



# HORIZON 2020

**Societal Challenge 6  
Migration, Transformations  
and Governance**

14 December 2017

**Work Programme 2018-2020**

European Commission, DG CONNECT  
Unit "eGovernment & Trust"



# Outline

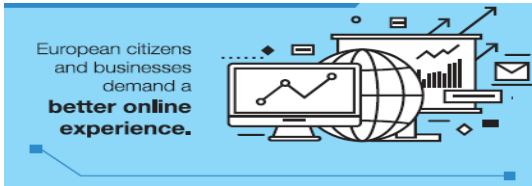
- Digital government transformation
- eGovernment in H2020
- Topics and proposals presentation



- From silos to **joined-up and open government**



- From customer services to **customised services**



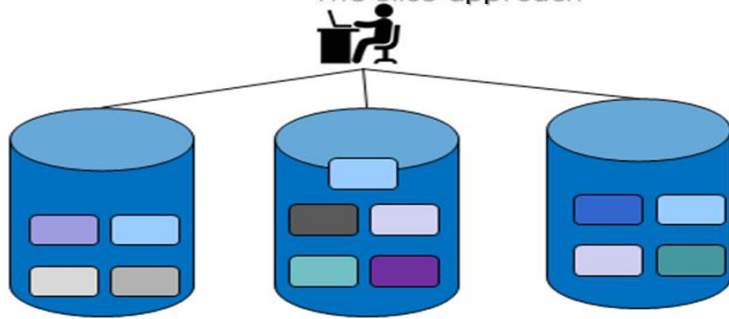
- From eGovernment to **(digital) government strategies**

Efficiency and effectiveness along with economic growth, societal equality, and good governance  
(transparency, integrity and citizen engagement)

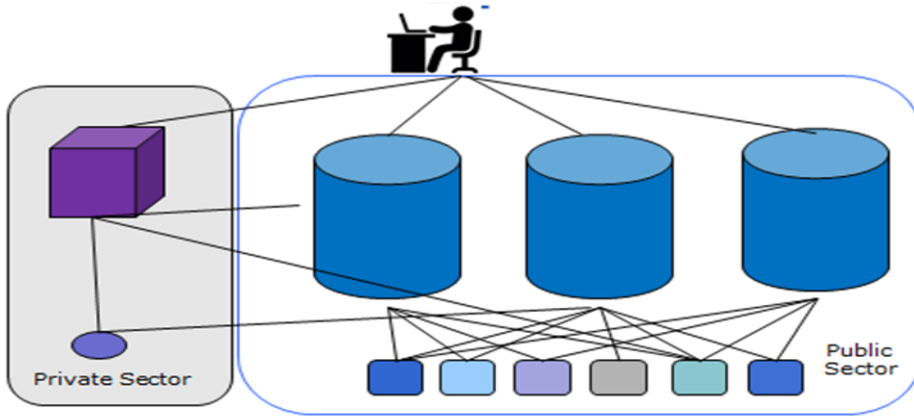
# Transformation of the public sector



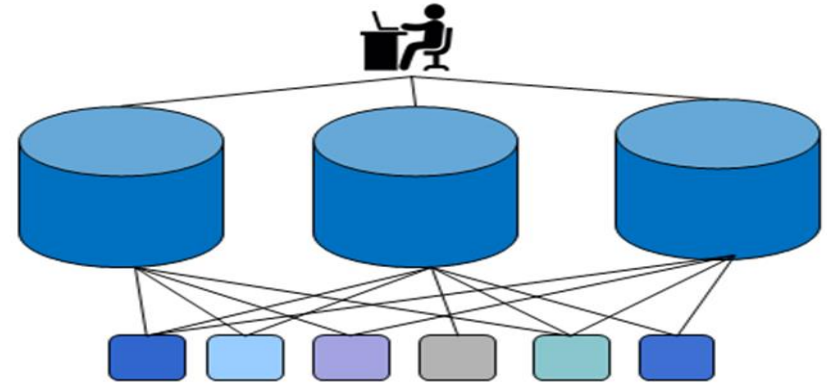
The silos approach



Opening



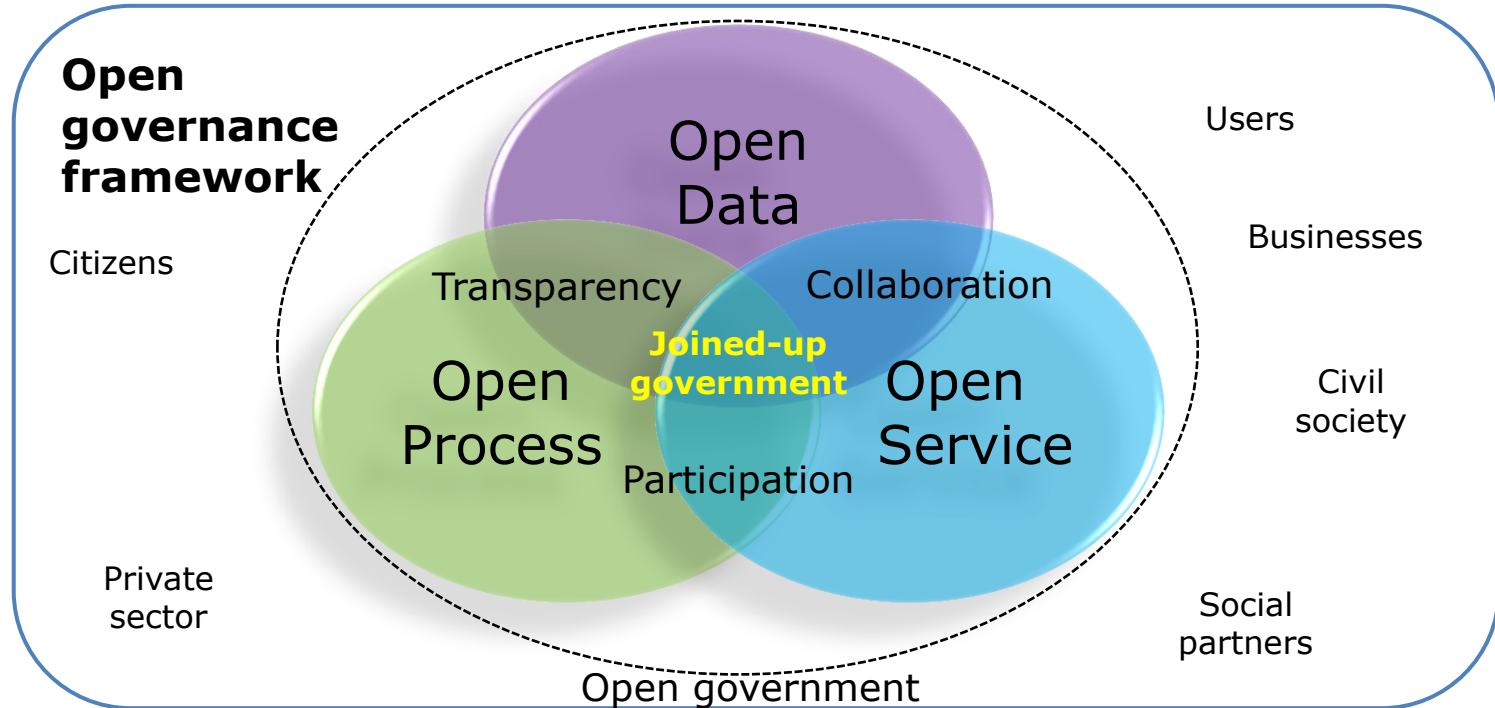
Breaking into fundamentals



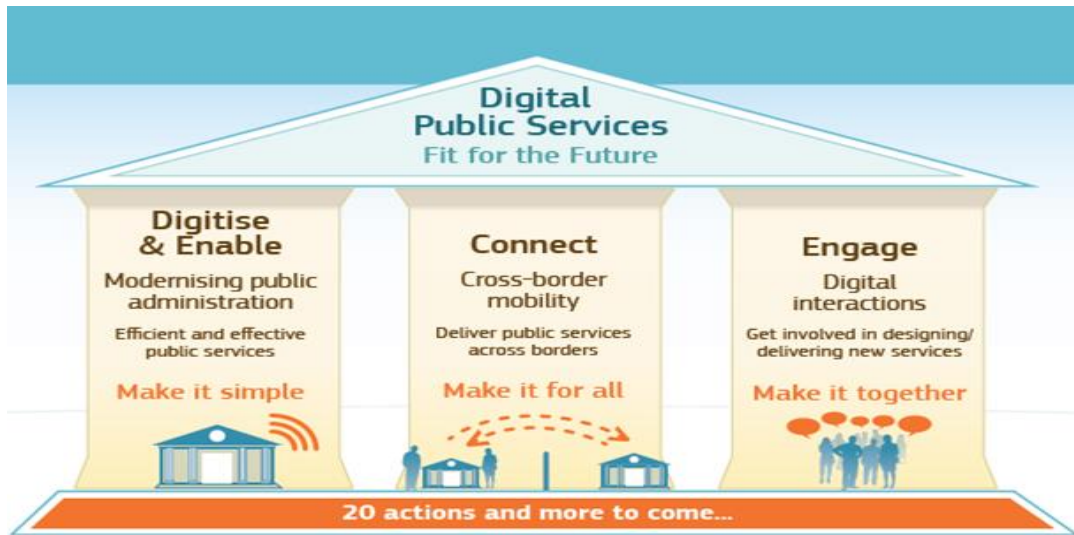
**Between public administrations**

**Across Member States**

**Between PAs and stakeholders**



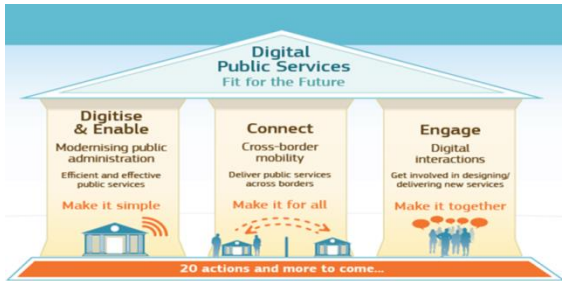
- 01 Digital by default
- 02 Once-only principle
- 03 Inclusiveness and accessibility
- 04 Openness & transparency
- 05 Cross-border by default
- 06 Interoperability by default
- 07 Trustworthiness & security



# Tallinn Ministerial Declaration on eGovernment

## 6 October 2017

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



- 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



***'However, more needs to be done and ... to spread digitisation across all policy areas and ... to put the end-users truly at the centre of services...'***



## 01 Digital by default

- Speeding up the implementation of the [eIDAS regulation](#), including the notification of electronic identity schemes

## 07 Trustworthiness & security

- 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

## 02 Once-only principle

- **Re-use of the Digital Service Infrastructures** developed under the [Connecting Europe Facility](#)

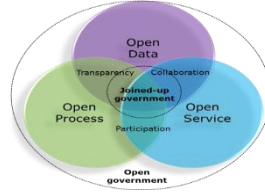
## 05 Cross-border by default

## 06 Interoperability by default





## 03 Inclusiveness and accessibility



## 04 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**



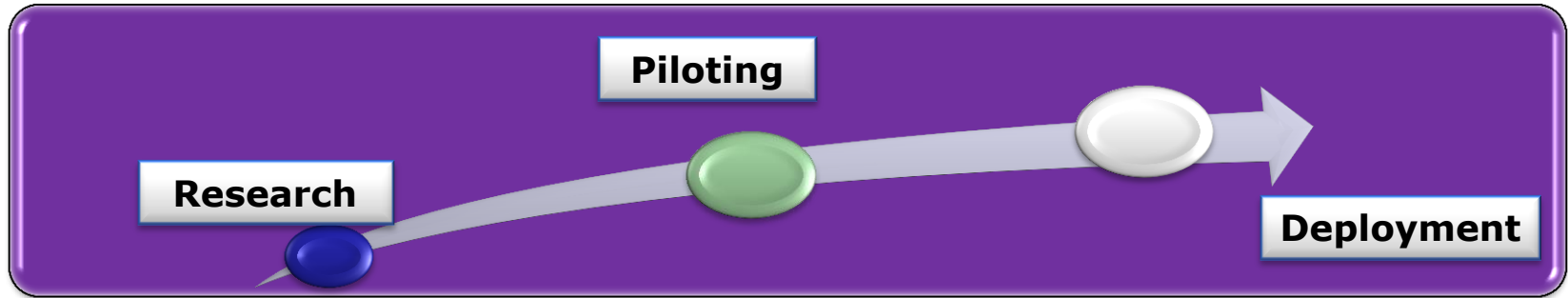
## With "User-centricity principles" Member States commit to:

- 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



# Outline

- Digital government transformation
- eGovernment in H2020
- Topics and proposals presentation



## H2020

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

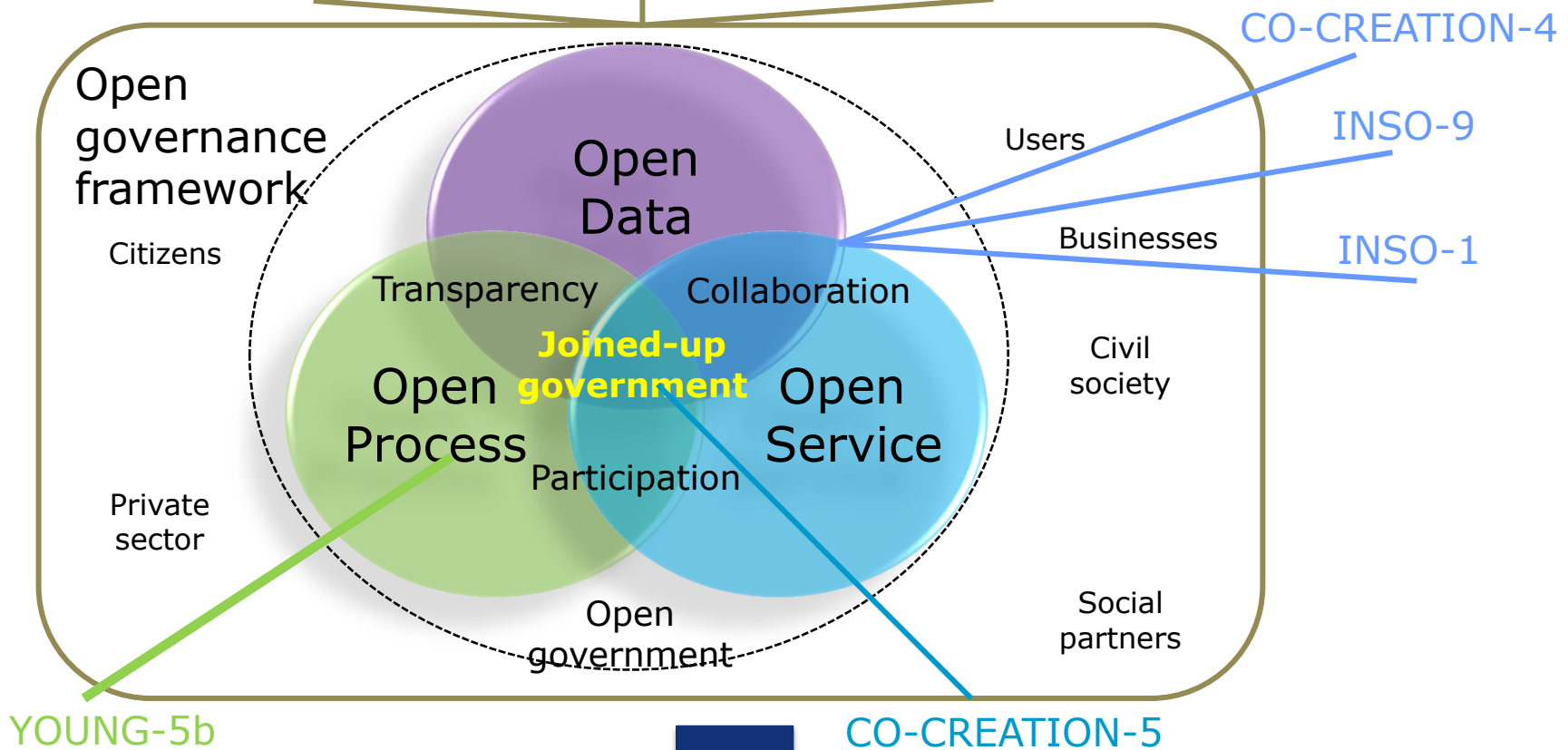
## CEF

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

# Open, Innovative and Collaborative Government



EURO-6      CULT-COOP-11      CO-CREATION-6



## INSO-1-2014-2015: ICT-enabled open government



## YOUNG-5b-2014: Societal and political engagement of young people and their perspectives on Europe



## EURO-6-2015: Meeting new societal needs by using emerging technologies in the public sector



opengovintelligence





**CO-CREATION-5-2016:** Co-creation between public administrations: once-only principle



**CULT-COOP-11-2016-2017:** Understanding the transformation of European public administrations



Co-VAL

**CO-CREATION-4-2017:** Applied co-creation to deliver public services

CoSIE



**CO-CREATION-6-2017:** Policy-development in the age of big data: data-driven policy-making, policy-modelling and policy-implementation

CULTER

PoliVisu

Big Policy Canvas

# Outline

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- eGovernment in H2020
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### Societal Challenges (SC)

1. Health, demographic change and wellbeing
2. **Food security, sustainable agriculture and forestry, marine and maritime and inland water research, and the bioeconomy**
3. Secure, clean and efficient energy
4. Smart, green and integrated transport
5. Climate action, environment, resource efficiency and raw materials
6. **Europe in a changing world - inclusive, innovative and reflective societies**
7. Secure societies - protecting freedom and security of Europe and its citizens

#### eGovernment in SC6 calls for proposals:

- **DT-MIGRATION-06-2018-2019:** Addressing the challenge of migration integration through ICT-enabled solutions
- **DT-TRANSFORMATIONS-02-2018-2019-2020:** Transformative impact of disruptive technologies in public services
- **DT-GOVERNANCE-05-2018-2019-2020:** New forms of delivering public goods and inclusive public services
- **DT-GOVERNANCE-12-2019-2020:** Pilot on using the European cloud infrastructure for public administrations

#### eGovernment in SC2 calls for proposals:

- **RUR-14-2018:** Digital solutions and e-tools to modernise the CAP

## Addressing the challenge of migration integration through ICT-enabled solutions

Integration of migrants is a challenge for public authorities and local communities

Implementation of inclusion policies



Provide migrants with information and easy access to public services

Data analytics and simulation tools

ICT-enabled solutions and toolkits



## Innovation Action

Opening:  
7 November  
2017

Closing:  
13 March  
2018

Budget:  
€ 12 million

Opening:  
6 November  
2018

Closing:  
14 March  
2019

Budget:  
€ 8 million

- Efficient management of migrants integration can be facilitated if we know the needs (migrants and local authorities)
- Deliver better and customised services
- Integration strategies to be defined and implemented at local level (sustainable inclusion of migrants and fact-based public perception of migration)

*Proposals should address at least one of the 3 points above, which should be piloted against a set of clearly defined goals.*

- New or enhanced ICT solutions and tools
- Processes and services for efficient identification and inclusion of migrants.
- Facilitated communication with migrants and their access to services



## Transformative impact of disruptive technologies in public services

Assess the potential benefits and risks of using disruptive technologies

Social impact and impact on civil servant (processes and governance)



Political and socio-economic, legal and cultural implications

Acceptance by public administrations and citizens



Research and  
Innovation  
Action

Opening:  
7 November  
2017

Closing:  
13 March  
2018

Budget:  
€ 9 million

Opening:  
6 November  
2018

Closing:  
14 March  
2019

Budget:  
€ 7 million

- Use of disruptive technologies can be very beneficial
- The potential impacts on public servants and citizens are largely unknown and assessment of benefits and risks is required
- Pilot with multidisciplinary partners
- Business plan and long-term sustainability of the services offered

- Develop pathways for the introduction of disruptive technologies
- Enhance knowledge on digital democracy, new ways of providing public services
- Public governance and public engagement



## New forms of delivering inclusive public services

Government as a platform  
Government as a service



Implementation of the once-only principle, digital by default and user-centricity

Demonstrate the potential  
for sharing common services

Roles and responsibilities in  
the new governance model



Research and  
Innovation  
Action

- Sharing common services can help achieve efficiency and effectiveness
- Multidisciplinary and multi-sectoral teams
- Business plan and long-term sustainability of the new governance model

Opening:  
6 November  
2018

Closing:  
14 March  
2019

Budget:  
€ 8 million

- Opening up and connecting public administration data for greater efficiency
- Increasing citizens' satisfaction and reinforcing trust
- Culture of co-creation, co-delivery, transparency, accountability and trustworthiness



## New forms of delivering inclusive public services

- The **WEB ACCESSIBILITY DIRECTIVE**, aiming to make the **websites and mobile apps of public sector bodies more accessible** entered into force on 22 December 2016.
- Member States have to transpose the Directive into their national legislation until September 2018, and Public Sector Bodies will have to apply the rules starting September 2019.

### Challenge

- cost-efficient provision of inclusive public services
- facilitating a better application of the Web Accessibility Directive





Coordination  
and support  
action

Opening:  
7 November  
2017

Closing:  
13 March  
2018

Budget:  
€ 1,5 million

- For a cost efficient provision of inclusive digital services, the proposed action will:
  1. identify gaps in the current accessibility solutions and establish related best practices,
  2. promote training, awareness raising, and capacity building.
- Support the implementation of the Web Accessibility Directive
- Enhance cooperation on digital accessibility between various stakeholders
- Scalable, more affordable accessibility solutions
- Widespread recognition of the need for and benefits of an inclusive Digital Single Market



## Pilot on using the European cloud infrastructure for public administrations

Data analytics and usage of cloud infrastructure to access data

High-performance computing (HPC) capabilities offered by the European Cloud Initiative



New ways and methods for policy-modelling, making and implementation

Need for better evidence-based policies

Engaging citizens in the generation or analysis of data



Innovation  
action

Opening:  
6 November  
2018

Closing:  
14 March  
2019

Budget:  
€ 8 million

- Pilot on using the European cloud infrastructure for public administrations
- Creating re-usable models for better policies

- Creating analytical tools that enable public administrations to reuse common infrastructures and data sets
- Development of better targeted and more effective evidence-based policies
- Enhancing trust and boosting the perceived legitimacy of authorities

| Call opening                    | Societal challenge 6  | closing              | Budget |
|---------------------------------|---|----------------------|--------|
| <b>2018</b><br>07 November 2017 | <b>● DT-MIGRATION-06</b><br>Addressing the challenge of migration integration through ICT-enabled solutions | <b>13 March 2018</b> | 12 M€  |
|                                 | <b>■ DT-TRANSFORMATIONS-02</b><br>Transformative impact of disruptive technologies in public services       |                      | 9 M€   |
|                                 | <b>▲ DT-GOVERNANCE-05</b><br>New forms of delivering public goods and inclusive public services             |                      | 1,5 M€ |
|                                 | <b>● RUR-14 (Societal challenge 2 &amp; 6)</b><br>Digital solution and e-tools to modernise the CAP         |                      | 10 M€  |
| <b>2019</b><br>06 November 2018 | <b>● DT-MIGRATION-06</b><br>Addressing the challenge of migration integration through ICT-enabled solutions | <b>14 March 2019</b> | 8 M€   |
|                                 | <b>■ DT-TRANSFORMATIONS-02</b><br>Transformative impact of disruptive technologies in public services       |                      | 7 M€   |
|                                 | <b>■ DT-GOVERNANCE-05</b><br>New forms of delivering public goods and inclusive public services             |                      | 8 M€   |
|                                 | <b>● DT-GOVERNANCE-12</b><br>Pilot on using the European cloud infrastructure for public administrations    |                      | 8 M€   |

- Research & Innovation Action
- Innovation Action
- ▲ Coordination & Support Action



**Contact:**

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**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>



**Open government:**

<http://ec.europa.eu/digital-agenda/en/ict-enabled-public-sector-innovation-through-open-government>

**Vision Paper:**

<http://ec.europa.eu/digital-agenda/en/news/vision-public-services>

**H2020:**

<http://ec.europa.eu/programmes/horizon2020/en>

<http://ec.europa.eu/research/participants/portal/desktop/en/home.html>

