

## 49th MEETING OF THE DIRECTORS GENERAL RESPONSIBLE FOR PUBLIC ADMINISTRATION

Lisbon, 10 and 11 December 2007

### RESOLUTION ON E-GOVERNMENT WORKING GROUP

The commitments assumed in the i2010 Action Plan, recently reinforced by the Lisbon Declaration, lead all Member States to strengthen their work strategies in areas such as cross-border interoperability, administrative burdens reduction, inclusive eGovernment policies and transparency and democratic engagement.

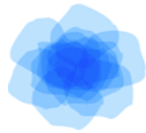
As a result of the two working group meetings, it was deemed necessary to adopt new working methods, with more clear orientation to results and in closer articulation with the other EUPAN working groups. Furthermore, it had been taken into account the importance of the experience and knowledge added up by the working group as well as the specific character of the aforementioned knowledge. It was also considered the benefits of having a *forum* which allows the informal exchange of experiences in this field.

Therefore, the Directors General acknowledge the importance of the e-Gov and encourage that work will be taken forward in the context of the network bearing in mind the evaluation reorientation.

In addition, the Directors-General responsible for public administration in the European Union set as main theme to the next two years the "Focus on User Centric Services".

Together with the transformation of the back offices it is important to understand the citizen's needs when developing online services, to promote the use of this channel, but not forgetting the power of the face-to-face services distribution. This should be a three dimension work strategy: processes, human resources and technology.

Considering the EUPAN priorities and the Medium-Term programme, the Directors-General strongly support the exchange of experiences, the discussion of best practices and identifies as main working areas for the next two years: the reduction of administrative burdens for citizens and the inclusive government.



The reduction of administrative burdens for citizens is one of the main vectors to the identification and the established objectives prosecution for high impact services for citizens.

In the scope of inclusive government, the Directors-General hold the promotion of a new way of delivering public services, focused on business and citizens' needs and based on a multichannel integrated structure, including face-to-face delivery. Considering the increasing interest in one of those channels for service delivery that is the phone (mobile or other), Directors-General invite the administrations to exchange experiences in an innovative climate for the service delivery through those mobile platforms.