



Digitalisation of citizen services - EU policy context and EU support for reforms

Digitalisation and public administration, 17th of December 2021

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Agenda

Panel discussion on the digitalisation of citizen services

- **2030 Policy Programme: The Path to the Digital Decade**
- **Focus on the quality of Public Administration**
- **The Technical Support Instrument**

2030 Policy Programme

The Path to the Digital Decade

Where does the “Path to the Digital Decade” lead?

A **digitally sovereign Europe** where technologies and services respect and enhance Union principles and values and support the competitiveness of the Union’s industry.

A **green Europe** where digital infrastructures and technologies become more energy- and resource efficient, and contribute to a sustainable circular and climate-neutral economy and society in line with the European Green Deal.

Digital Decade vision: Empower all European citizens and businesses to seize the benefits of a human-centred, sustainable and prosperous digital future in a global context.

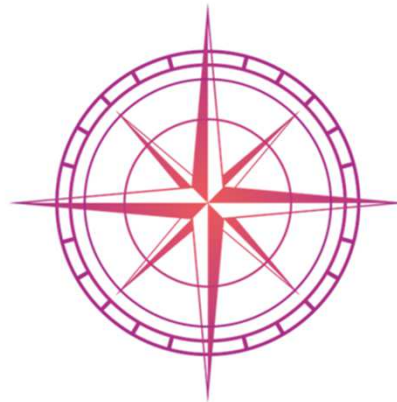
2030 EU Digital Targets from the Communication

Comprehensive: As set up in the Digital Compass Communication along 4 cardinal points.

PUBLIC SERVICES

Flexible: The Commission will review and, where necessary, revise the digital targets by 2026 to account for technical, economic and societal developments.

SKILLS



BUSINESSES

Measurable: Monitored through KPIs in an “enhanced” Digital Economy and Society Index (DESI). Final KPIs to be provided at a later stage.

INFRASTRUCTURES

Collective: Different potential of Member States to contribute to the Union level targets will be taken into account and developed in the future through national strategic roadmaps.

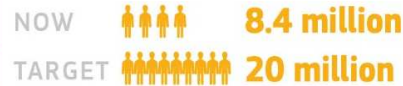
EU Digital Targets: 2030 versus NOW

DIGITAL SKILLS

Adults with basic digital skills



Employed ICT specialists

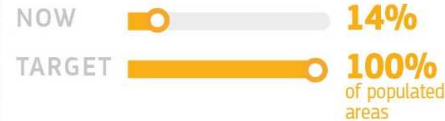


DIGITAL INFRASTRUCTURES

Gigabit network coverage



5G coverage



The EU production of semiconductors, including processors, makes up



There are **10,000 edge nodes** in the EU for **better, secure and sustainable data processing**.



By 2025, the first EU computer with **quantum acceleration** is paving the way for cutting-edge quantum capabilities.

DIGITAL TRANSFORMATION OF BUSINESSES

BUSINESSES USING

Cloud computing services



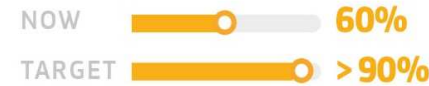
Big data



Artificial Intelligence



SMEs with at least a basic level of digital intensity



There are



DIGITALISATION OF PUBLIC SERVICES

Online access to key public services (related to career, studying, family, regular business operations, moving)



TARGET All services for citizens and businesses



What does the “Path to the Digital Decade” entail?

Defines and monitors digital targets and principles	Creates obligation to collaborate and coordinate action	Facilitates pooling of investments
<p>Enhanced DESI to monitor targets at EU level and digitization trends at national level</p> <p>Assessment of state of compliance with general objectives</p> <p>Measurement of Digital Principles implementation</p>	<p>National digital decade strategic roadmaps: Member States outline adopted or planned policies and measures in support of the 2030 targets</p> <p>Annual report on the “State of the Digital Decade”: Commission evaluates progress and recommends policies, measures and actions to address deviations</p> <p>Annual cycle of cooperation between Commission + Member States to identify areas for joint action and propose Multi-Country Projects</p>	<p>Mechanism to implement Multi-Country Projects</p>

Focus on the quality of Public Administrations

Focus on the quality of Public Administration

Some of the key activities in 2021:

- In April, the Commission published a Staff Working Document: **“Supporting public administrations in EU Member States to deliver reforms and to prepare for the future”**
- Introduced flagships for the 2022 call for technical support, in particular **“Development of resilient, innovative and human-centric digital government services”**, deadline 31 October
- In November, a high level Conference on **Fit for Recovery and Transition: Supporting Quality of Public Administrations in EU**
- Decision to set up a **group of experts on public administration and governance**

The Technical Support Instrument at a glance

The Technical Support Instrument

“ *The Technical Support Instrument is a powerful tool that can enable Member States to carry out the reforms they need for a sustainable growth*”

– Elisa Ferreira, Commissioner for Cohesion and Reforms



What is the Technical Support Instrument?

- The Technical Support Instrument (TSI) is the EU programme that provides **tailor-made technical expertise** to EU Member States to **design and implement reforms**
- The **support is demand driven** and **does not require any co-financing** from Member States
- It is an **important pillar of the EU recovery plan**, which helps Member States **mitigate the economic and social consequences** of the outbreak of the **COVID-19 crisis**

What is the Technical Support Instrument?

Successor of Structural Reform Support Programme (SRSP) 2017-2020

€ 864 million of budget for the period 2021-2027

27 Member States involved

Wide range of reform areas covered by technical support

Any reform phase, from design to implementation and evaluation

Reform areas covered

- ✓ Green transition
- ✓ Digital transition
- ✓ Health and long-term care
- ✓ Skills, education and training
- ✓ Governance and public administration
- ✓ Competitiveness
- ✓ Financial sector and access to finance
- ✓ Revenue administration and public financial management
- ✓ Labour market and social protection

Flagship technical support projects

Definition

Flagship technical support projects are **projects proposed by DG REFORM** that:

- Are viewed to be **needed in many Member States**
- Meet a top **EU priority**
- Are designed so they **can be fitted to various national contexts**

Their uptake is **voluntary**

Format

Flagship technical support projects:

- May be taken up **individually** by different Member States **or jointly** as a multi-country project;
- Can cover issues of **horizontal priority** for the Commission (e.g. equality);
- May comprise technical support modules that you can opt-in and be **tailored-made to your national context**

Flagship technical support projects for TSI 2022

EU Supervisory Digital Finance Academy:
Strengthening Supervisory Capacity in innovative
Digital Finance

Digital Skills for Digital Transformation of Health and
Care System

Development of resilient, innovative and human-
centric digital government services

Bridging the climate financing gap with public policy
instruments

Recharge and Refuel - Clean, smart and fair urban
mobility

Support to Renovation Wave

Greening taxes - applying polluter pays principle in practice

Support to the implementation of the Just Transition

Support to the Tourism ecosystem: towards a more sustainable,
resilient and digital tourism

Integration of Third Country Nationals in EU Member States

Implementation of the European Child Guarantee in EU Member
States

Gender mainstreaming in public policy and budget processes

Regional and local authorities – Enhancing cooperation &
Quality of public administration

Provision of tailor-made technical support to Member States

Direct provision

European Commission's in-house expertise



Indirect provision

Other international organisations

Member States' experts

Private sector experts

DG REFORM involved throughout the duration of the project