



COMMISSION OF THE EUROPEAN COMMUNITIES

Brussels, 27.3.2003
SEC(2003) 407

COMMISSION STAFF WORKING PAPER

eEurope 2002: Progress made in Achieving the Targets

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In 1999, the European Commission proposed a new *eEurope* initiative, accelerating Europe's entry into the digital age, and ensuring coherence in the pace of progress of its Member States. The objective of the *eEurope* initiative was an ambitious one: to bring every citizen, school and business online and to exploit the potential of the new economy for growth, employment, and inclusion. The initiative was presented by the Commission to the Lisbon European Council in March 2000.

The Lisbon European Council set a new strategic goal for Europe for the following decade: *"to become the most competitive and dynamic knowledge-based economy in the world, capable of sustained economic growth, with more and better jobs and greater social cohesion"*¹, and invited the Commission to draw a comprehensive *eEurope* Action Plan.

The resulting *eEurope* 2002 Action Plan was agreed by Heads of State and Government in Feira in June 2000. It set out a roadmap to achieve an information society for all and specified 64 targets to be achieved by end of 2002.

The *eEurope* targets have been monitored regularly through a benchmarking exercise to ensure that Member States stayed on track. This was based on a list of 23 indicators, endorsed by the Internal Market Council in November 2000, to measure overall impact of *eEurope*. The overall assessment of *eEurope* 2002 is described in the Commission Communication "*eEurope* 2002 Final Report".

While those indicators essentially describe the outcome of the policy, this working document complements them by providing a report of the progress in each of the 64 targets that *eEurope* 2002 proposed should be achieved before the end of 2002. The analysis below shows that 43 targets have been fully or mostly achieved, 15 have been delayed or only partially achieved, and a further 6 cannot be fully assessed.

¹ Presidency Conclusions, Lisbon European Council, March 2000; para. 5

Progress on eEurope 2002 Actions

Objective 1: A Cheaper, faster, secure Internet

Cheaper and faster Internet	Action taken / Progress made
Achieve significant reductions in Internet access tariffs.	Commission studies show access costs have fallen for dial-up, cable modem and ADSL access in almost all Member States. Supported by OECD data.
Adopt the five Directives ² for the new framework for electronic communications and associated services; Adopt the new Commission Directive on Competition in Communication Services ³ .	All adopted 24 April 2002: Framework Directive (2002/21/EC); Access and Interconnection Directive (2002/19/EC); Authorisation Directive (2002/20/EC), Universal Service Directive (2002/22/EC) and, Users Rights and Data Protection Directive(2002/22/EC) Directive 2002/77/EC adopted 16 September 2002.
Competition in local access networks and unbundling of the local loop(LLU).	Regulation on LLU adopted. Implementation by Regulatory Authorities underway but progress is limited in most Member States.
Improve the co-ordination of the European frequency policy framework.	Decision on the Regulatory Framework for Radio Spectrum Policy; Communication on policy objectives.
Co-ordinated allocation of frequencies for multimedia wireless systems.	Commission questionnaire to Member States on frequency allocation indicated some were not yet convinced of the need for harmonisation.
Public financing instruments for information infrastructure and projects, notably in the less-	Information society integrated as a priority by all Member States in new Structural Funds for 2000-2006. EIB is financing ICT projects under their Innovation 2000 initiative. (value €12-15

² These Directives concern the overall framework, access and interconnection, authorisation, universal service and users rights and data protection.

³ Full title: *Commission Directive amending and consolidating Directive 90/388 on Competition in the Markets for Electronic Communication Services.*

favoured regions. .	bn).
<p>Move towards full conversion to IPv6 through pilot implementation in Europe. Key telecom and manufacturer industries will be mobilised together with service providers and users.</p>	<p>About 30 IPv6 projects are now operational and being supported by IST programme.</p> <p>In particular projects 6NET and EURO6IX deployed large IPv6 native testbeds in Europe, making use of high-speed infrastructures (up to 2,5 Gbps), involving NRENs, industry operators and academia and providing experimental services to a large set of users. GEANT has committed to provide IPv6 services to the research community before mid 2003. A project (Eurov6) has been launched to promote IPv6. Eurov6 signed in September 2002 a cooperation agreement with the IPv6 Promotion Council Japan.</p> <p>Following the European Council in Stockholm, a industry task force was set up and has made recommendations on the introduction of IPv6. (http://www.ipv6tf.org/in/i-finalreports.php)</p> <p>A comprehensive plan has been proposed in "<i>eEurope 2002 – Impact and Priorities</i>" to stimulate the introduction of IPv6 in Europe. The importance of the deployment of IPv6 has been further underlined in "<i>Next Generation Internet – priorities for action in migrating to the new Internet protocol IPv6</i>"(COM(2002) 96) in February 2002.</p>
<p>Reduction of prices for leased lines by increasing competition and ensuring implementation of the Commission Recommendation.</p>	<p>The 8th implementation report of December 2002 indicates that (i) for 64 Kbit/s lines, charges have become stable since August 2001. This stability breaks a 3-year downward trend that represented an overall decrease of 25% for the period 1998 to 2002 (20% reduction for local circuits and 30% for 50 km and 200 km circuits). (ii) For 2 Mbit/s lines, for the period 1998 to 2002 the average reduction was 37%, all distances considered,</p>

Faster Internet for researchers and students	Action taken / Progress made
<p>Adequate funds will be earmarked for the research networking aspects of the IST Programme.</p>	<p>GEANT contracted in July 2001 the deployment of a core network at 10 Gbps for Europe. The network has been fully operational since the end of 2001 and, by the end of 2002, carried 1 Petabyte of information per month. Connectivity to North America is now in the order of 7,5 Gbps. The GÉANT network now interconnects 32 countries including Ukraine, Russia and Central European countries (the Balkan countries will be soon interconnected).</p> <ul style="list-style-type: none"> ▪ A comprehensive plan to reinforce Europe as a global connectivity partner has been established based upon initiatives such as EUMEDIS, @LIS and TEIN - Trans Eurasia Information Network. A first phase of EUMEDIS IP Interconnection Initiative (EUMEDCONNECT Project) has been launched in 2002 and in 2003 the interconnection of EUMEDIS countries will take place (a total of €10 m. is allocated). ▪ Regarding @LIS, a feasibility study for the interconnection of Latin American Research Networks with GÉANT (CAESAR) has been completed. During 2003, a project is expected to be contracted to deploy connectivity between Europe and Latin America. ▪ The direct connectivity to Korea and the Asia Pacific rim (supported by funds from France) has been operational since end of 2001.

<p>National research networks should be upgraded to ensure that researchers and students across Europe benefit from powerful networks, for example, using structural funds and EIB support.</p>	<p>National Research and Education Networks have been regularly upgraded and some of them reached a national backbone connectivity of 10 Gbps. NRENs interconnect all universities in corresponding countries and have also progressively interconnected schools.</p> <p>The Commission has established contacts with EIB, Funding Authorities and NRENs. Circumstances in which loans from EIB can be useful have been defined and will be further exploited in the preparation of the FP6 / Research Infrastructures.</p> <p>In a number of Member States, structural funds for the period 2000 – 2006 will be used to upgrade networks, including research networks. First contacts have been established with network organisations representing Europe’s regions to ensure that best practice in using Structural Funds to develop electronic networks is shared and disseminated widely.</p>
<p>High speed Internet access and intranets should be established in universities, for example, using structural funds and EIB support.</p>	<p>In the course of 2002, some visible progress emerged in the deployment of mobile access of users in campus and universities throughout Europe.</p> <p>Structural Funds have been earmarked to improve universities’ access to the Internet</p>

Foster World Wide Grid (WWG) technology through development of middleware and the deployment of testbeds. Adequate funding will be provided for this activity within the IST Programme. Through its research programmes, the Commission will support the uptake of Grid technologies for scientific work and collaboration in all areas

19 projects are now active in the IST programme deploying significantly sized testbeds in Europe and involving all major actors in the field (e.g. CERN, ESA, EMBL, PPARC, Universities and Research Centres) and addressing a range of scientific disciplines.

The DATATAG testbed links others operational in North America and Europe. A high degree of co-operation amongst Europeans and North American/Asian projects occurs in the context of the activities of the cluster project Gridstart. A large number of national initiatives on Grids is emerging (e.g. UK eScience Project).

FP6 provides additional resources for work on Grids addressing, in parallel, aspects of R&D and deployment of infrastructures (respectively in IST and Research and Innovation programmes), with an increased financial envelope. 2 major workshops aiming to strengthening strategic objectives in Europe related to the Grid were organised during 2001 and 2002. The Commission and IST supported projects are very active in the Global Grid Forum .

The R&D aspects of Grids are addressed by a new strategic objective in the IST priority "Grids for Complex Problem Solving". The research focus is on architecture, design and development of the next generation Grids and enabling application technologies for solution of complex problems requiring a grid-based approach.

The Action line '*eLearning for European Youth in the Digital Age*' launched in the framework of the IST 2001 Work Programme supported new models for trans-European digital learning.

In addition, all other Thematic Research Programmes⁴ of FP5 have either modified, or are in the process of modifying their work programmes to support the uptake of the Grid for scientific work and collaboration

⁴ Quality of Life and management of living resources, environment, energy and sustainable development, competitive and sustainable growth.

Secure networks and smart cards	Action taken / Progress made
<p>Improve the overall security of on-line transactions by:</p> <ul style="list-style-type: none"> □ Ensuring the availability of products (in particular network cards, software and routers) capable of supporting secure transmissions based on IPsec and IPv6 □ Supporting industry-led security certifications through co-ordination of efforts and mutual recognition, including information security professional certification. □ Promoting privacy-enhancing technologies and supporting their deployment, including proper codes and the consolidation of practice. <p>Stimulating public/private co-operation on dependability of information infrastructures (including the development of early warning systems) and improve co-operation amongst national 'computer emergency response teams'</p>	<p>Commission Communication, <i>Network and Information Security – A European Policy Approach</i> (COM(2001)298) was followed by a Council Resolution of 28 January on a common approach and specific actions in the area of network and information security (OJ C43/2), proposing the establishment of a cyber security task force. In February 2003, the Commission adopted a proposal for a regulation establishing a European agency(Com(2003)63) for network and information security. This agency will to some extent cover the actions of the eEurope action plans.</p> <p>The work on availability of products capable of supporting secure transmissions has lead to a Council Resolution on a European approach towards a culture of network and information security, agreed on the Telecom council in December 2002.</p> <p>Support to industry-led security certification has been carried out mainly through the work of the EESSI, the European Electronic Signature Standardisation Initiative.</p> <p>The Commission participates in the work done by the OECD on Privacy Enhancing Technologies.</p> <p>The DDSI-project aims at stimulating public-private co-operation on dependability of information infrastructures.</p>

<p>Promote the development and deployment of open source software security platforms for effective "plug and play".</p>	<p>E-FORUM thematic network aiming at the creation of an Association to stimulate the use of Internet and a "meeting-place" on the Web where public services, citizens and industry will exchange ideas and requirements</p>
<p>Develop a co-ordinated European approach to cybercrime</p>	<p>The Commission adopted a Communication on Cybercrime and Cybersecurity in January 2001, which represented the first comprehensive policy statement by the Commission on cybercrime. This Communication proposed a number of legislative and non-legislative initiatives aimed at ensuring that Member States have the appropriate means to prevent and combat cyber-crime and at enhancing collaboration between public and private sector. The suggested approach has been further developed by the Commission proposal for a Council Framework Decision on attacks against information systems.</p>
<p>Availability of a core of common specifications for smartcards interoperability and security</p>	<p>eEurope Smartcards has delivered the compilation of its work, entitled "Open Smart Card Infrastructure for Europe" as planned, by December 2002. (downloadable from http://www.europe-smartcards.org – an edited version will be available end of February 2003) This document is known as the 'Common Specification' and was produced with the support provided to the Europe 2002 standardisation action plan.</p> <p>It is a significant and tangible achievement, representing the efforts of a 1000 persons constituency from all sectors to agree on the right usage of smartcards. It should be the reference document for whoever implements or revamps a smartcard based system. It will increase compliance to recognised standards, favour system design for cross-border and cross-sector interoperability and last but not least, better take into account user-friendliness requirements. The Common Specification prepares for further standardisation in the domain of smart cards by setting common user requirements for several smartcard applications. It sets the requirements for a European smartcard platform.</p>
<p>Improve human interface of secure card terminals including better usability for people with special needs and support for multiple languages</p>	<p>End user requirements were a central issue to draft the Open Smart Card Infrastructure for Europe (see above). Guidance and solutions are details in the document.</p>

<p>Availability of cost-effective smart card solutions to enable secure electronic transactions.</p>	<p>When eEurope started, several issues were unclear. chips were not recognised by all as the right approach to combat fraud on payment cards. Telecommunication operators were considering to provide the financial services linked to mobile payments. Public transport organisations were inventing new electronic purses. Europe and USA were proposing incompatible standards for smartcards certification.</p> <p>Now most European countries have started to migrate towards chip based payment cards (eg. the so-called EMV migration). The FINREAD specification for a secure smart card reader became a formal CEN/ISSS specification. A “Blueprint” on mPayments is in progress to formalise the mutual understanding between banks and telecommunication operator on wireless payments. The integration of ePurse and eTicketing is planned in several cities. Europe, Japan and USA have significantly reduced the gap between their respective approaches to security certification.</p>
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Objective 2: Investing in People and Skills

- European youth into the digital age	Action taken / Progress made
<p>Provide all schools, teachers and students with convenient access to the Internet and multimedia resources, where appropriate using the Structural Funds.</p>	<p>93% schools connected but continued development necessary to give convenient access to pupils in class</p>
<p>Connect schools progressively to the research networks, where appropriate using the Structural Funds.</p>	<p>GEANT network went online in July 2001 and since then many schools have been connected</p>
<p>Ensure availability of support services and educational resources on the Internet, as well as e-learning platforms, for teachers, pupils and parents</p> <p>European Commission to support these efforts via the education, training and culture programmes and to provide adequate funding within IST Programme.</p>	<p>Concerning use and pilot projects, considerable progress has been made via the education programmes, in particular via the eLearning initiative, but still an area where more effort and investment are required. The availability of quality resources for e-learning in the EU is still lagging.</p>

Provide training, using Structural Funds where appropriate, to all teachers, in particular adapt teacher curricula and offer incentives to teachers to actually use digital technologies in teaching. European Commission will ensure exchange of best practice and co-ordinate research efforts through its education, training and IST programmes.	The last Eurobarometer shows that two thirds of European teachers have received official training; i.e. training provided by their own educational authorities. While this is not entirely satisfactory, it goes a long way in achieving the Lisbon objective (“training a sufficient number of teachers”) More effort in pedagogical use of ICTs is still required.
Adapt school curricula to enable new ways of learning using information and communication technologies.	
Ensure that all pupils have the possibility to be digitally literate by the time they leave school. European Commission to support pilot projects, exchange of best practice and co-ordinate research efforts, via its IST and education programmes.	Progress made, but not all pupils yet have the opportunity to become digitally literate

Working in the knowledge based economy	Action taken / Progress Made
Give the labour force the chance to become digitally literate through life-long learning.	Proportion of the labour force receiving digital training increased to 29% in 2001 but has not increased further in 2002.
Significantly increase information technology training places and courses and promote gender equality in such courses (both in work and in educational institutions), using European Social funds where appropriate.	
Establish a European diploma for basic information technology skills, with decentralised certification procedures.	The High Level Group ESDIS concluded that the European Computer Driving Licence (ECDL) is a Europe wide basic IT accreditation scheme, without prejudice to either existing national schemes or other similar initiatives.

<p>Support greater flexibility in the workplace, e.g. teleworking and part-time working, where appropriate through agreements by Social Partners and backed up by Member States.</p>	<p>By end 2000 two national agreements were in place in Denmark and Ireland.</p> <p>A sector agreement was agreed in Telecoms in January 2001 and one in the Commerce sector in April 2001.</p> <p>Social Partners negotiated a 'code of practice' for telework at EU level and the framework agreement was signed in July 2002.</p> <p>Percentage of European workers teleworking (regularly or occasionally) rose from 5% (year 2000) to 9% (year 2002).</p>
<p>Promotion of a network of learning and training centres for demand-driven information and communications technology training and retraining of postgraduates.</p>	<p>A new action line has been launched in the IST Work Programme for 2001. Bridging the IT skills gap through development of Training Infrastructures.</p> <p>Commission has already supported the career-space ICT consortium that identified demand-driven IT training needs and is now moving into its second phase. Commission is actively seeking to encourage retraining postgraduates to fill IT skill gaps, and Member States have reported on initiatives in this respect.</p> <p>The ICT Skills Monitoring Group with representatives of Member States and Norway further analysed the e-skills gap issue and identified and described policy responses at national level. As a result, there is evidence of a lack of a commonly agreed methodology to define and measure ICT and e-business skills. Further work needs to be done to identify best-suited policy strategies and to assess their results against pre-defined benchmarks. The process started by the ICT Skills Monitoring Group strongly suggests broaden the debate should be extended to include the social partners and other key players.</p>

Set up public Internet access points in public spaces and establish multimedia tele-centres in all communities, where appropriate using the Structural Funds.	Most Member States report increases in number of PIAPs.
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Participation for all in the knowledge-based economy	Action taken / Progress made
Policies to avoid info-exclusion will be more effectively co-ordinated at European level through benchmarking of performance and exchange of best practice between Member States.	A Commission staff working paper on "eInclusion"(SEC(2001)1428), developed with the support of ESDIS, led to a Council Resolution(2001/C292/02) It provided a comprehensive overview of policies and best practices (by public, private and voluntary sectors, at all levels) with the aim of co-ordinating and prioritising activities. eInclusion is now addressed both in the European Employment Strategy and the Social Inclusion Process.
Publication of "Design for all" standards for accessibility of information technology products, in particular to improve the employability and social inclusion of people with special needs.	<p>The eAccessibility expert group (a sub-group of ESDIS) elaborated a comprehensive synthesis report <i>Delivering eAccessibility</i> subsequently published as a Commission staff working document. A Resolution, "<i>eAccessibility</i>" — <i>improving the access of people with disabilities to the knowledge based society</i> (2003/C 39/03), was adopted under the Danish Presidency based on the <i>Delivering eAccessibility</i> .Specific reports were developed and approved by ESDIS for the four actions.</p> <p>The eAccessibility group completed and endorsed in December 2002 a specific report on "Design for all" standards, providing a guide to the activities of the European standards bodies and the progress on eAccessibility related standards especially in the field of Design for All.</p>
Review relevant legislation and standards to ensure conformity with accessibility principles.	This eAccessibility Report in December 2002, with a selective review of the relevant legislation and other measures in Europe with some third country comparisons, as well as a number of recommendations.

<p>Adoption of the Web Accessibility Initiative (WAI) guidelines for public websites.</p>	<p>The Commission Communication on “eEurope 2002: Accessibility of Public Websites and their Content” was adopted in 2001</p> <p>The ESDIS eAccessibility Expert Group developed a specific report(December 2002), also as a follow up to the Communication (which requests a continued involvement to better ensure compliance of the adoption of the WAI guidelines).</p>
<p>Ensure the establishment and networking of national centres of excellence in design-for-all and create recommendations for a European curriculum for designers and engineers.</p>	<p>The ESDIS eAccessibility Expert Group reported in December 2002 that: Centres of Excellence had been established and a network is up and running with more than 100 members. Design for All curriculum work has not yet been completed but a start has been made.</p>

Objective 3: Stimulating use of the Internet

Accelerating e-commerce	Action taken / Progress made
<p>Adoption of outstanding EU legislation on:</p> <ul style="list-style-type: none"> • Copyright, • Distance marketing of financial services, • e-money • jurisdiction 	<p>All Directives adopted:</p> <p>Copyright:: Directive 2001/29/EC of May 22 2001 on the harmonisation of certain aspects of copyright and related rights in the Information Society</p> <p>e-money: Directive 2000/46/EC of 18 September 2000 on the taking up, pursuit of and prudential supervision of the business of electronic money institutions</p> <p>Financial services: Directive 2000/28/EC of 18 September 2000 amending Directive 2000/12/EC relating to the taking up and pursuit of the business of credit institutions and Directive (97/7/EC) of May 20, 1997 on the protection of consumers in respect of distance contracts</p> <p>Jurisdiction: Council Regulation 44/2001/EG of December 22, 2000 on jurisdiction and enforcement of judgments in civil and commercial matters</p> <p>e-Commerce: Directive 2000/31/EC of 8 June 2000 to clarify some legal concepts and harmonise certain aspects to enable information society services to fully benefit from the internal market principles.</p> <p>For up-to date information on e-commerce related legislation, see: http://europa.eu.int/information_society/topics/ebusiness/ecommerce/8epolicy_elaw/law_ecommerce/index_en.htm</p>
<ul style="list-style-type: none"> • Boost consumer confidence in e-commerce. • Promote alternative dispute resolution (ADR), trust marks and effective codes of conduct. 	<ul style="list-style-type: none"> • eConfidence dialogue concluded in December 2001. • eConfidence Forum website operational (http://econfidence.jrc.it). • Technical demonstrator for online dispute settlement launched (JCR).

⁵ EEJ-net stands for European Extra-Judicial network.

<ul style="list-style-type: none"> • Create 'online e-confidence forum' managed by the Commission. • Commission and Member States to further develop EEJ-net⁵ and co-finance pilot projects at European level 	<ul style="list-style-type: none"> • Several projects co-financed by Commission • Second recommendation on ADR adopted in April. FIN-NET (ADR network for financial services) launched in February 2001. The Commission adopted a Green Paper on ADR in April 2001.
<p>Increased flexibility in e-commerce regulation, inter alia through co-operation with relevant business groups such as the Global Business Dialogue (GBDe)⁶.</p>	<p>eConfidence initiative of the Commission (see above).</p> <p>Commission White Paper on Governance adopted in July 2001.</p> <p>Better regulation Action Plan adopted in June 2002 (COM(2002)278 final).</p> <p>GBDe conference in Brussels in October 2002: Joint Government Statement agreed.</p>
<p>Improve legal certainty for SMEs offering e-commerce services across the Union through an on-line information service and awareness actions.</p>	<p>A web portal to provide all necessary information on the legal environment for e-commerce at European, national and international level has been set up. It provides SMEs with legal information and interactive services to help them understand and comply with legislation on electronic business.</p> <p>Dr Ecommerce, the webservice providing answers to the questions of SMEs regarding all issues of e-commerce is continuing and is well recognised and valued by the general public, businesses and the media.</p> <p>A European network of Euro Info Centers (EIC's) has been established to raise awareness, information and guidance on e-business legislation and self-regulatory initiatives for SME's, in particular for cross border electronic transactions (ELEAS project). An online information service is currently in preparation, which will provide SME's with practical and user friendly information and personalised advice on specific and frequently asked questions on e-business related legislation.</p>

⁶ www.gbde.org

<p>Encourage SME's to 'Go Digital' through co-ordinated networking activities for the exchange of knowledge on, best practices, e-commerce readiness and benchmarking. "Reference centres" could help SMEs to introduce e-commerce into their business strategies.</p>	<p>The GoDigital Communication was adopted by the Commission the 13th of March. A kick-off conference took place 6th of April in Brussels with around 400 participants. A grant theme (€0.5 m.) for organising GoDigital events is published under the Multi-annual Programme for Enterprise and Entrepreneurship and the first batch of events have been evaluated. Benchmarking of national and regional e-business strategies has started with the Member States. The e-Business Market Watch Function (<i>e-Business W@tch</i>) was established, providing statistical data and regular analyses of the uptake of e-business among enterprises in 15 different sectors, thereby contributing to the improvement of understanding the impact of e-business and of preparing relevant policy initiatives.</p> <p>Euro Info Centre GoDigital campaign in 18 countries is starting in 9/2001. GoDigital summit is planned for March 2002. The 7th call under the IST programme is open for "High impact take-up, dissemination and training." The draft Northern eDimension action plan includes GoDigital activities.</p>
<p>Establish an EU top level domain name.</p>	<p>A Call for expressions of interest was published on 3 September 2002, inviting applications from organisations wishing to be selected as the Registry to be entrusted with the organisation, management and administration of the ".eu" Top Level Domain. The call closed on 25 October 2002 and was evaluated by Commission services. Following a consultation process, a final decision on the selection of the .eu TLD Registry is expected by March 2003.</p>
<p>Adoption of two Directives regarding Public Procurement incorporating provisions to remove legal obstacles to electronic procurement.</p>	<p>The two proposed Directives⁷, which include provisions to remove legal obstacles to electronic procurement, are in first reading in the EP.</p> <p>In 2001, IDA published a study on transborder e-Procurement barriers. A feasibility study on a common e-Procurement tool for public administrations was launched and will deliver results in April 2003.</p>

⁷ Proposal for a directive on the co-ordination of procedures for the award of public supply contracts, public service contracts and public works contracts COM(2000) 275 final

Proposal for a Directive on co-ordinating the procurement procedures of entities operating in the water, energy and transport sectors COM(2000) 276 final

<p>Establish electronic marketplaces for public procurement.</p>	<p>Experimental electronic e-procurement marketplaces will be established with the support of the IST programme to demonstrate the potential of such platforms.</p> <p>A study on best practices in public procurement was launched in 2001.</p> <p>A workshop with industry and Member States took place in 2001.</p>
<p>Adoption of a Directive on Value Added Tax (VAT) on certain services supplied by electronic means to ensure compatibility of the EU VAT system with e-commerce.</p>	<p>Council Directive 2002/38/EC was adopted on 7 May 2002</p>

<p>Government online - electronic access to public services</p>	<p>Action taken / Progress made</p>
<p>Essential public data online including legal, administrative cultural, environmental and traffic information.</p>	<p>The group on digital public data announced in the declaration accompanying <i>the eContent</i> programme, will also deal with the follow-up to Green Paper on public sector information.</p> <p>The IDA programme working with national portal managers launched the pilot of the portal of the EU administrations providing information on cross-border public services in Europe in September 2002.</p>

<p>Member States to ensure generalised electronic access to main basic public services</p>	<p>Most Member States have set quantitative targets Progress will be benchmarked through common list of 20 main basic services for citizens and businesses elaborated by the eGovernment working group and adopted by the Internal Market Council, March 2001 Online delivery of services has been measured 3 times and there has been rapid progress. All Member States have the 20 basic services online and the degree of online sophistication has increased considerably.</p>
<p>Simplified online administrative procedures for business e.g. fast track procedures to set up a company.</p>	<p>Simplification of administrative procedures for businesses is addressed in the Action Plan to Promote Entrepreneurship and Competitiveness ("BEST Action Plan"). The first report on the implementation of the Action Plan⁸ finds that many countries have introduced methods of centralising and cutting down on paperwork for businesses. However, although there are exceptions, registration periods are still too long in many European countries compared to those in some other parts of the world. Work in this area therefore needs to be extended.</p>
<p>Develop a co-ordinated approach for public sector information, including at European level</p>	<p>Commission adopted a draft Directive on exploitation of public sector documents on June 5, 2002. The Commission has established a portal for European legislation, providing access to all legal texts of the Union. IDA is funding the extension of the service to national legislative databases</p>
<p>Promote the use of open source software in the public sector and e-government best practice through exchange of experiences across the Union (through the IST and IDA programmes).</p>	<p>IDA has surveyed the use of open source software in Member State administrations and has assessed the feasibility of greater reuse of publicly-owned open source applications. IDA guidelines on the migration to open source software will be released in May 2003.</p> <p>A symposium was held in February.2001 which supported the further promotion of the sharing of open source software and experience between administrations.</p>
<p>All basic transactions with the European Commission must be available online (e.g. funding, research contracts, recruitment, procurement).</p>	<p>Plans for eCommission are being developed in context of White Paper on Reform. The communication "towards an eCommission" was adopted in June 2001. Electronic submission to a recruitment competition to be piloted in mid 2001 The framework research IST programme already accepts electronic submissions. The Official Publications Office already sells Commission publications online and accepts online payments..</p>

⁸ "Report on the Implementation of the Action Plan to Promote Entrepreneurship and Competitiveness", SEC(2000)1825 of 27.10.2000.

Promote the use of electronic signatures within the public sector.	Member States were requested to provide the Commission with details of their current initiatives. Most of their replies are currently being analysed by the Commission. The IDA programme has launched pilot projects on secure e-mail exchange between administrations and advancing the interoperability of national and Community implementation of public key infrastructures.
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Health online	Action taken / Progress made
<p>Ensure that primary and secondary healthcare providers have health telematics infrastructure in place including regional networks.</p> <p>.</p>	<p>The HLCH (Telematics Group) reported on the extent of Member State adoption of Health Telematics implementation plans and future objectives.</p>
<p>Best practice in electronic health services in Europe identified and disseminated, benchmarking criteria set.</p> <p>.</p>	<p>12 projects were selected for funding under RTD Framework Programme 5 (IST Programme)., All are still on-going and are accessible through the eEurope website, where the final results will be disseminated as they become available once the projects have been concluded.</p>

<p>Establish a set of quality criteria for health related websites.</p>	<p>Quality Criteria Workshop with Member States, Healthcare Professionals and Industrial representatives held on 7&8 June 2001. A drafting group of European Experts prepared a draft set of quality criteria which were open to public comment through the eEurope website for two months.</p> <p>A Communication on Quality Criteria for Health related Websites adopted in December 2002 (COM (220) 667 Final) which details 6 quality Criteria and possible forms of implementation.</p>
<p>Establish health technology and data assessment networks.</p>	<p>Three EU/MS networking initiatives have been further developed:</p> <ul style="list-style-type: none"> □ European Union Public Health Information Network (EUPHIN)⁹ □ Health Technology Assessment Network □ Medical Devices Information Network <p>Work on a Pharmaceutical Products Relative Effectiveness Network is still under discussion with Member States.</p>

⁹ Formed through merging of two networks Health Information, Exchange and Monitoring System (Heims) and the Health Surveillance System for Communicable Diseases (HSSCD)

European digital content for global networks	Action taken / Progress made
<p>Launch a programme to stimulate the development and use of European digital content on the global networks and to promote the linguistic diversity in the information society.¹⁰</p>	<p>e-Content work programme for the first two years adopted by the Commission on 14 March 2001. Three calls for proposals have taken place. Level of funding requested shows a big market interest. Proposals balanced between the two main action lines (exploitation of public sector information and linguistic and cultural customisation).</p>
<p>Create a co-ordination mechanism for digitisation programmes across Member States – define common themes, catalogue available resources, ensure interoperability.</p>	<p>Experts meeting in Lund 4 April 2001 agreed Lund Principles, taken up through associated Lund Action Plan. Work led to development of profiles for national digitisation policies (published on Member State web sites) and framework document for benchmarking measures.</p> <p>Experts meeting, Brussels, 17 July 2001, convened jointly with Belgian Presidency in context of Internet & Culture agenda and proposal for a Resolution.</p> <p>National Representatives Group meets under chair of Presidency every 6 months to monitor adoption of & progress with the Lund Principles (meetings 2002 held in Alicante and Copenhagen). Report of progress, including national reports, produced by the NRG December 2002 (published March 2003).</p> <p>Working groups established to develop further consensus on inventories & standards, on benchmarking, on quality and on best practice; supported by IST project MINERVA.</p> <p>Further supported by IST-programme (projects covering technologies for digitisation, on metadata standards, on preservation and long-term access to digital resources, and on access to content in digital libraries).</p>

¹⁰ Draft Proposal for a COUNCIL DECISION adopting a Multiannual Community programme to stimulate the development and use of European digital content on the global networks and to promote the linguistic diversity in the Information Society.
See: http://europa.eu.int/comm/information_society/econtent/index_en.htm

Intelligent transport systems	Action taken / Progress made
Provision of location information to emergency services, including via 112 (new proposed Universal Service Directive).	
Establishment of the 'Single European sky'.	Legislation proposal approved by Council in December 2002. To be presented to the European Parliament for 2 nd Reading by summer 2003
Implementation of Recommendation on "Participation of the private sector in deploying traveller information services in Europe".	Recommendation adopted by the Commission in July 2001
Deployment plan for Intelligent Transport Systems for road transport.	Commission Communication on ICT for intelligent vehicles, expected in March 2003.

<p>Commission decision on adoption of specifications for wireless communication for high-speed trains.</p>	<p>Publication of the Technical Specifications for Interoperability (OJ 12/09/02) called by Directive 96/48 on the Interoperability of trans-European high-speed rail system. Includes legislative requirements to Member States for submission of their GSM-R deployment plans for the high-speed rail network. Draft Technical Specification for Interoperability for conventional rail to be submitted to regulatory committee in early 2003. Approval expected in the first half of 2003.</p>
<p>Adoption of a Directive for a European maritime and inland shipping reporting and information system.</p>	<p>Directive on maritime reporting was adopted as a Commission proposal under the second maritime package ERIKII on 6/12/00¹¹</p> <p>In addition to the already adopted Directive which comes into force in Feb 2004 and which sets the obligation for a pan European operational system for 2007 the 2003 DGTREN Action Plan contains a proposal for a European River Information Services system (RIS).</p>
<p>Adoption of Decision on the further development of the Galileo infrastructure.</p>	<p>The Transport Council, March 26 2002 approval of the development phase of Galileo.</p>

¹¹ Directive on establishing a Community monitoring, control and information system for maritime traffic, COM(2000)802