9th High-level meeting of the expert group

2025-03-21

Reform and Investment Task Force (SG REFORM)

European Commission

Agenda

- Introductory remarks

- Country inspiration: Finnish Tax Administration

- Country inspiration: Danish Business Authority

- Coffee break

- Discussion

- Lunch break

- Discussion: Continuation

- Update on Commission studies

- Update on ComPAct Implementation plan

- Conclusions and outlook

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Why data-driven public administration matters

- **Competitiveness & modernisation**: From the Competitiveness Compass and Draghi Report, simplify public services while maintaining high standards. Administrative effectiveness **directly affects** the ease of doing business and the attractiveness of the EU market

- **Quality through simplification**: Apply the once-only principle, and simplification to optimise processes and ensures data is used proportionately.

- **Focusing on people**: Human-centric services adapt to needs, ensuring accessibility and inclusivity.

Public services for the digital age

1. Beyond traditional procedures:

- Shift from digitalising existing processes to questioning their necessity
- Data-driven instead of document driven

2. Continuous evolution:

- View digital government as a journey, adapting to data, technology, and societal changes
- Embrace experimentation (regulatory sandboxes, innovative procurement)

3. Human-centric transformation:

- Design must adapt to people, ensuring accessibility and inclusion
- Ensure fairness with data-driven personalized services while safeguarding rights

Foundations: initiatives driving transformation

Legal & Interoperability Pillars

- **Data Act**: Expands cross-sector data availability.

- **Data Governance Act**: Enables secure, responsible data-sharing.

- **European Data Union Strategy**: Will unify data these initiatives under coherent governance.

- **Interoperable Europe Act**: Promotes interoperability, encourages burden reduction, fosters GovTech solutions.

- **Single Digital Gateway :** Simplifies cross-border access to public services and information

- **AI Act** : Ensures ethical, rights-based AI deployment

Essential Building Blocks

- ✓ **Standardisation** (Open Data Directive), data governance, cybersecurity.(NIS2 Directive)

- ✓ **Once-Only Technical System**: Reduces bureaucracy, facilitates cross-border exchanges; provide information only once

- ✓ **Workforce upskilling** and a strong culture of digital/data literacy

- ✓ **Fostering GovTech ecosystems** through innovation-friendly procurement and pilot projects

Benefits in practice

Human-Centric Services	Personalisation aligned with citizens' needs, ensuring accessibility and fairness
Reduced Burdens	Minimising paperwork and duplication, faster service delivery, reduce redundant submission of information (once only)
Trust & Transparency	Accountability frameworks, robust cybersecurity, ethical and transparent use of AI
Economic & Social Value	Open data, new innovations, partnerships with GovTech, and stronger EU competitiveness.

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Direct actions

Demonstrate wins and show the benefits

Data governance and interoperability
- Consistent standards, and data exchange

Once-only principle
- Automate data reuse

Scale success
- Implement proven pilots

Capacity and collaboration
- Invest in skills, cooperation and innovation

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Thank you