cross-border recognition
The cross border use of trusted eID gives Europeans a **new freedom**: to rely on the eID they already use at national level and to securely access digital services provided everywhere across the EU.

Mariya Gabriel  
Commissioner for Digital Economy and Society

#eIDAS  
@eID_EU
eID schemes notified

Notified eID schemes

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<tr>
<th>Country</th>
<th>Publication</th>
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<td>Germany</td>
<td>26 Sept 2017</td>
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<tr>
<td>Italy</td>
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<td>Spain</td>
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<td>Luxembourg</td>
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<td>7 Nov 2018</td>
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<tr>
<td>Belgium</td>
<td>27 Dec 2018</td>
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- PT has notified
- UK - opinion on peer-review
- CZ, IT and NL - peer-review
- LV – has pre-notified
Where eIDAS plays a role

**AMLD5 – Directive (EU) 2018/843**
Published on OJEU on 19/06/2018


**Once-Only Principle cross-border**
EU Regulation on Single Digital Gateway agreed on 24/05/2018

**Digital on-boarding and portability of KYC**
EC Expert Group on eID and remote KYC (2nd meeting held on 10 July 2018) – jointly managed by CNECT, JUST and FISMA

**Company law**
Proposal to amend the Directive (EU) 2017/1132 adopted by EC on 25/04/2018 as regards the use of digital tools and processes in company law

**Tackling online disinformation / Fighting fake news**
COM(2018) 236 final adopted on 26/04/2018

**GDPR compliance**
Data minimisation; use of trusted attributes, credentials and entitlements (such as age verification, proof of residence, etc.)

**Audiovisual Media Service Directive**
Protection of minors / Age verification and parental consent

...
eIDAS – Trust services

electronic signatures
electronic seals
time stamps
electronic registered delivery service
website authentication
eIDAS study on pilots for replication of multipliers: supporting the uptake of eIDAS services by SMEs, SMART 2016/0084

Research and innovation activities on open government and ICT-enabled public sector innovation (SC6)
Grant Funding available!

Supported by the Connecting Europe Facility (CEF), the Call for Proposals (CEF-TC-2019-1) provides grant funding of up to €5 million to support the adoption of eID and eSignature in Europe.

For further information and feedback

Web page on eIDAS

eIDAS Observatory

Text of eIDAS Regulation in all languages
http://europa.eu/!ux73KG

Connecting Europe Facility – Catalogue of Building Blocks
https://ec.europa.eu/cefdigital

eIDAS twitter account
@eID_EU
Digital in MFF 2021-2027

Objective: ensure that Europe drives the digital transformation of society and economy, bringing benefits to all citizens and businesses
Digital Europe Programme

- Aiming at the digital transformation of Europe’s society and economy
- One fully dedicated programme in the EU budget reflecting the ever-increasing relevance of digital
- Main pillars of Digital Europe (overall budget €9.2 billion):
  - High Performance Computing (€2.7 billion)
  - Artificial intelligence (€2.5 billion)
  - Cybersecurity and trust (€2 billion)
  - Digital Skills (€0.7 billion)
  - Digital Transformation and interoperability (€1.3 billion)
• Joinup (collaborative platform that helps eGovernment professionals share their experience): https://joinup.ec.europa.eu/


• Quality of Public Administration - A Toolbox for Practitioners http://ec.europa.eu/esf/main.jsp?catId=3&langId=en&pubType=434


• Open government use cases http://opengov.semic.eu:3000/
Thank you!

**eGovernment & Digital Public Services**

**eGovernment Action Plan 2016-2020**

**Tallinn Ministerial Declaration on eGovernment**

**Stakeholder engagement platform**

**Contact:**
CNECT-H4@ec.europa.eu
Konstantinos.Kapsouropoulos@ec.europa.eu

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