



HORIZON 2020

**ICT-enabled public sector
innovation / eGovernment**

Work Programme 2016-2017

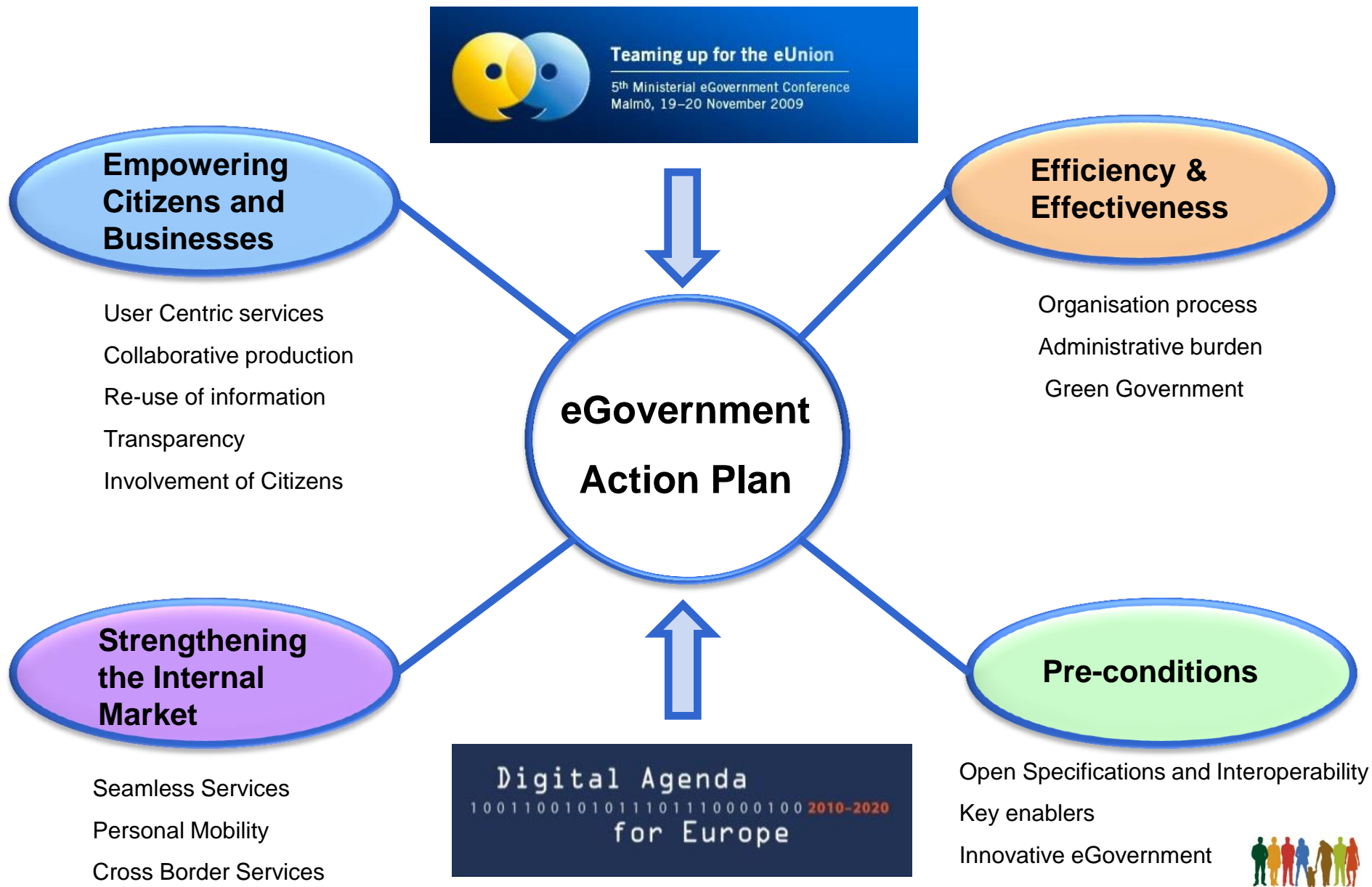
Brussels, 12-13 May 2016

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European Commission, DG CONNECT

Unit "Public Services"







Public services in Europe have embraced new technologies to varying degrees but more can be done to **modernise public administration, achieve cross-border interoperability and facilitate easy interaction with citizens.**



The Commission will present a
new e-Government Action Plan 2016-2020

Policy Framework

Policy priorities (Pillars)

'...more can be done to modernise public administration, achieve cross-border interoperability and facilitate easy interaction with citizens....' (DSM Communication)

eGovernment Action Plan 2016-2020

**Modernising
public
administration
with ICT, using
key digital
enablers**

**Enabling cross-
border mobility
with
interoperable
digital public
services**

**Facilitating
digital
interaction
between
administrations
and citizens /
businesses for
high-quality
public services**

20 actions identified in this Action Plan
Further actions may be proposed either by the Commission or by stakeholders, including Member States.



Excellent
Science

Industrial
Leadership
(LEIT)

Societal
Challenges
(SC)

Societal Challenges (SC)

1. Health, demographic change and wellbeing
2. Food security, sustainable agriculture and forestry, marine and maritime and inland water research, and the bioeconomy
3. Secure, clean and efficient energy
4. Smart, green and integrated transport
5. Climate action, environment, resource efficiency and raw materials
- 6. Europe in a changing world - inclusive, innovative and reflective societies**
7. Secure societies - protecting freedom and security of Europe and its citizens

eGovernment in SC6 calls for proposals:

- **CO-CREATION-04-2017:** Applied co-creation to deliver public services
- **CO-CREATION-05-2016:** Co-creation between public administrations: once-only principle
- **CO-CREATION-06-2017:** Policy-development in the age of big data: data-driven policy-making, policy-modelling and policy-implementation
- **CULT-COOP-11-2016/2017:** Understanding the transformation of European public administrations
- **SMEInst-62-2016-2017:** New business models for inclusive, innovative and reflective societies

Building on past and current activities...

- Pursuing the eGovernment Action Plans towards the transformation of the public sector to become digital, interoperable and open
- H2020 Work Programme 2014-2015 already called for research and innovation activities in this field
- eParticipation project clusters (CIP ICT PSP & FP7)
<http://ec.europa.eu/digital-agenda/en/eparticipation>
- ICT for innovative government and public services - cloud of public services projects (CIP ICT PSP) and study
<https://ec.europa.eu/digital-agenda/en/news/towards-cloud-public-services-flyer>
<http://ec.europa.eu/digital-agenda/sites/digital-agenda/files/smart2010-0074finalreport.pdf>



What we are looking for in H2020, e.g.:

- ICT-enabled services addressing a challenge of the public sector or the needs of targeted citizens or businesses
- Open, innovative, re-usable solutions
- Multidisciplinary and geographically wide consortium: private, public and academic participants, user representatives
- Multidisciplinary approach: understanding the societal and human aspects for realising the transformation of the public sector
(e.g. social acceptability of solutions, attitudes, social, political, cultural diversity, different user needs, etc.)
- Good practice cases towards the transformation of the public sector through the open government approach

Calls for proposals:

- 
- **CO-CREATION-04-2017: Applied co-creation to deliver public services**
 - CO-CREATION-06-2017: Policy-development in the age of big data: data-driven policy-making, policy-modelling and policy-implementation
 - CULT-COOP-11-2016/2017: Understanding the transformation of European public administrations

CO-CREATION-04-2017

Applied co-creation to deliver public services (IA) – 1/2

- Understanding the needs and preferred delivery channels of end users
- New technologies offer opportunities for more collaborative and participatory relationships



- Collaborative service creation (co-creation) with stakeholders : design, production and delivery of high quality services
- Innovation actions will pilot the co-designing and co-creation of public services, using ICT and relying on open data or open public services.
- Testing different cultural/socio-political context for co-creating public services.

CO-CREATION-04-2017

Applied co-creation to deliver public services (IA) – 2/2

Proposals need to address several of the below aspects:

- Using / sharing data, services, tools, cloud infrastructures and assets between public administrations and/or with third parties and generating new or complementary services or making decisions;
- User perspectives;
- Transparency of government data, information or processes
- Business models

**NB:
INSO-1
CSA**

**Innovation Action
2017: EUR 10 million**

Closing: 2 February 2017



Public Services

Calls for proposals:

- **CO-CREATION-04-2017: Applied co-creation to deliver public services**
- **CO-CREATION-06-2017: Policy-development in the age of big data: data-driven policy-making, policy-modelling and policy-implementation**
- **CULT-COOP-11-2016/2017: Understanding the transformation of European public administrations**

CO-CREATION-06-2017: Policy-development in the age of big data – 1/2

Specific challenge

- Making effective data processing power and expertise available to governments - > developing second generation data tools and assessment for more targeted policy design, efficient enforcement and monitoring tools
- New or improved methods and tools for new types of evidence-informed policy design and implementation
- Allowing governments to benefit from the interpretation of big data for new outcome-based public communication
- Understanding the legal frameworks and to take into account sociological, cultural, political, legal and economic as well as behavioural aspects.

CO-CREATION-06-2017: Policy-development in the age of big data – 2/2

a) Research and Innovation Actions

Proposals need to address several of the following aspects:

- Methodological development for using big data in policy development
- Critical interdisciplinary assessment
- Understanding the implications of the Internet of Things
- Develop scalable and transferable methods and re-usable tools

b) Coordination and Support Action

- Networking of relevant stakeholders and teams working in the area of data-driven policy-making and policy-modelling and to support constituency building

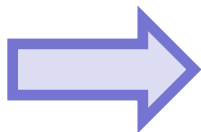
RIA 2017: EUR 11 million

CSA 2017: EUR 0,5 million

Closing: 2 February 2017

Calls for proposals:

- **CO-CREATION-04-2017: Applied co-creation to deliver public services**
- **CO-CREATION-06-2017: Policy-development in the age of big data: data-driven policy-making, policy-modelling and policy-implementation**
- **CULT-COOP-11-2016/2017: Understanding the transformation of European public administrations**



CULT-COOP-11-2016/2017: Understanding the transformation of European PAs – 1/2

- Transformation of public administrations and their role in society.
- It requires reflecting upon
 - people's expectations about their relationships with governments
 - government's role and ability to deliver public value
 - governance approaches and strategies
 - legal, political and cultural aspects of this transformation
 - necessary organisational, administrative, technical human resource and legal changes

CULT-COOP-11-2016/2017: Understanding the transformation of European PAs – 2/2

a) Research and Innovation Actions

- Research to explore and analyse how the public administrations can become open and collaborative, assess the potential of different policy domains and explore feasibility in different public administration contexts
- Exploring what the role of governments may be
- Developing methods and approaches
- Set of concrete recommendations for policy-makers at local, regional and national level.

b) Coordination and Support Action

- Discuss and exchange on the transformation of public administrations in Europe and discuss the future role of government in this context.

RIA 2016: EUR 8 million

Closing: 4 February 2016

CSA 2016: EUR 0,5 million

RIA 2017: EUR 7 million

Closing: 2 February 2017

Call opening	Societal challenge 6	closing	
2016 05/01/ 2016 27/10/ 2015	<p>Topic CO-CREATION-5: Co-creation between public administrations: once-only principle ● ▲</p> <p>Topic CULT-COOP-11: Understanding the transformation of European public administrations ◐ ▲</p>	<p>24 May 2016</p> <p>04 February 2016</p>	<p>Topic SMEInst-62: New business models for inclusive, innovative and reflective societies ★</p> <p>Multiple deadlines in 2016</p> <p>Phase 1: 24/02/16 - 03/05/16 - 07/09/16 - 09/11/16 Phase 2: 03/02/16 - 14/04/16 - 15/06/16 - 13/10/16</p>
2017 04/10/2016	<p>Topic CO-CREATION-4: Applied co-creation to deliver public services ●</p> <p>Topic CO-CREATION-6: Policy-development in the age of big data: data-driven policy-making, policy-modelling and policy-implementation ◐ ▲</p> <p>Topic CULT-COOP-11: Understanding the transformation of European</p>	<p>02 February 2017</p> <p>02 February 2017</p>	<div data-bbox="1058 953 1889 1173"> <p>◐ Research & Innovation Action (100%) ● Innovation Action (70%) ▲ Coordination & Support Action (100%) ★ SME Instrument (70%)</p> </div> <p>Topic SMEInst-62: New business models for inclusive, innovative and reflective societies ★</p>

Open government:

<http://ec.europa.eu/digital-agenda/en/ict-enabled-public-sector-innovation-through-open-government>

Vision Paper:

<http://ec.europa.eu/digital-agenda/en/news/vision-public-services>

Public Consultation (2013): <https://ec.europa.eu/digital-agenda/en/news/results-public-consultation-directions-ict-driven-public-sector-innovation-european-union-level>

H2020:

<http://ec.europa.eu/programmes/horizon2020/en>

<http://ec.europa.eu/research/participants/portal/desktop/en/home.html>

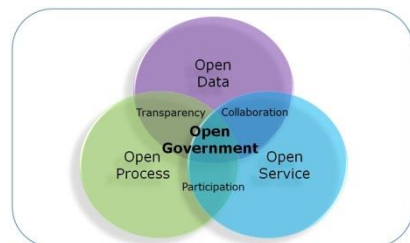
<http://ec.europa.eu/easme/en/horizons-2020-sme-instrument>

<http://ec.europa.eu/egovernment>

Cnect-egovernment@ec.europa.eu

NCP:

http://ec.europa.eu/research/participants/portal/desktop/en/support/national_contact_points.html



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