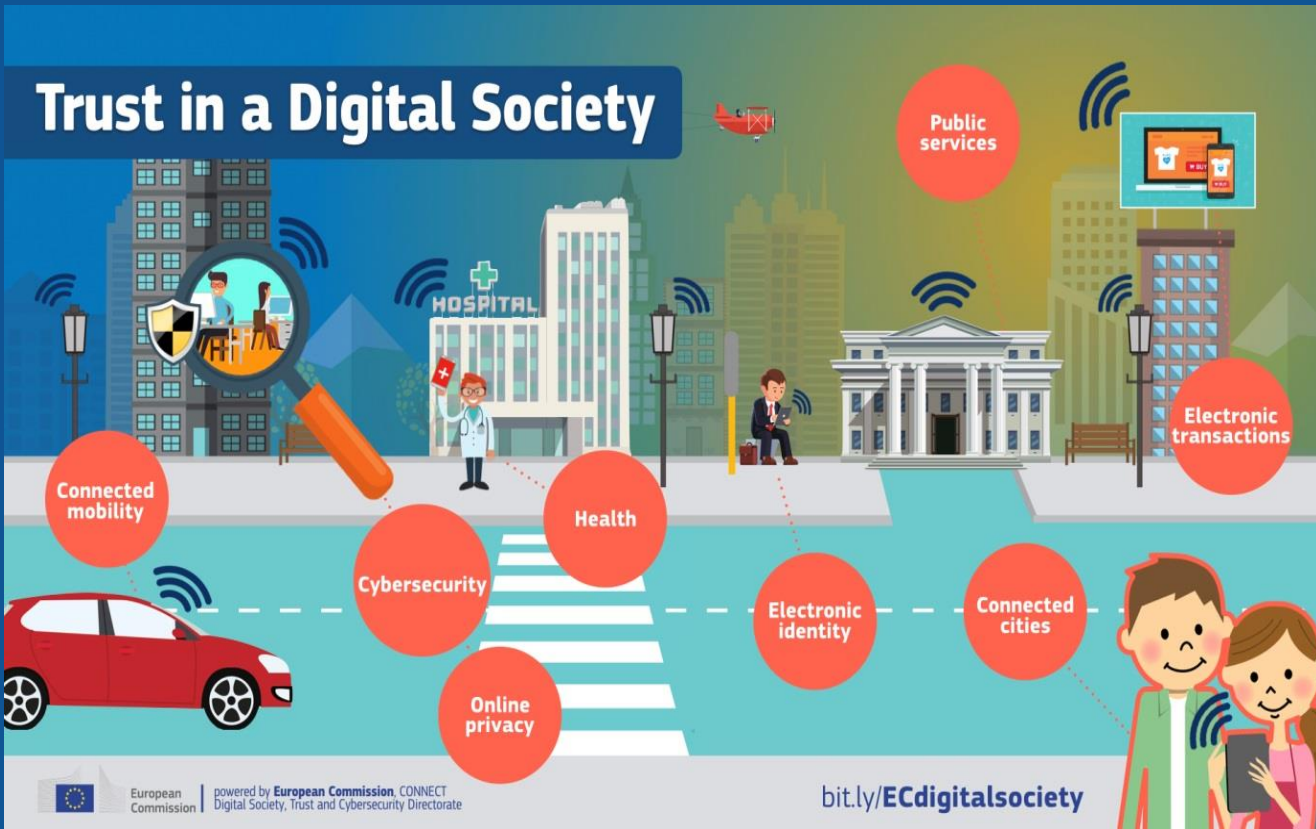




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Trust in a Digital Society



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powered by **European Commission**, CONNECT
Digital Society, Trust and Cybersecurity Directorate

bit.ly/ECdigitalsociety

*Costas Kapsouropoulos
DG CONNECT
European Commission
Unit H4 "eGovernment & Trust"*



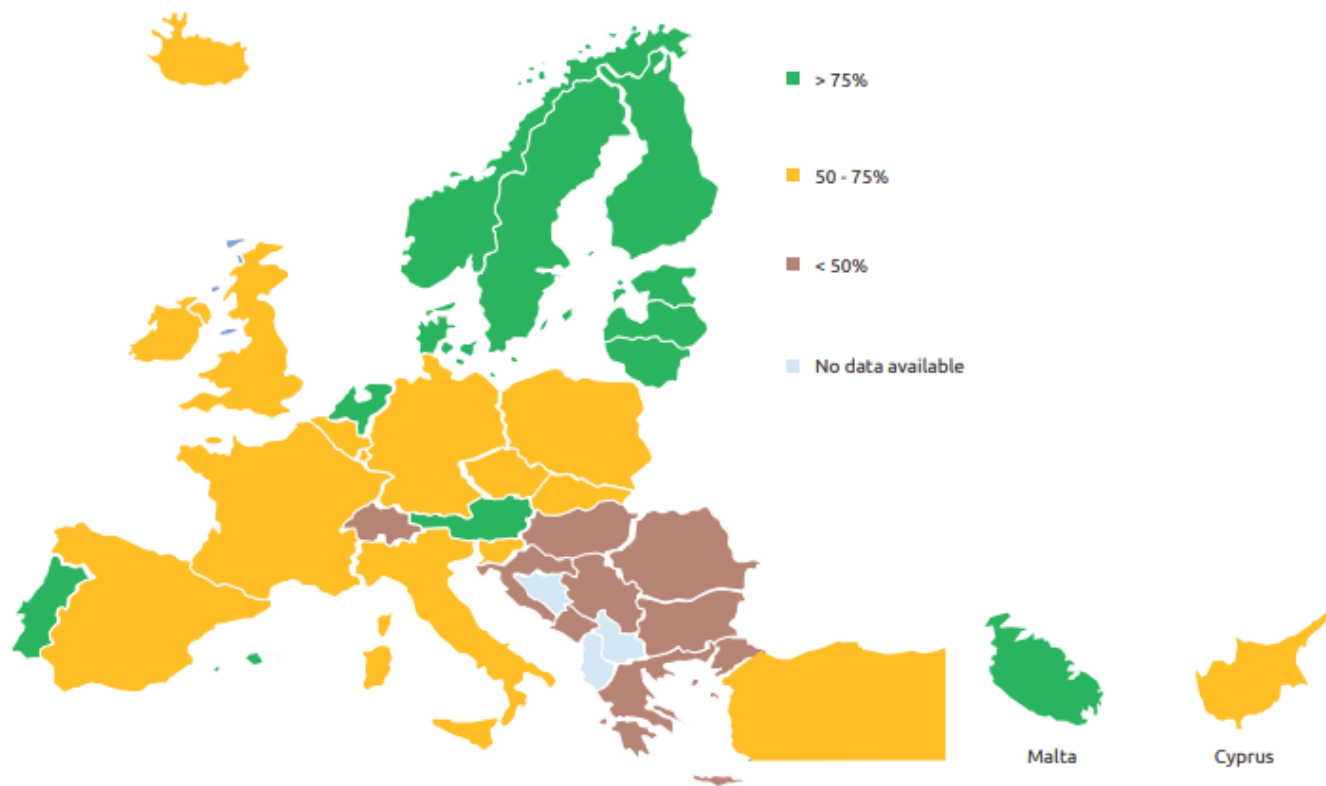
- Capturing the value of digital technologies for more **open, participatory and innovative governments**
- Using technology to improve **government accountability, social inclusiveness and partnerships**
- Creating a **data-driven culture** in the public sector
- Ensuring **coherent use of digital technologies** 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

Digital Public Services in Greece

| 5 Digital Public Services | Greece | | Cluster | EU |
|---------------------------|-----------|-------------|-------------|-------------|
| | rank | score | score | score |
| DESI 2018 | 28 | 39.2 | 48.0 | 57.5 |
| DESI 2017 | 27 | 35.0 | 44.2 | 53.7 |

| | Greece | | | | EU |
|---|--------------|-----------|------------|-----------|------------|
| | DESI 2018 | | DESI 2017 | | DESI 2018 |
| | Value | rank | value | rank | value |
| 5a1 eGovernment Users⁹ % internet users needing to submit forms | 38% ↓ | 26 | 42% | 24 | 58% |
| | 2017 | | 2016 | | 2017 |
| 5a2 Pre-filled Forms Score (0 to 100) | 14 ↑ | 27 | 5 | 28 | 53 |
| | 2017 | | 2016 | | 2017 |
| 5a3 Online Service Completion Score (0 to 100) | 75 ↑ | 24 | 63 | 25 | 84 |
| | 2017 | | 2016 | | 2017 |
| 5a4 Digital Public Services for Businesses Score (0 to 100) - including domestic and cross-border | 60 ↑ | 27 | 59 | 26 | 83 |
| | 2017 | | 2016 | | 2017 |
| 5a5 Open Data % of maximum score | 72% ↓ | 16 | 73% | 10 | 73% |
| | 2017 | | 2016 | | 2017 |
| 5b1 eHealth Services % individuals | 10% | 23 | NA | | 18% |
| | 2017 | | | | |

2018 eGovernment Benchmark Report

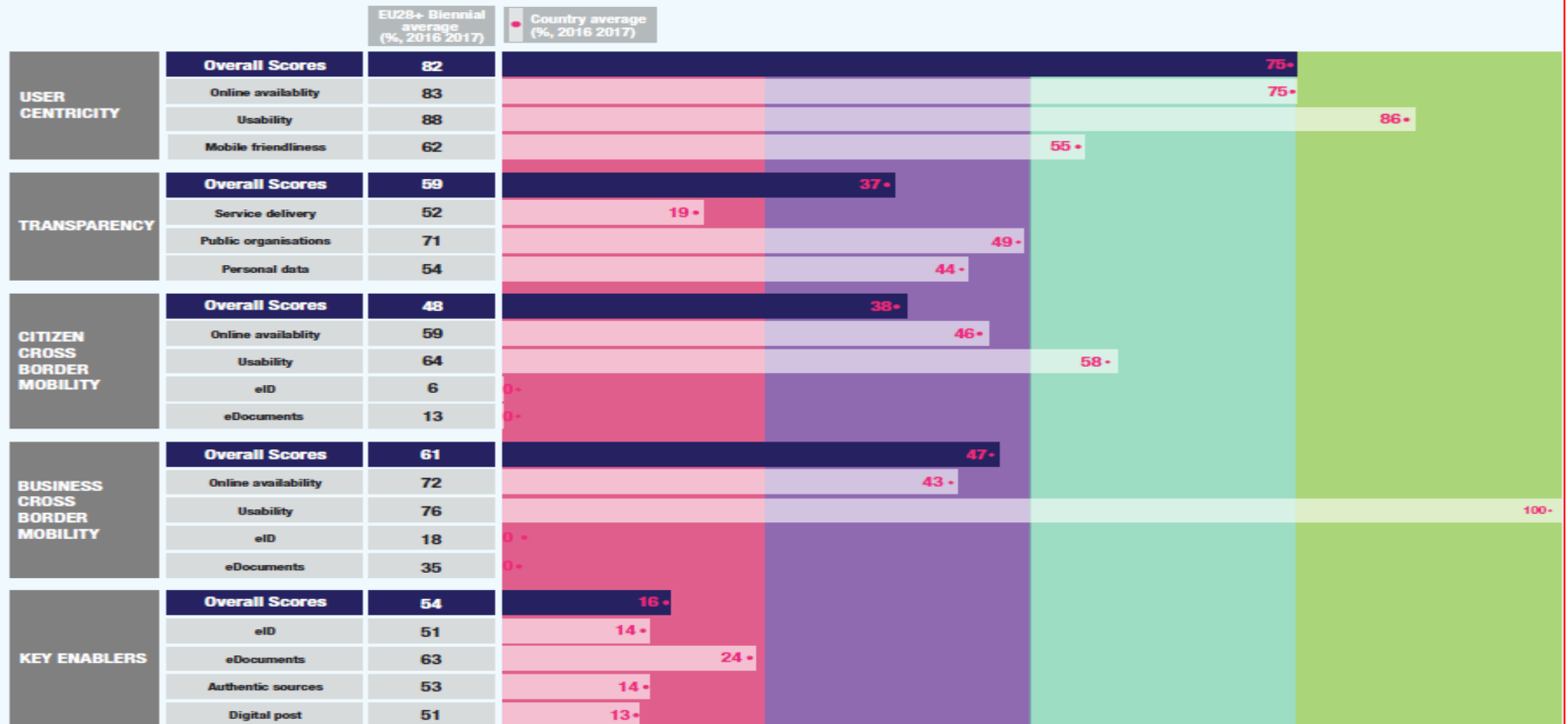




GREECE

eGOVERNMENT STATE OF PLAY 2018

eGovernment performance across policy priorities

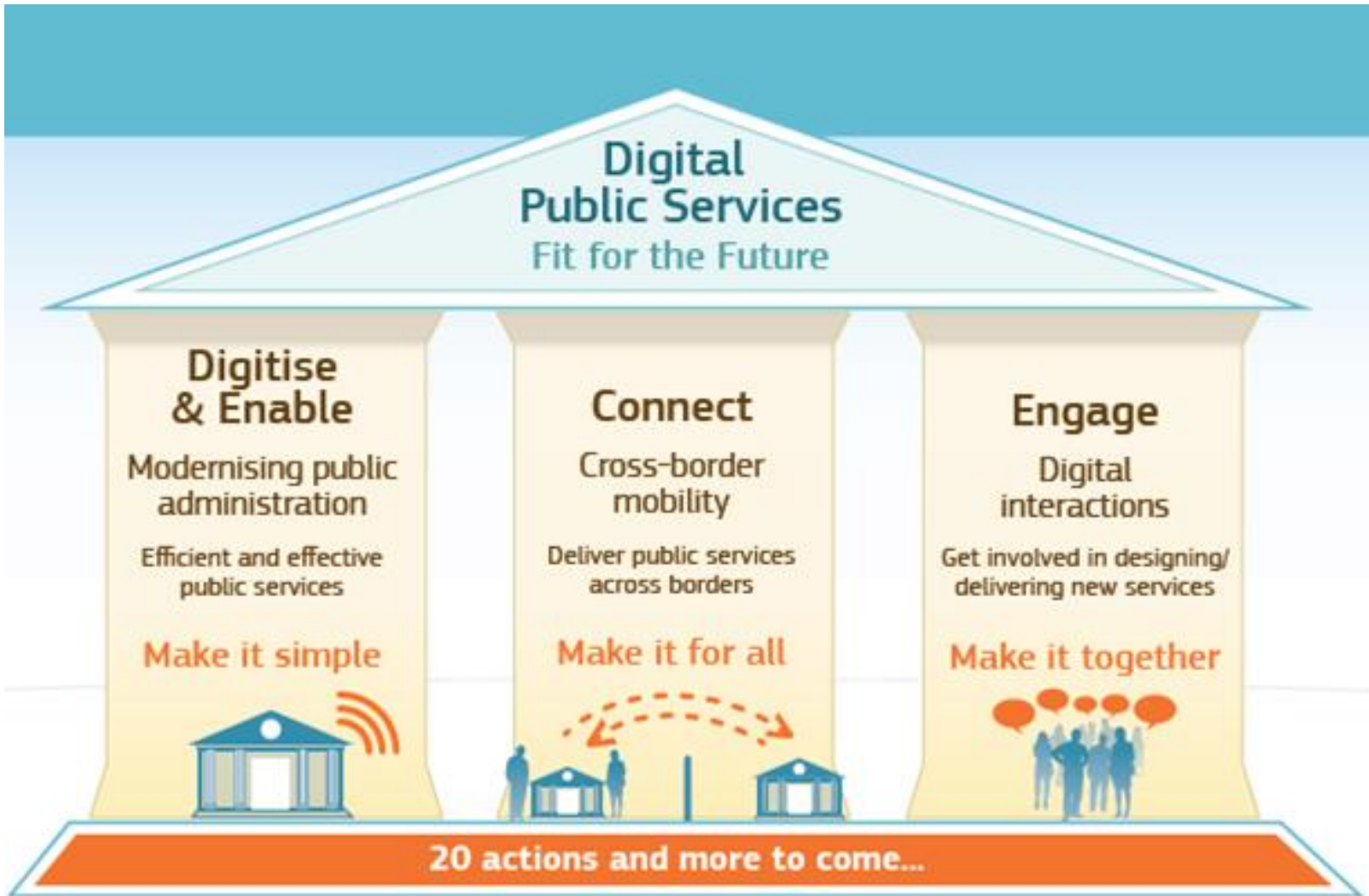


Access: e-commerce, parcel delivery, geo-blocking, copyright, VAT

Environment: telecoms and media, online platforms, security and personal data

Economy & Society: data economy, standards, skills and e-government

Creating a #DigitalSingleMarket



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](#)

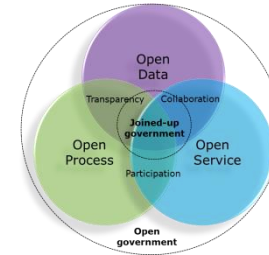
Digital by default

Once-only principle

Cross-border by default



Openness & transparency



- 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

Improving services and increasing uptake

91% city services have improved ✓
as a result of digitalisation

39% of cities saw a
substantial ↗ increase in uptake
of specific services as a result of digitalisation

68% use the data gathered from the
use of digitalised service to improve
services or in decision making processes



eGovernment at regional level

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**.

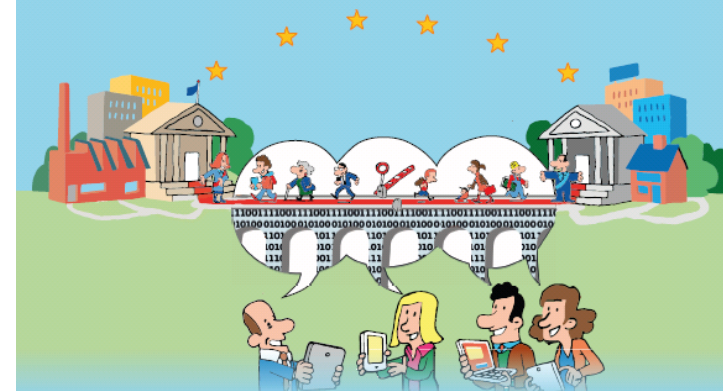
Border regions Action Plan, including egov actions

Guidance for local and regional administrations on tools and funding



eGovernment in local and regional administrations

Guidance, tools and funding for implementation



- *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*





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eIDAS: boosting trust & supporting businesses!



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

29.09.2015
Voluntary cross-border recognition

29.09.2018
Mandatory cross-border recognition

Trust Services

eSignature Directive rules

1.07.2016
Date of application of eIDAS rules for trust services



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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

Andrus Ansip 
@Ansip_EU Suivre

From 29 September 2018 you have the right to use your national e-ID across borders in Europe #EIDAS for instance to access public services or to sign up easily and safely to private online services. #egovernment #egov #digitalrights #EUandMe



#DigitalSingleMarket | #EUandMe

| Notified eID schemes | | |
|---|------------|--------------|
| | Country | Publication |
|  | Germany | 26 Sept 2017 |
|  | Italy | 10 Sept 2018 |
|  | Spain | 7 Nov 2018 |
|  | Luxembourg | 7 Nov 2018 |
|  | Estonia | 7 Nov 2018 |
|  | Croatia | 7 Nov 2018 |
|  | Belgium | 27 Dec 2018 |

- **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

Payment Service Directive 2 – Directive (EU) 2015/2366

Commission Delegated Regulation (EU) 2018/389 – Regulatory Technical Standards for Strong Customer Authentication

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

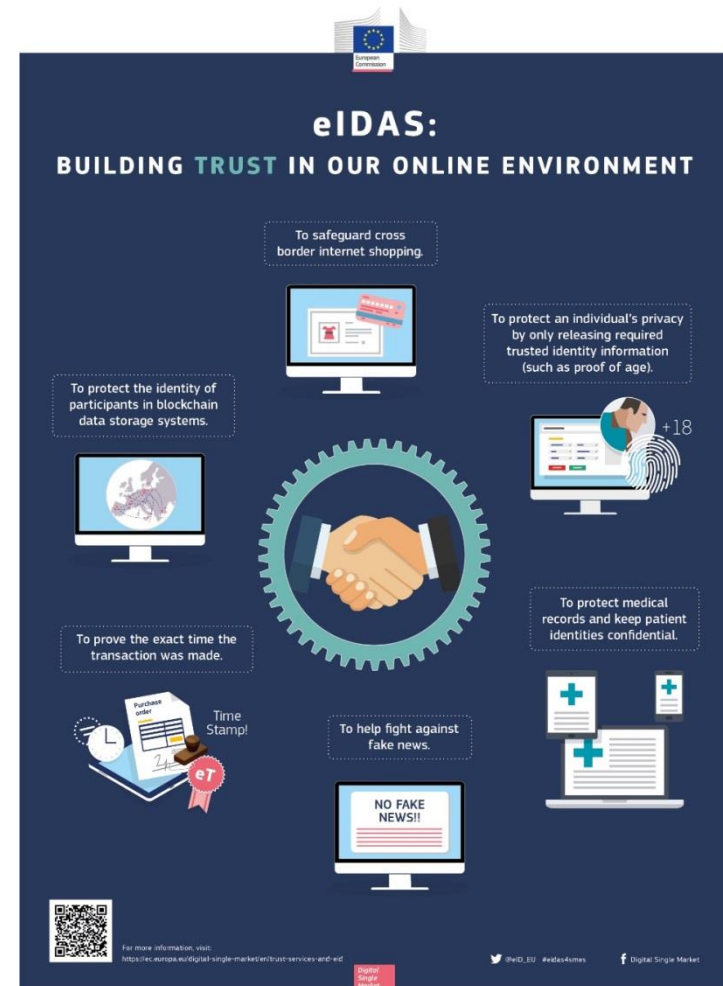
GDPR compliance

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

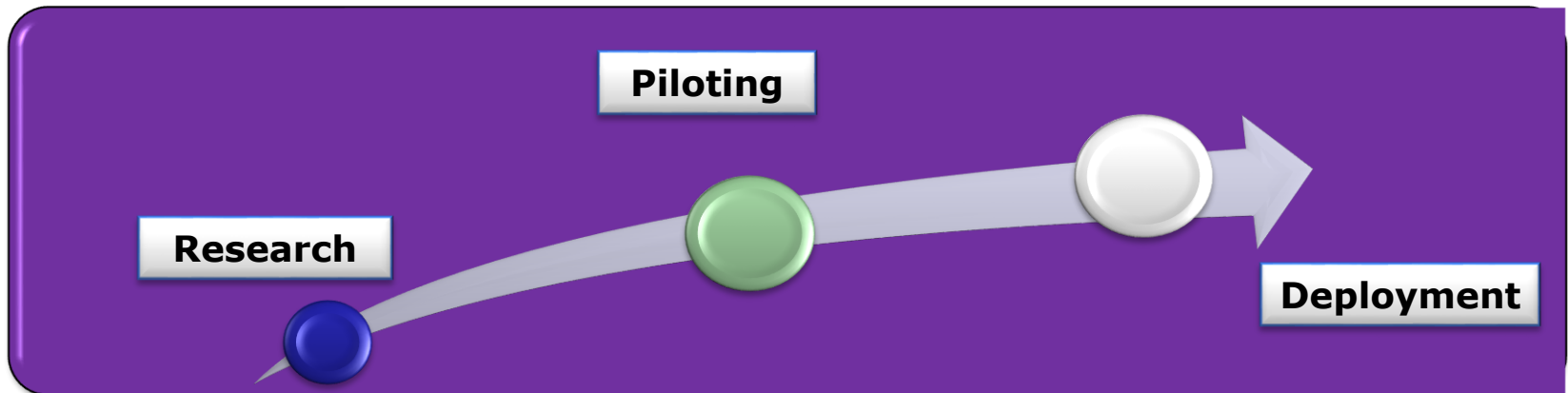


eIDAS study on pilots for replication of multipliers: supporting the uptake of eIDAS services by SMEs, SMART 2016/0084

<https://ec.europa.eu/digital-single-market/en/eidas-smes>

<https://ec.europa.eu/digital-single-market/en/learn-about-eidas>





H2020

Research and innovation activities on open government and ICT-enabled public sector innovation (SC6)

CEF

Cross-border delivery of digital services to public administrations, businesses and citizens based on reusable basic services and solutions



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.

<https://ec.europa.eu/inea/en/connecting-europe-facility/cef-telecom/apply-funding/2019-eid>

For further information and feedback

Web page on eIDAS

<http://ec.europa.eu/digital-agenda/en/trust-services-and-eid>

eIDAS Observatory

<https://ec.europa.eu/futurium/en/eidas-observatory>

Text of eIDAS Regulation in all languages

<http://europa.eu/!lux73KG>

Connecting Europe Facility –
Catalogue of Building Blocks

<https://ec.europa.eu/cefdigital>

eIDAS twitter account

[@eID EU](https://twitter.com/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)**



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EU BUDGET FOR THE FUTURE

#EUBudget #EURoad2Sibiu #FutureofEurope

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INVESTING IN THE FUTURE DIGITAL TRANSFORMATION 2021-2027

WHY IS THIS A PRIORITY?

Digital transformation holds the key to unlocking future growth in Europe. Through new funding projects, the next long-term EU budget – the European Multiannual Financial Framework – will help to bridge the EU's digital investment gap for the 2021-2027 period.

WHAT'S NEW FOR 2021-2027?

The Digital Single Market strategy has put in place a robust framework, which must now be matched by an **equally robust investment programme** to make the most of many new opportunities digital transformation offers:

- Investments in digital will be much higher than before
- Focus on areas of public interest
- Reinforce several ongoing cooperation projects with the Member States

The Commission has created a **new Digital Europe programme** with an overall budget of **€9.2 billion** to shape and support the digital transformation of Europe's societies and economies. The programme will boost frontline investments in supercomputing, artificial intelligence, cybersecurity and advanced digital skills.

FIVE FOCUS AREAS UNDER DIGITAL EUROPE PROGRAMME:

- Supercomputing
- Artificial Intelligence
- Cybersecurity and Trust
- Advanced Digital Skills
- Ensuring the wide use of digital technologies across the economy and society

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- Joinup (collaborative platform that helps eGovernment professionals share their experience): <https://joinup.ec.europa.eu/>
- Observatory of Public Sector Innovation (OECD):
<https://www.oecd.org/governance/observatory-public-sector-innovation/home/>
- Quality of Public Administration - A Toolbox for Practitioners
<http://ec.europa.eu/esf/main.jsp?catId=3&langId=en&pubType=434>
- ICT for innovative government and public services
<https://ec.europa.eu/digital-single-market/en/towards-cloud-public-services>
- ICT-enabled open government
<https://ec.europa.eu/digital-single-market/en/h2020-societal-challenge6>
- Open government use cases
<http://opengov.semic.eu:3000/>

joinup



Thank you!



eGovernment & Digital Public Services

<https://ec.europa.eu/digital-single-market/en/public-services-egovernment>

eGovernment Action Plan 2016-2020

<https://ec.europa.eu/digital-single-market/en/news/communication-eu-egovernment-action-plan-2016-2020-accelerating-digital-transformation>



Tallinn Ministerial Declaration on eGovernment

<https://ec.europa.eu/digital-single-market/en/news/ministerial-declaration-egovernment-tallinn-declaration>



Stakeholder engagement platform

<https://ec.europa.eu/futurium/en/egovernment4eu>



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