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

IMPACT OBJECTIVES

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

✓ **Better scores** for Member States 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**.

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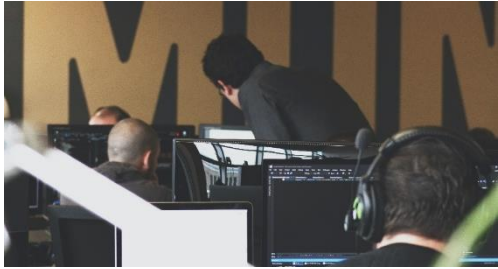
Development of resilient, **innovative, and human-centric digital** government services

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:

e-Governance
Reinforce the capacity to plan, coordinate and supervision the sound development of digital administration to help ensure the sound detailed design and supervision of digital projects

Data governance and management
A prerequisite to the development of emerging technologies, such as Artificial Intelligence and the eIDAS framework for digital identification.

Single Digital Gateway Regulation
Supporting the implementation allowing different levels of public to exchange data and evidence between each other and across borders.

Smart Cities
Foster multi-level governance and planning with strategies at national level, including cross-border interoperability, to help better connect citizens and unleash local innovations.

Digital-ready legislation
Legislation is the great enabler that will unblock many innovations in the public sector

Digital skills for the public sector
Re-skilling, up-skilling and life-long learning strategies for civil servants to improve effectiveness and service delivery to citizens

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