



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

The flagship technical support request

This flagship project focuses on the **development of strategies and action plans** in specific areas, that will help achieve the **digital transition of the EU public sector** and, contribute to deliver a “Europe fit for the digital age”. The coordination of these strategies will foster exchange of best practices and help identify sustainable ways to further enhance services. The support will help Member States lead an in-depth analysis of their current systems, capabilities and gaps. It will then support the development of mechanisms to improve central digital functions, making them **more user-centric, resilient and innovative**.

Benefits of digital governments at a glance

Social

- Increased transparency
- Promotes citizen participation in governance and political life



Economic

- Increased efficiency & better coordination
- Lower costs for governments, citizens and businesses
- Reduced administrative burden



It is estimated that the **introduction of digital services** across the EU would bring annual **savings exceeding €50 bln.**

The **digital transformation** of government provides a **window of opportunity**:

Fact 1: Adopting digital technologies also entails **rethinking organisations and processes**.

Fact 2: It requires organisational and legal changes and, for this reason, acts as **catalyst for public sector innovation**.

Fact 3: Cross-border digital public services allow people to move freely in the EU, as they can easily **use the public services of any member state**.

Opportunity addressed with this flagship project

The development of a digital transformation strategy and action plan to facilitate the deployment and uptake of eGovernment services.



IMPACT OBJECTIVES

The agile deployment of **efficient, secure, human-centric, inclusive** and **easy-to-use** public services.

Better scores

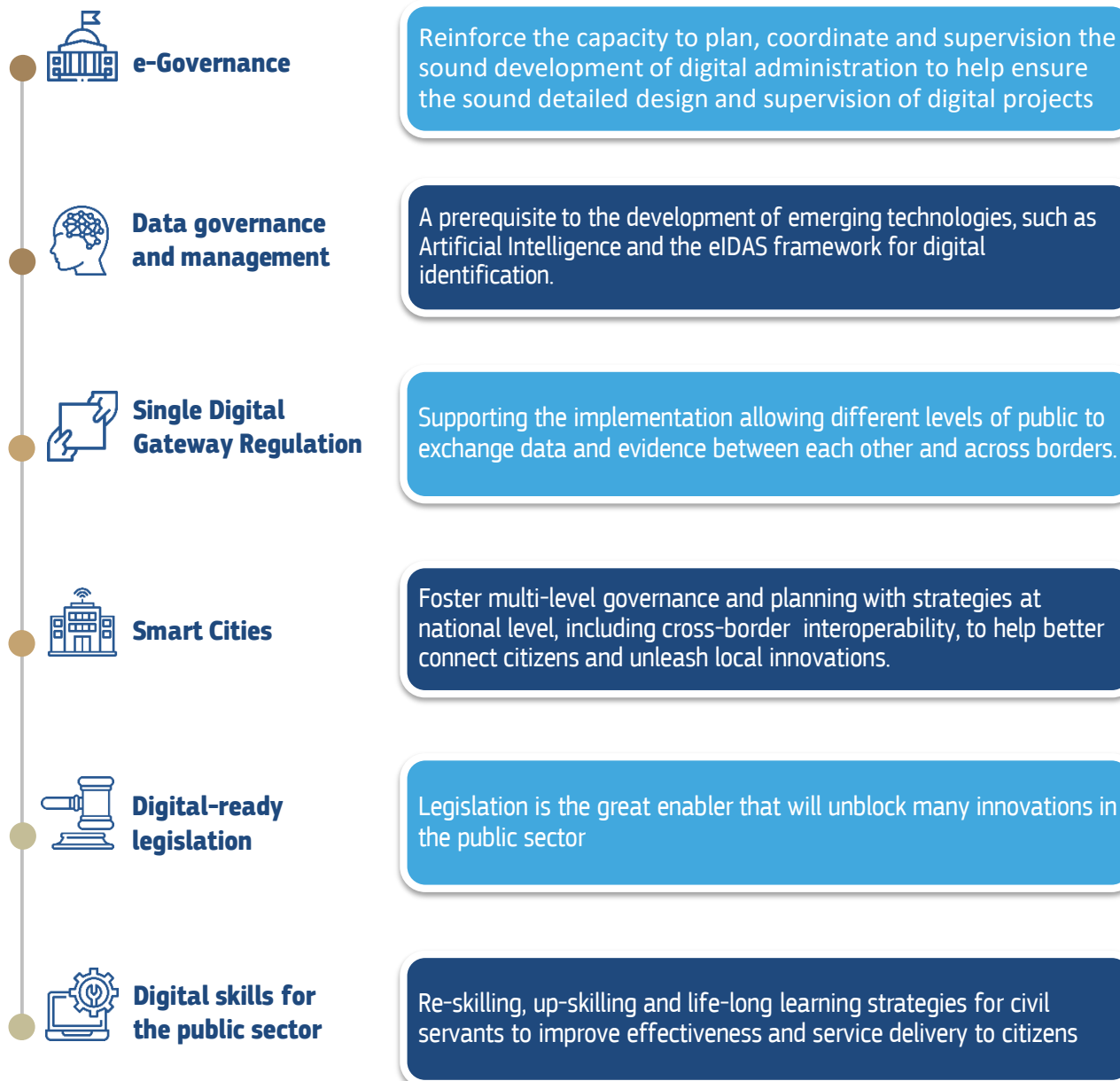
for the Member State in:

- eGovernment Benchmark
- The Digital Economy and Society Index (DESI)
- Regional Competitiveness Index (RCI)

Access to emerging technologies on a dynamic, flexible ICT infrastructure model that allows **connection between information silos**.

HOW CAN WE ACHIEVE DIGITAL TRANSFORMATION ?

This flagship identifies the **technical support measures** needed to facilitate the deployment and uptake of eGovernment services across Europe. The transformation strategy and actionable action plan that are to be developed will cover all or some of the following key components:



THE EXPECTED OUTCOMES

Strategies endorsed by government and stakeholders.

Roadmaps/action plans endorsed and ongoing.

Change management plan endorsed and ongoing.