



## **Resolution**

### **Egovernment Working Group**

#### **51st Meeting of the Directors General responsible for public administration**

Paris, 18th December 2008

The DGs acknowledge that the work conducted by the French Presidency corresponds to the core objectives of the EUPAN network with respect to eGovernment, both in terms of exchange of best practices and fruitful discussions. In its steering of the working group, the French Presidency has reached its objectives:

- Exchanging eGovernment best practices in the field of Open Standards.
- Discussing current developments in National eGovernment strategies and the place devoted to user centric services.
- Holding the Learning Team on administrative burdens for citizens back to back with the eGovernment WG.
- Sharing experiences and discussing current trends with the OECD.

The DGs acknowledge that the issues addressed have contributed to the objectives assigned by the Mid Term Programme (MTP) in reducing administrative burdens for citizens and businesses and developing user centric services. The DGs also wish to thank the OECD for the quality of their contributions on the challenges of working across levels of Government and user take up, the latter being a priority with respect to the development of high impact services for citizens.

Furthermore, the DGs acknowledge the interweaving between eGovernment and the reduction of administration burdens and thank the Presidency for having organised the Learning Team and the eGovernment Working Group back to back. Hence, the DGs consider it essential to adopt a horizontal approach with respect to modernisation, by favouring synergies between all public service transformation levers. Furthermore, decisions related to the setting up of new high impact services for users must be taken in the light of the administrative simplification strategies engaged by Member States. Along these lines, the DGs encourage the eGovernment WG to work in close cooperation with the other EUPAN groups and sub-groups, as well as the Learning Teams.

Finally, although a large proportion of the eGovernment actions are legitimately conducted under the aegis of the European Commission, the DGs consider it essential to maintain and increase the existing intergovernmental cooperation offered within EUPAN, in order to

further develop the exchange of best practices and to maintain high level discussions on strategic national eGovernment priorities.

The DGs welcome the intentions of the Czech Presidency to pursue the work done by the French Presidency. With regard to the MTP it will put special emphasis on ICT licences for administrative personnel and professionalization of the ICT personnel. The DGs welcome the initiative of the Czech Presidency to conduct a study focused on the use of ECDL (European Computer Driving License) in public administration which will provide a unique comparison of computer literacy based on objective criteria as well as introduce the possibilities offered by the use of ECDL for public administration of Member States. The study falls into the frame set by Lisbon Targets and EUPAN Common Priority Areas and constitutes an evaluation measure of ICT Licence as a raising quality level of Administrative Staff, thus enhancing the efficiency of public management and governance