

## Luxembourg eGovernment conference 2015: Presidency conclusions

The Luxembourg eGovernment conference, which took place on December 1<sup>st</sup> and 2<sup>nd</sup> 2015 in Esch-sur-Alzette, showed that public administrations and EU Member States are making significant progress in the field of public sector modernisation and transformation via the nearly endless opportunities offered by eGovernment and ICT. Important steps have been taken since the Malmö Ministerial Declaration on eGovernment of November 2009 and the adoption of the European eGovernment action plan 2011-2015, which translated into concrete measures the political priorities of this Declaration.

The conference gave participants a good overview of the work already completed and of the challenges ahead in the following domains: eIDAS and interoperable means of cross-border strong authentication, eIDs and eSignatures; implementation of the “Once Only Principle” in different Member States and at the EU level; citizen engagement in the design of public services and policy making, and current activities and projects in the field of publication and reuse of open data. The adoption of the eIDAS regulation was highlighted as an important step towards effective cross border eGovernment services in Europe.

Despite these positive evolutions and results, participants understood that more needs to be done. We are only at the beginning of the journey towards a transformed public sector and a new generation of eGovernment services. Hard work and a tough mission lie ahead for the eGovernment professionals, a mission which can only be accomplished with the necessary political backing and support at all levels.

Participants recognised the need to pursue and build on the efforts made in order to complete the Digital Single Market, to modernise public administrations and to increasingly open up in order to engage citizens and business in the design of digital public services and policies. The importance of defining and launching a coherent and holistic new eGovernment Action Plan has been emphasised by participants in this context. The new action plan should aim among others to increase citizen and business engagement in the design of public services and policy making.

The expected impact of a successful and large-scale implementation of the “Once Only Principle” is generally recognised as very high in terms of burden reduction for citizens and the private sector, and also in terms of savings and efficiency gains for the public sector. The Commission’s initiative to launch a Large Scale Pilot (LSP) for the “Once Only Principle” applied to business to government relations under the Horizon 2020 programme with the Member States (following a call for proposals) has been recognised as an important step towards achieving an efficient Digital Single Market. During the conference Luxembourg has also presented a study called “Security and



data protection measures in the context of ‘Once-only’ and reuse of existing data approaches”, which aims at showing the current state of maturity and implementation of Once Only approaches in the EU, the challenges that still have to be tackled and the diversity of approaches and perspectives that exist throughout Europe.

The Presidency firmly believes that further improved coordination of strategies and actions between the different Member States is of utmost importance. A new, pragmatic, and coherent European eGovernment Action Plan is without any doubt essential for the EU to advance in a more efficient, consistent and fast manner on the path of public sector modernisation, of simplification of administrative procedures and reduction of administrative burdens. For the European Action Plan to deliver, it must take into account all the actors and measures that have an impact on the eGovernment agenda at the EU level. It should be centred on real, concrete and the most important needs of users in the Member states.

