



# The Services Directive – a key driver for e-Government

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## Services Directive - benefits for eGovernment

- eGovernment becomes a legal obligation (Art. 8)
- Administrative simplification as basis for modernisation and rationalisation of administrative procedures
- Points of Single Contact – single interface for businesses to complete procedures by electronic means
- Increased administrative co-operation between MS through a common tool (IMI)
- Wide scope - horizontal approach needed
- General positive effect on eGovernment in practice, above all in cross-borders context



# What has been done?

## Legal measures

- ***Commission Decision on administrative cooperation through IMI*** (2 October 2009):
  - establishes the use of Internal Market Information System (IMI) for administrative cooperation between Member State
- ***Commission Decision to facilitate the cross border use of e-procedures through PSCs*** (16 October 2009):
  - requires Member States to carry out appropriate risk assessment before asking for e-signatures with a high level of security
  - establishes concrete obligations on the acceptance of e-signatures
  - enhances trust in e-signatures from other Member States (establishment, publication and maintenance of «national « Trusted Lists »)



## What has been done? Practical measures (I)

### Points of Single Contact:

- EUGO collective trademark
- EUGO gateway – PSC in Europe

- OS Toolbox to improve performance of PSC:
  - Content management
  - Product template including search engine
  - Secure message box

## OSOR Toolkit





## What has been done? Practical measures (II)

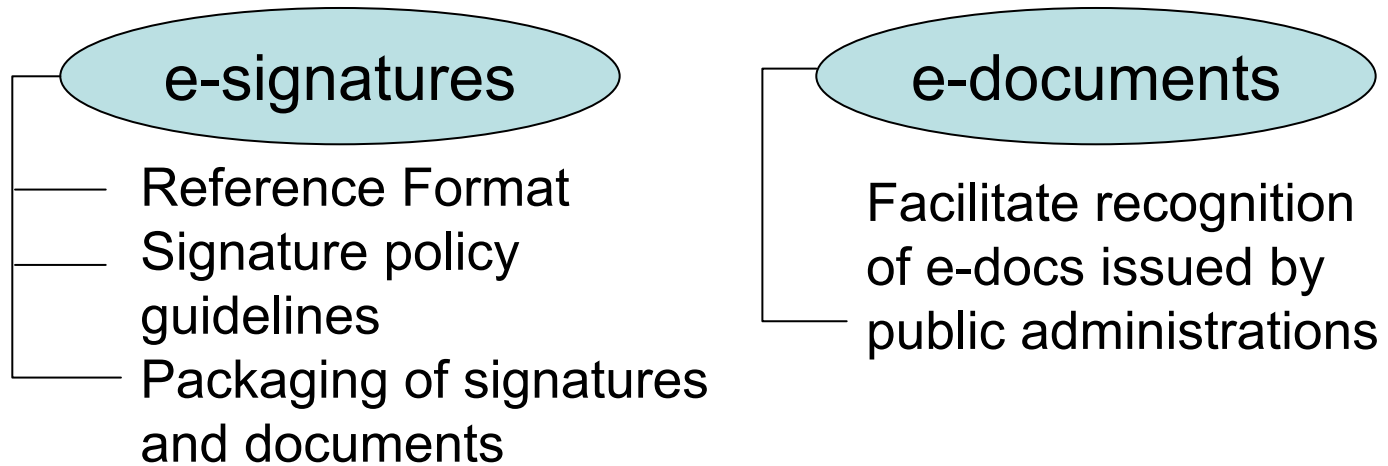
- ETSI Plugtests to facilitate the establishment of Trusted Lists (COM Decision on e-procedures)
  - Establishment of a List of Trusted List (Action Plan e-signatures and e-identification)
- TL-editor to draw up Trusted Lists

OSOR Toolkit



# Ongoing work

**E-procedures:** Roadmap 2008 to facilitate verification of signatures and enhance trust



LARGE SCALE PILOTS – PEPPOL/ SPOCS/ STORK



## Challenges ahead

- Momentum and constructive cooperation to be maintained to enhance further cross-border interoperability, recognition of documents and standardisation
- Work on second generation of Points of Single Contact beyond the Services Directive