



Danube Region
Programme

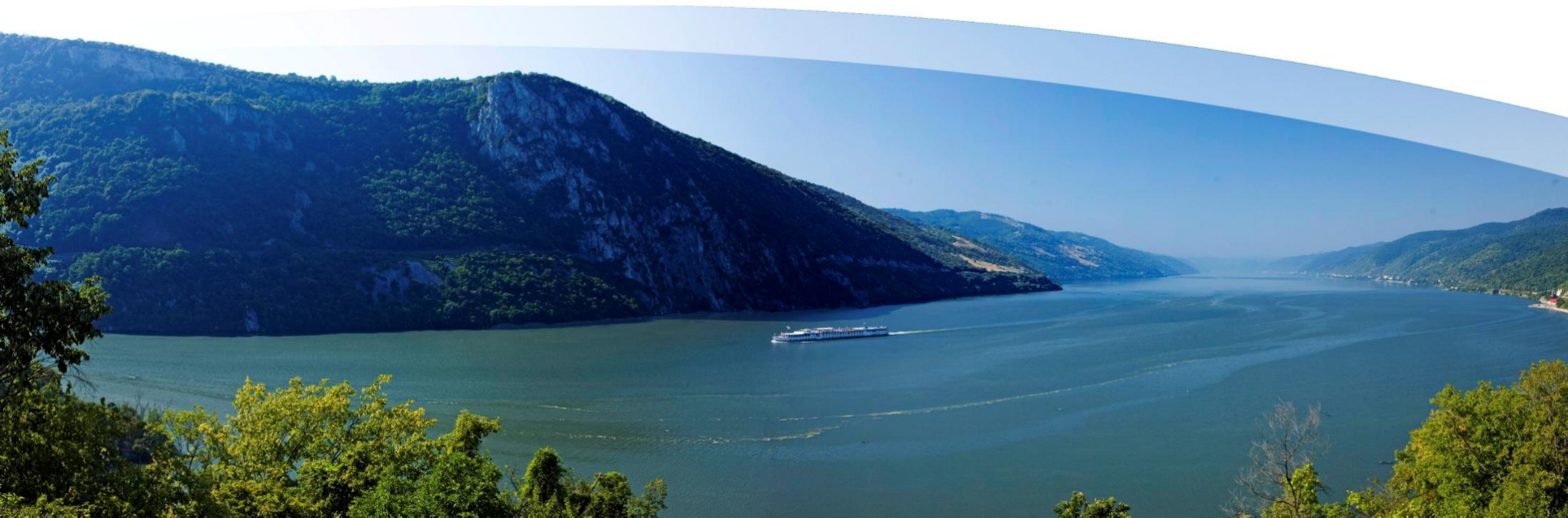


Co-funded by
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Digitalisation of Public Services

27th Steering Group Meeting | 28-29 November 2025 | Stuttgart, Germany



Digitalisation of Public Services

- Establishing the state of play across EUSDR Member States – Updates
- Identifying concrete stakeholders
- Define possible next steps/ stakeholders



Online Service Index 2022

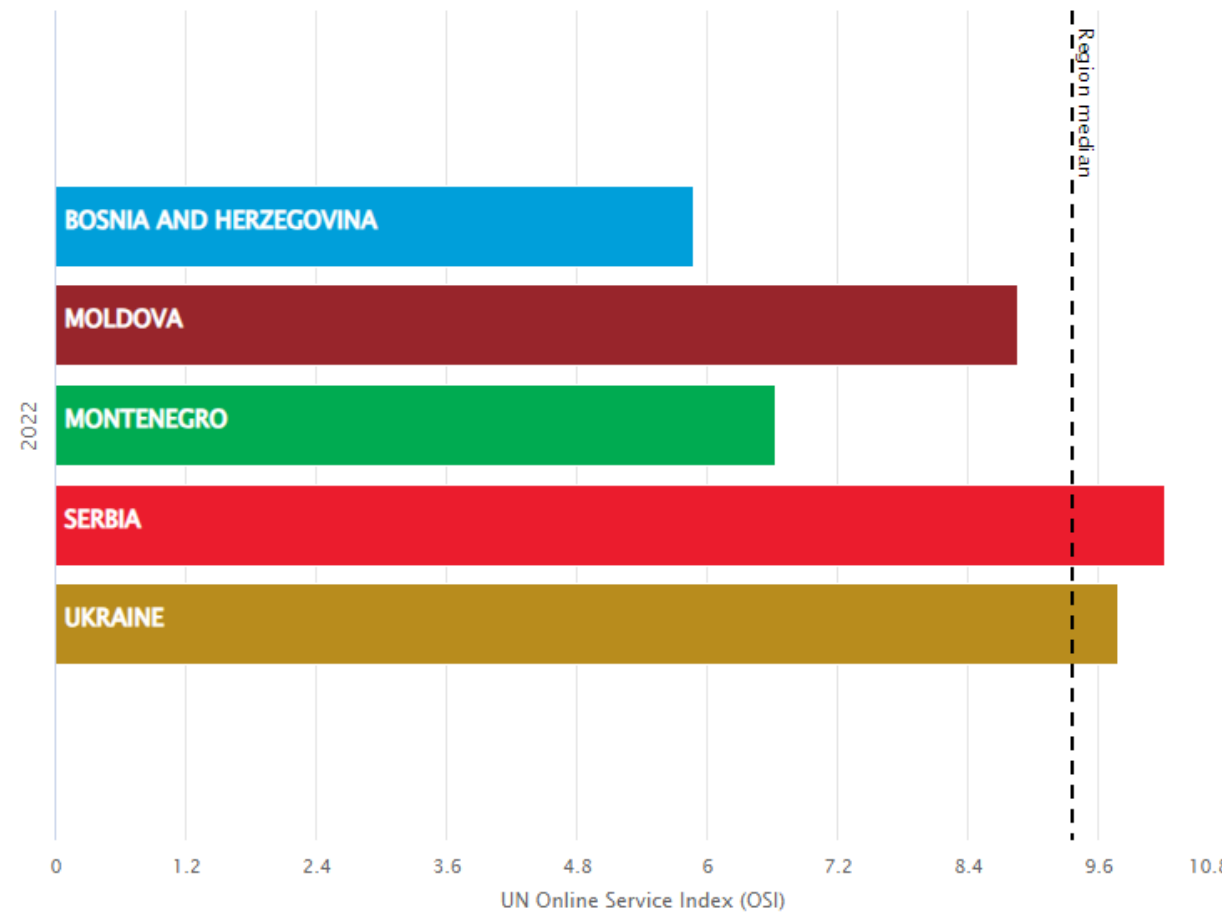
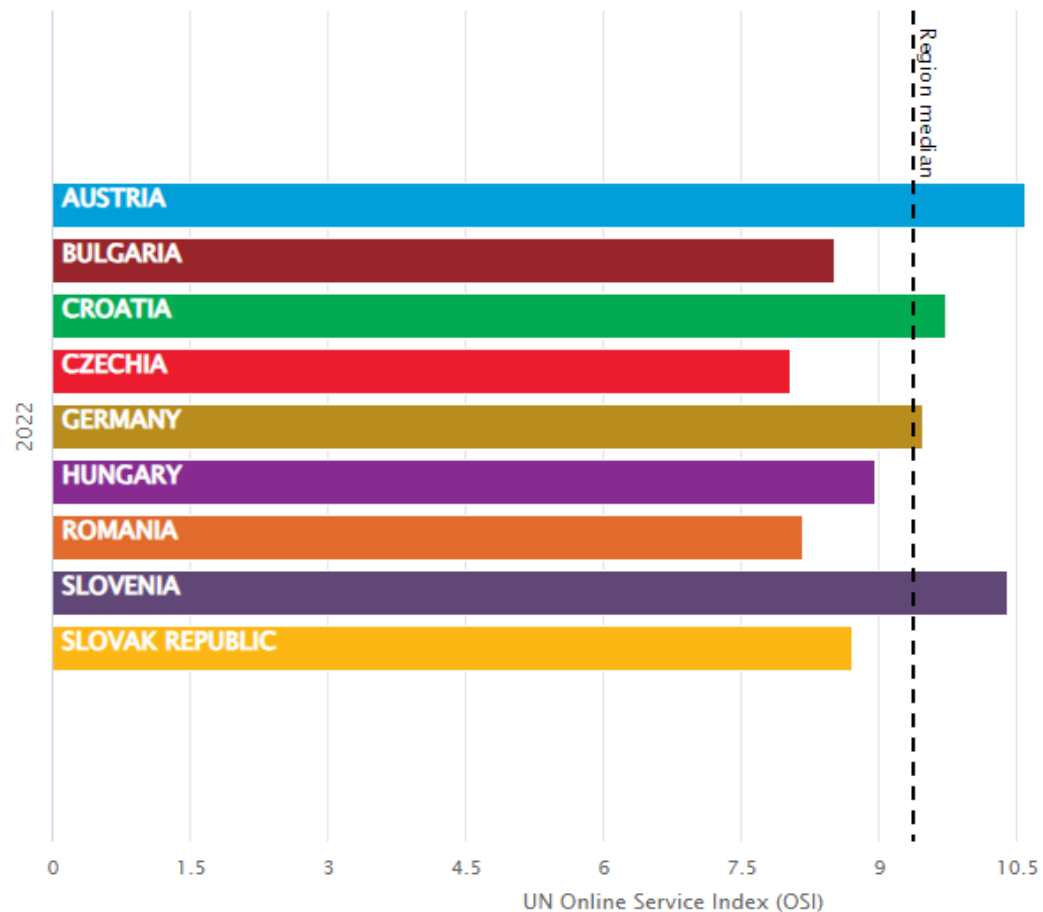


Fig. 1: EUSDR Countries Online Service Index 2022; Data source GovTech Maturity Index 2022

Digitalisation of Public Services

Facts & Figures

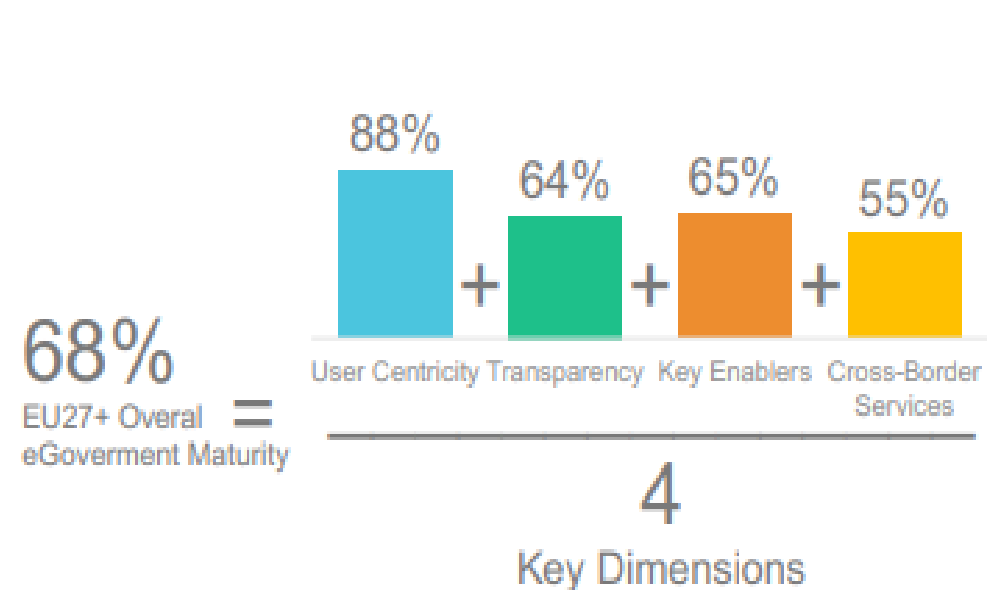


Fig. 2: Breakdown of overall eGovernment maturity into four dimensions (EU27+ biennial average), October 2021, DG CONNECT report on *eGovernment Benchmark 2021*

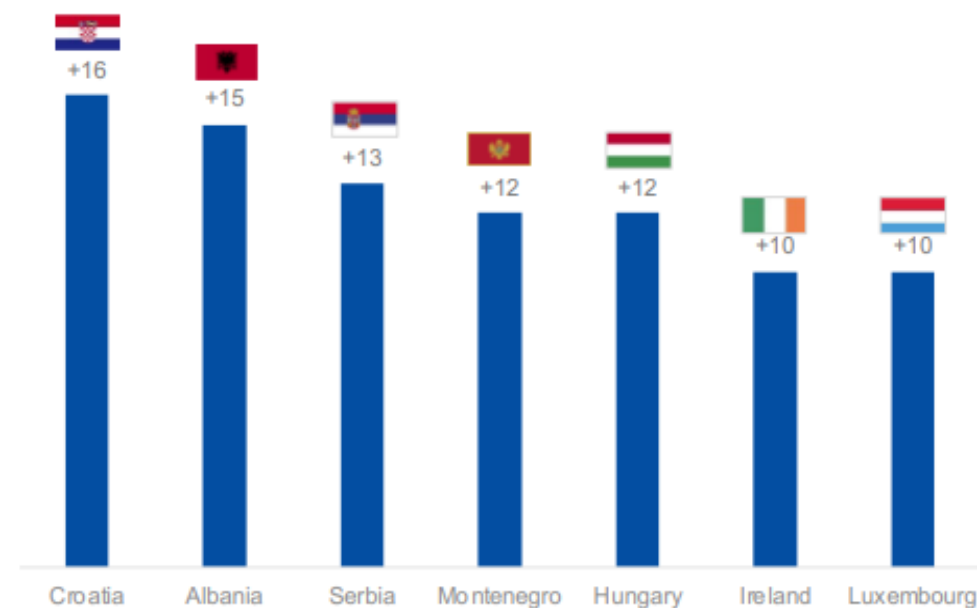


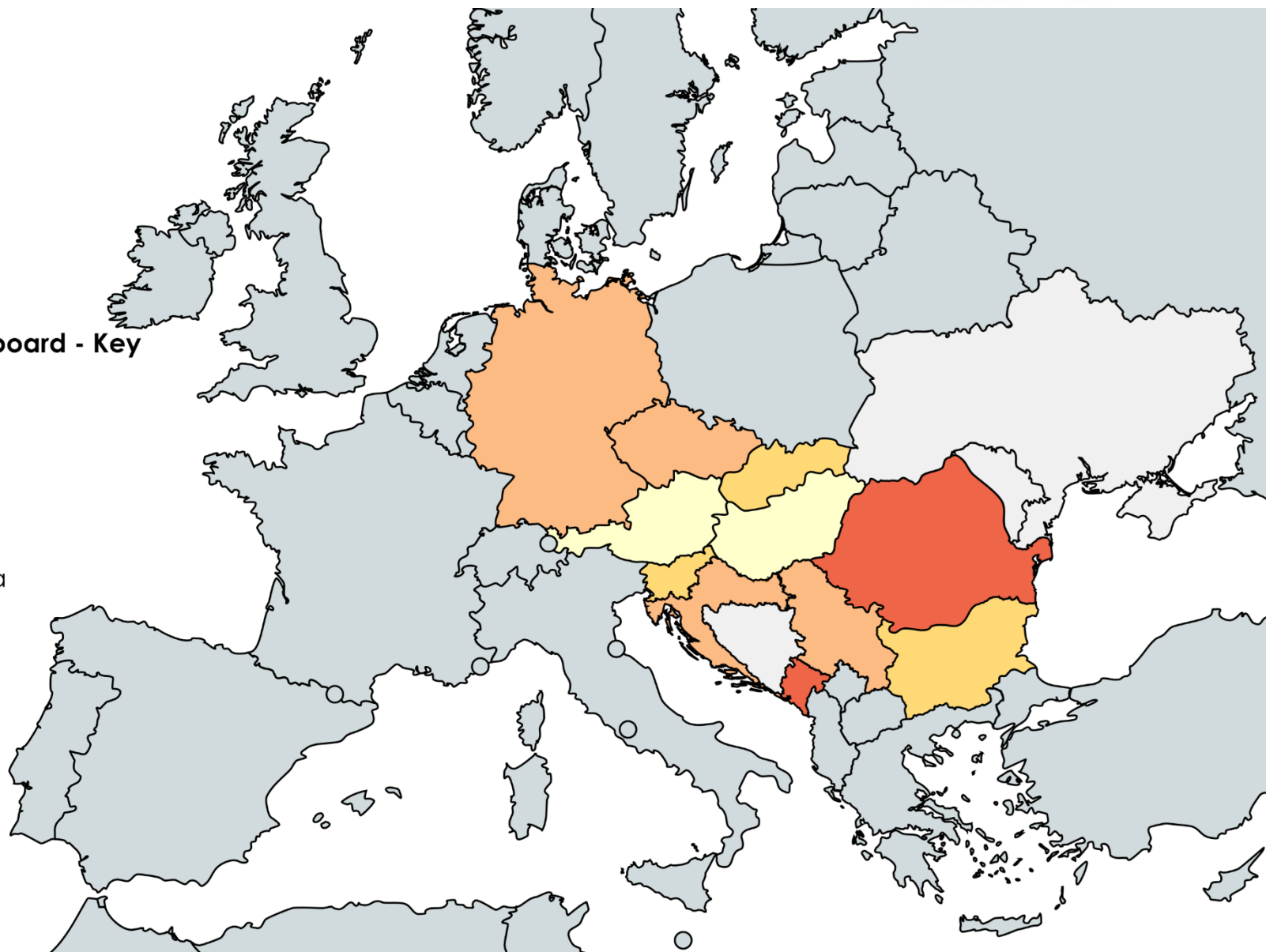
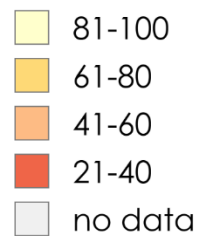
Fig. 3: Number of newly added online services between 2018 and 2020 (countries with the most services added), October 2021, DG CONNECT report on *eGovernment Benchmark 2021*

**DESI Dashboard -User
Centricity**

-  No data
-  81-100
-  61-80



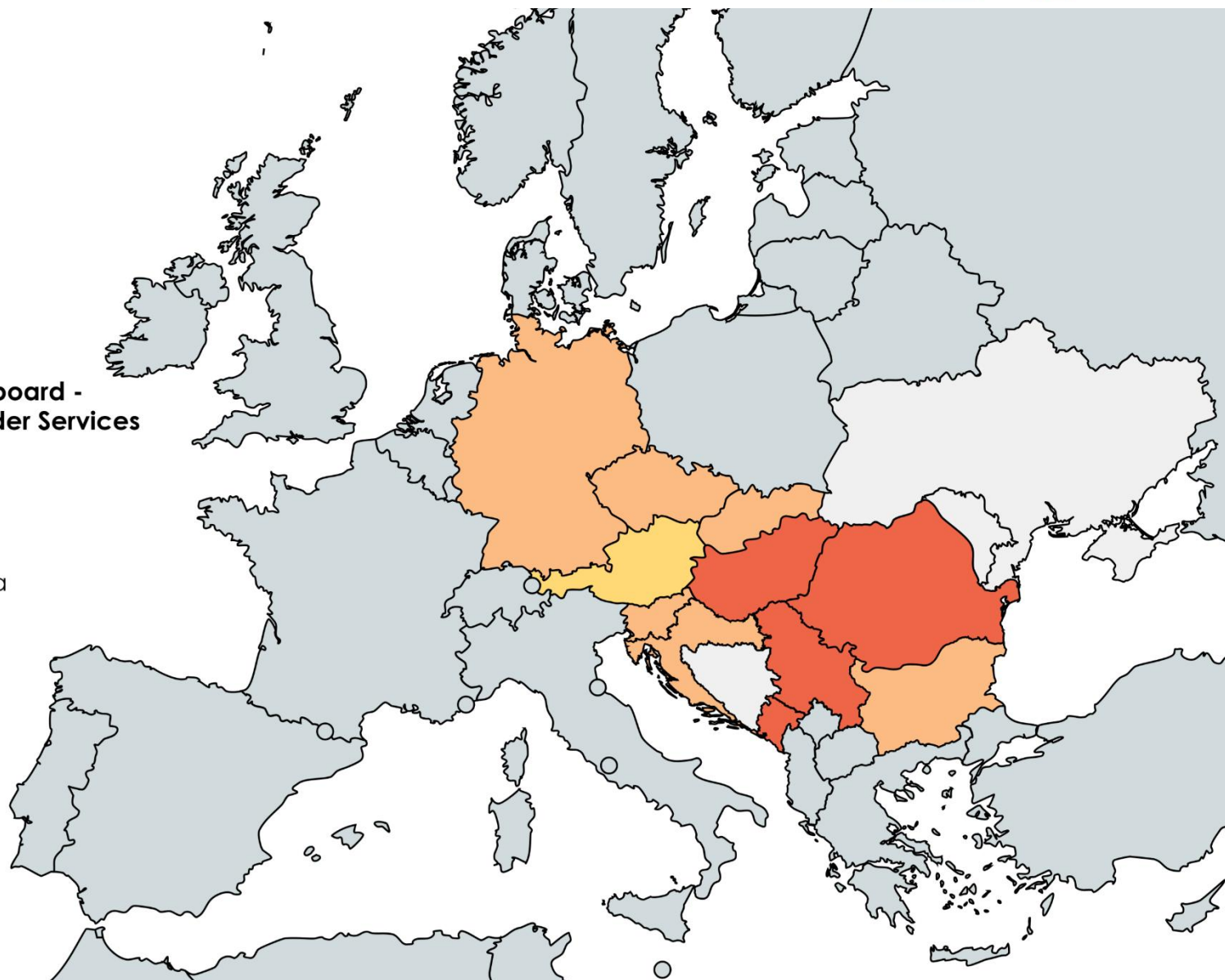
**DESI Dashboard - Key
Enabler**



**DESI Dashboard -
Transparency**



**DESI Dashboard -
Cross-border Services**



Cross-border barriers

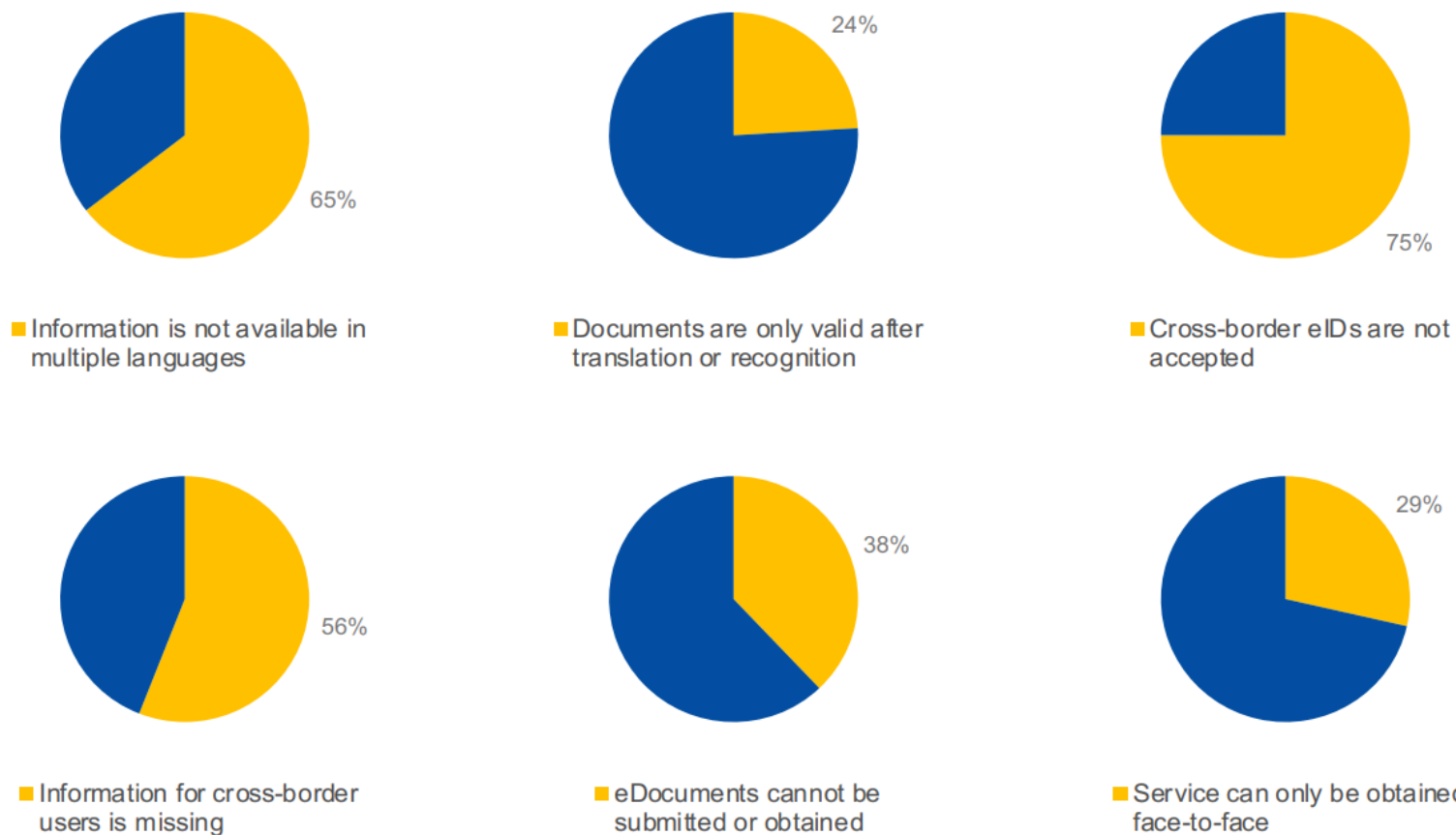


Fig. 4: The percentage of cross-border barriers (EU27+ biennial average)), October 2021, DG CONNECT report on eGovernment Benchmark 2021

**DESI Dashboard -
Overall Score**

Aspects of digitalisation in public services

Legal Framework

- ⇒ Data Protection and Privacy Laws
- ⇒ Legislation for e-Government
- ⇒ Digital Inclusion
- ⇒ Changing legislation
- ⇒ Different Administrations responsible for different processes
- ⇒ Lack of multi-Level governance
- ⇒ Lack of local government consultation

Process Redesign

- ⇒ Citizen-Centric Approach: focus on user-friendly experiences
- ⇒ Automation (e.g. tax filling)
- ⇒ End-to-end Digital Processes (from application to delivery – no paper)
- ⇒ Skills and competences training
- ⇒ Harmonize demands by type of communication
- ⇒ Coordination with business and academia (public-private partnerships)
- ⇒ Training of social workers

Interoperability

- ⇒ Cross-Agency collaboration
- ⇒ National and Local Government Alignment (ensuring they operate together efficiently)
- ⇒ International Cooperation
- ⇒ European Interoperability Framework
- ⇒ Decentralised Access Point towards One Access Point
- ⇒ Cross-border collaboration addressed through citizen activation
- ⇒ Test proposals on cross-border interoperability (guidelines provided by EC)

Funding

- ⇒ Grants and Subsidies
- ⇒ Sustainability
- ⇒ Prioritise when resources are lacking

Next Steps

- Bilateral exchange vs strategic seminar on digitalisation
- Mapping of initiatives across Members
- Cross-border projects
- Cooperation: NALAS, BACID, KDZ

Priority Area 10 - „Institutional Capacity and Cooperation

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