

## 54<sup>th</sup> EUPAN Directors General Resolution

14<sup>th</sup> June 2010

### 1. GENERAL

The Directors General responsible for Public Administration in the European Union and the European Commission, at the 54<sup>th</sup> meeting in Madrid on 14 June 2010:

- Appreciate the significant work carried out and the results achieved during the Spanish Presidency, in spite of the closure of air space caused by the Icelandic volcano Eyjafjalla in April 2010.
- Thank Spain for enhancing the horizontal coordination of the EUPAN Working Groups and the close co-operation with OECD, EIPA and EGPA, and acknowledge the challenges derived from the initial implementation of the new 18-month Medium Term Priorities and work programmes.

### 2. HORIZONTAL ACTIVITIES PERFORMED DURING SPANISH PRESIDENCY OF EUPAN

#### 2.1. The Lisbon Treaty: Regulations on the Administrative cooperation and the future of EUPAN

The recently in force Lisbon Treaty reflects already existing mechanisms of administrative cooperation in its articles. The possible effects and consequences for the EUPAN Network of these articles are to be considered. In this regard, the Directors General appreciate the work done by the Spanish Presidency in drafting, with input from the Member States and with the support of the European Commission, a joint document containing reflections on EUPAN in light of the articles on administrative cooperation in the Lisbon Treaty.

Directors General highly welcome this joint document that casts a light on possible interpretations of the meaning and scope of the articles of the Treaty on the Functioning of the European Union related to the administrative cooperation, specifically by focusing on articles 6 and 197 TFEU.

After this first approach, the Directors General invite the next Presidencies to explore possible paths and topics of administrative cooperation among the Member States and the European Commission.

#### 2.2 New EUPAN Website.

During the French Presidency in 2008 first steps were taken to develop a new EUPAN website.

After several unsuccessful efforts to find a MS willing to take care of the content management of the website by seconding a staff member to EIPA for this purpose, a new solution was sought. France and EIPA have agreed to look at the feasibility, from a legal and technical standpoint, of a solution involving the scaling down of the

budget granted for the technical improvement of the website in order to save some funds for the temporary employment of a content manager. When the funds are exhausted the future Presidencies will take over the responsibility for providing the content of the website to EIPA.

The Directors General fully support this approach and give mandate to France and EIPA, together with the Belgian Presidency, to work out and implement a solution along this line. On this basis, they also thank the French Government and EIPA for their flexibility and cooperation and agree that the design, hosting and initial content management of the EUPAN website will be assumed by EIPA and the following Presidencies will be responsible of providing EIPA with the structured content to be placed on the site. The Memorandum of Understanding between EUPAN and EIPA concerning the website will have to be adapted according to this.

### **2.3 The future of eGovernment activities within the framework of EUPAN**

The eGovernment ecosystem in Europe has changed since the establishment of the EUPAN eGovWG. The MTP approved in Stockholm includes a call for the Spanish, Belgian and Hungarian Presidencies to initiate a discussion about the future of eGovernment activities inside the EUPAN. The Directors General appreciate the work done by the Spanish Presidency leading the first stage of the debate, particularly its report containing the summary of the position of the different countries related to the issue and the ideas for reaching a final conclusion on the debate during the forthcoming Presidencies.

The Directors General welcome the Danish proposal for the integration of eGovernment activities in the HRWG and IPSEWG that has been introduced in the meeting. This alternative was supported by several delegations<sup>1</sup>. Unless an alternative is proposed and agreed upon to solve the debate before the end of the present MTP, this integration will take place after the Hungarian Presidency in format to be defined. The Directors General stress that the eGovernment issues are an essential part of general public management and the aim is to strengthen the link between Governance and eGovernance.

### **3. ACTIVITIES IN RELATION TO MEDIUM TERM PRIORITIES, THEMES AND PROJECTS**

The Resolutions exposed below were adopted based on the three horizontal priorities, which reflect the major concerns of European governments in a medium term, in accordance with the MTP perspective.

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<sup>1</sup> FR, SE, DE, AT, NE, PL, SI, IE

### **3.1. A PERFORMING PUBLIC ADMINISTRATION**

#### **Quality Management (IPSG)**

The Directors General acknowledge the ongoing results achieved in the field of CAF and support the celebration of 4th European CAF users event, in Bucharest, Romania, foreseen for 23-24 September 2010.

Director Generals thank IPSG, the CAF national correspondents, EIPA and the European Foundation for Quality Management (EFQM), for the training and dissemination activities undertaken for the development of the CAF external feedback procedure and the Effective CAF User label. They also encourage further progress of CAF external Feedback.

In particular they appreciate the finalisation of CAF and Education brochure, hereby adopt this overall European CAF version for the Education and Training sector and encourage teaching and training institutions to use it.

#### **The public administrations' contributions to growth and competitiveness (IPSG)**

Directors General greatly appreciate the study made by the Spanish Presidency in collaboration with the rest of Member States to update the "*Evaluation of the added value by the public administration to Lisbon Strategy goals*" performed in 2008 during Slovenian Presidency. The final report of the update study shows the evolution of the Member States data in the current economic situation and provides the EUPAN network with a European updated picture on how the modernization of public administrations is contributing to competitiveness, economic growth and to the goals of the Lisbon Agenda. This final report may be used as a basis for further activities to be included in the action plans for Public Administration system in the upcoming cycle (Lisbon Strategy after 2010: the so-called Europe 2020).

### **3.2. AN ADMINISTRATION SERVING THE CITIZENS**

#### **"Public Employment in European Member States" (HRWG)**

An accurate picture of the different Member States Administration is one of the most useful tools and an added value for the EUPAN network.

During the Czech Presidency the Spanish team requested cooperation from the Member States to provide information on their Public Administration.

After an information management process and a validation period from all the European Union Administrations, the Directors General welcome the release of the publication "Public Employment in European Member States" and invite EUPAN members to keep this publication updated.

## **“Civil Services in the EU of 27. Reforms, outcomes and the future of Civil Service” (HRWG)**

The Directors General thank Professors Christoph Demmke, from EIPA, and Timo Moilanen from the University of Helsinki, for the release during the Spanish Presidency of this valuable publication initiated during the French Presidency.

### **Customer focus (IPSG)**

The Directors General:

- Acknowledge the work done to spread the principles exposed in the European Primer on Customer Satisfaction Management (CSM) developed during the Portuguese and Slovenian Presidencies.
- Wish to thank Learning Team on Customer Satisfaction Management and in particular to Lithuania for the organisation, in collaboration with EIPA, of the Customer Satisfaction Management Event, in Vilnius.
- Fully appreciate the survey and the development of an interactive database with best practices on CSM in the Member States made by Spanish Presidency in collaboration with EIPA.
- As regards of the final evaluation of the Learning Team on CSM, Directors General acknowledge the achievement of the mandate that was given under the French Presidency (December 2008). Therefore, the mandate of this Learning Team expires at the end of the Spanish Presidency, as it was established.
- Give mandate for a period of 18 month to a new CSM Learning Team, reporting to IPSG, to study the transformation of citizen perception data into reforms of public policies and services and develop therefore possible indicators. The Learning Team will produce guidelines for the Member States on that topic. The Learning Team will choose a coordinating person among its participants and Belgium will assume the meetings organization in Brussels.

### **Legal frameworks and citizen charts for eGovernment services (eGOV)**

An Administration serving the citizens should be based on clear rules defining the citizen's expectations. eGovernment should not keep outside this general working framework for Public Administrations. The Directors General welcome the study done by the Spanish Presidency as a first step towards the definition of a common agreement about the contents of the “*Legal Frameworks and Citizens Charter of rights on eGovernment Services*” across Europe. The study shows a general acceptance of a common set of rights and principles with different variations in their scope depending on the country. More work is needed before a common chart of rights on eGovernment services could be possible, but there is a basis for understanding.

### 3.3. A SUSTAINABLE PUBLIC ADMINISTRATION

#### **Financial stability and sustainability of public administrations (HRWG-IPSG)**

The present economic crisis is seriously challenging the financial stability and sustainability of public administrations. Member States are interested in assessing and improving the administrations' ability to meet those challenges.

Directors General, in this framework, highly value the preliminary conclusions of the project "*Survey on the sustainability of human resources in central departments of the 27 EU countries*" launched by the Spanish Presidency and await for the ultimate conclusions to be presented by Spain during the Belgian Presidency.

Appreciate the "*Study on measurement and management of sustainability in Public Administration*" made by the Spanish Presidency. This study covers both the administrations' contributions to a sustainable society and the sustainability of their own management arrangement and provides EUPAN network with a set of proposed indicators to be considered for the future development of CAF or other additional instruments to measure and report on the progress towards sustainable public administration.

Agree on the introduction of the concept of sustainability in the Public Administration, and encourage next Presidencies to develop further tools, as a set of indicators for the management and the measurement of sustainability, until the possible revision of CAF in 2012.