



# Digital identity and E-government

Zaphiro Doutsis  
Célia Desbesselle  
Wendpayagde Compaoré

# Table of Contents

01

The Context

...

02

The concerns

...

03

Our strategy

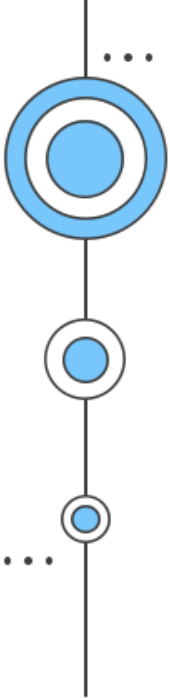
...

04

The process to implement  
that strategy

...





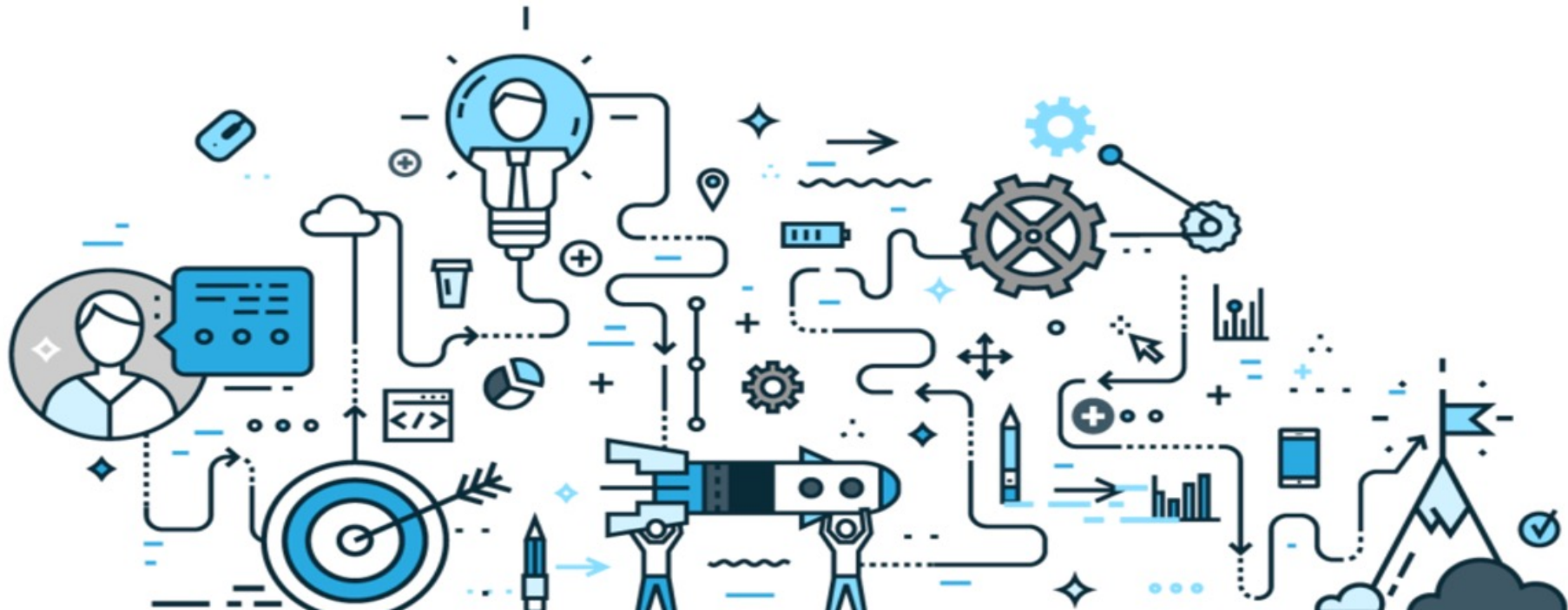
# 1 Context



# E-Government



The use of information and communication technologies by public administrations to make public services more accessible to their users and to improve their internal functioning







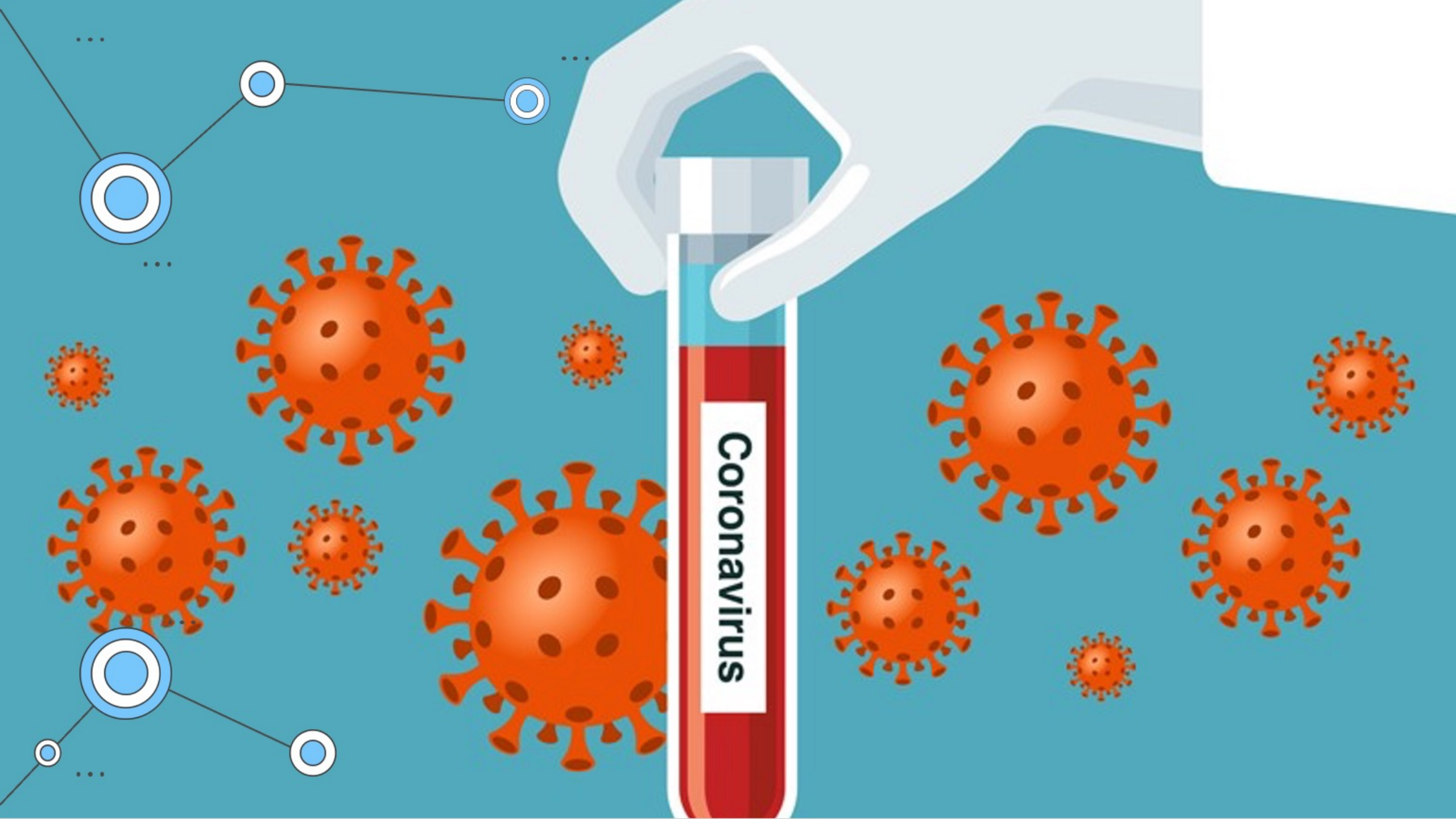
# Before...

- Citizens had to give their data to different public bodies several times
- The European Action Plan (2011-2015)

# ...After

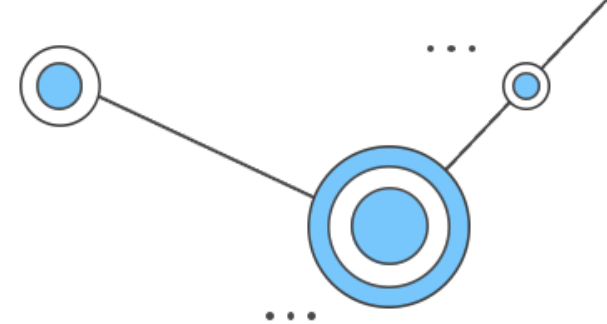
- ✓ Government have embraced the latest technologies and have tried to innovate
- ✓ The new e-government Action Plan 2016-2020
- ✓ Communication on "2030: Digital Compass: The European way for the digital decade"





Coronavirus

# The impact of the pandemic

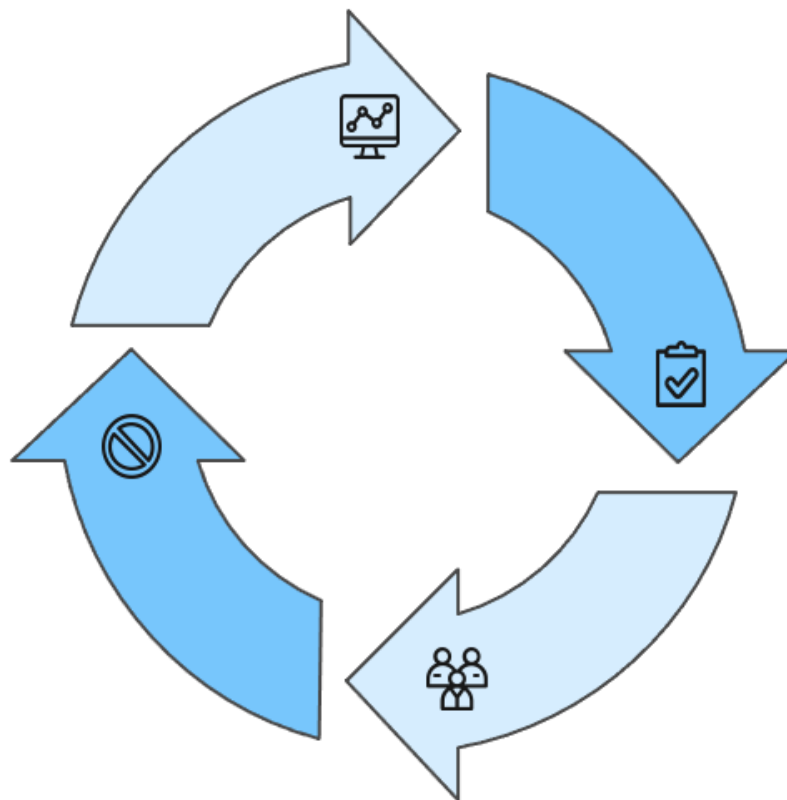


**2020**

Intensification of the use of new technologies

**2023**

End of the Covid Pass

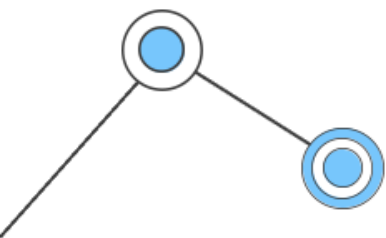


**2021**

Deployment of the Covid Pass

**2022**

Vote for the extension of the use of the digital wallet identity



...



The pass certifies that :



Vaccination

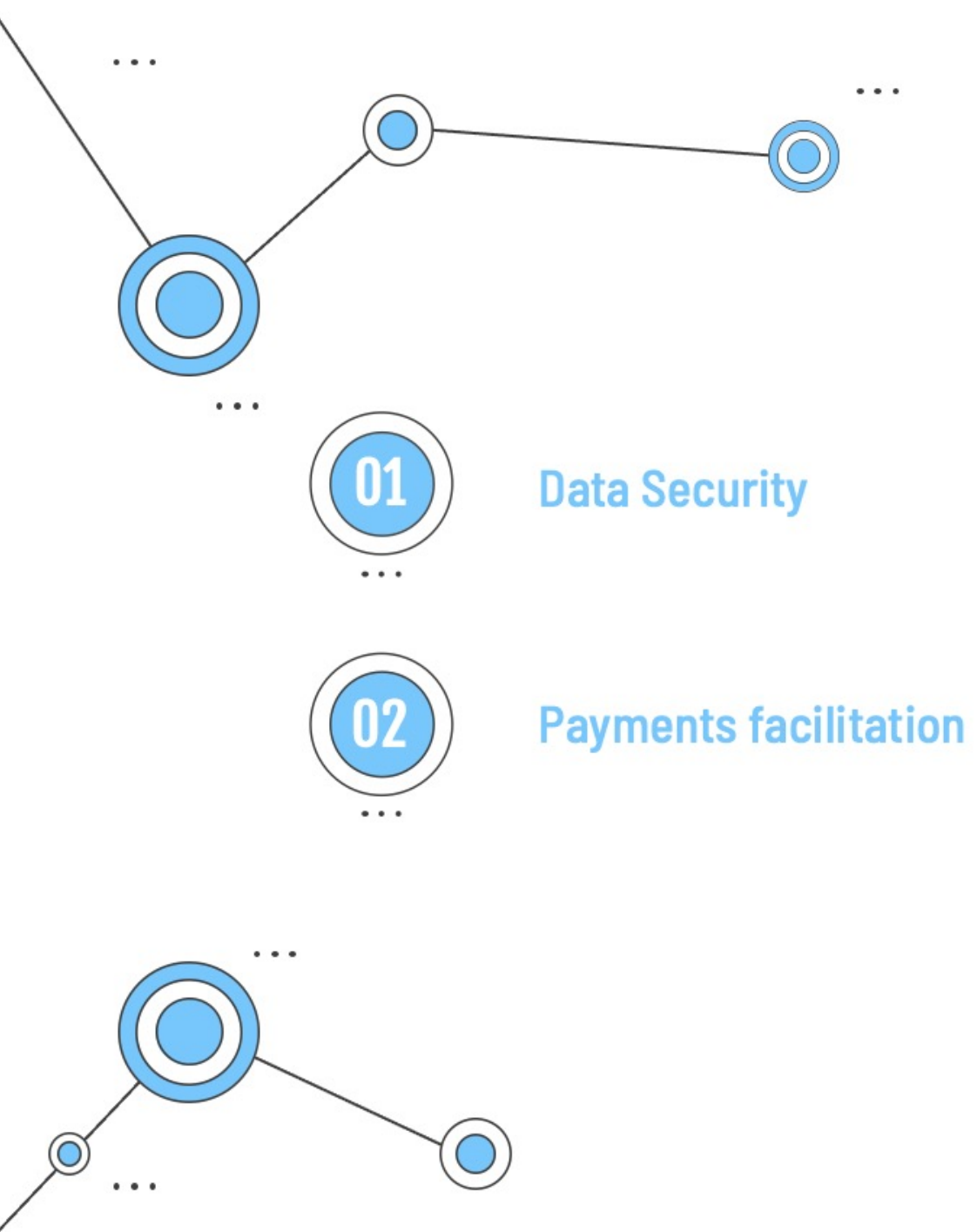
Recovery



Testing







# Recommendation

June 2021 : recommendation of the Commission to the Member States

- Development of a Toolbox
- Common Standards and technical specifications
- Common guidelines and best practices



**European Digital Identity Framework**



# Development of the Toolbox

...  
Member States  
- eIDAS Expert  
Group

...  
European  
Commission

...  
Public and  
private sector  
parties



# EU ambitions for digital identity in Europe

**2030 :**  **80%** using a digital id

**BUT** the goal is difficult to achieve...



**Need for digital  
identity**

Recognition by some  
Member States



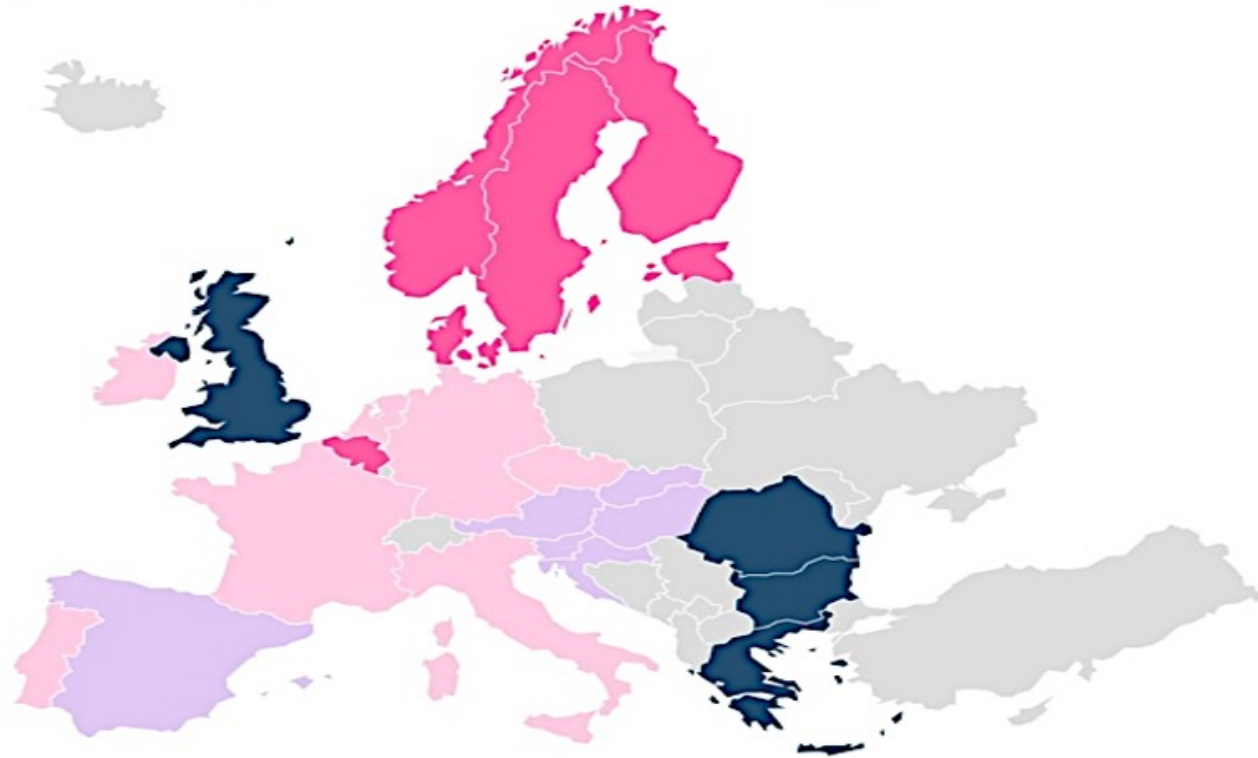
**Imbalance**

Progress not evenly  
spread out



# Mapping Europe's digital identity landscape

● Mature ● Active ● Partly Active ● N/A



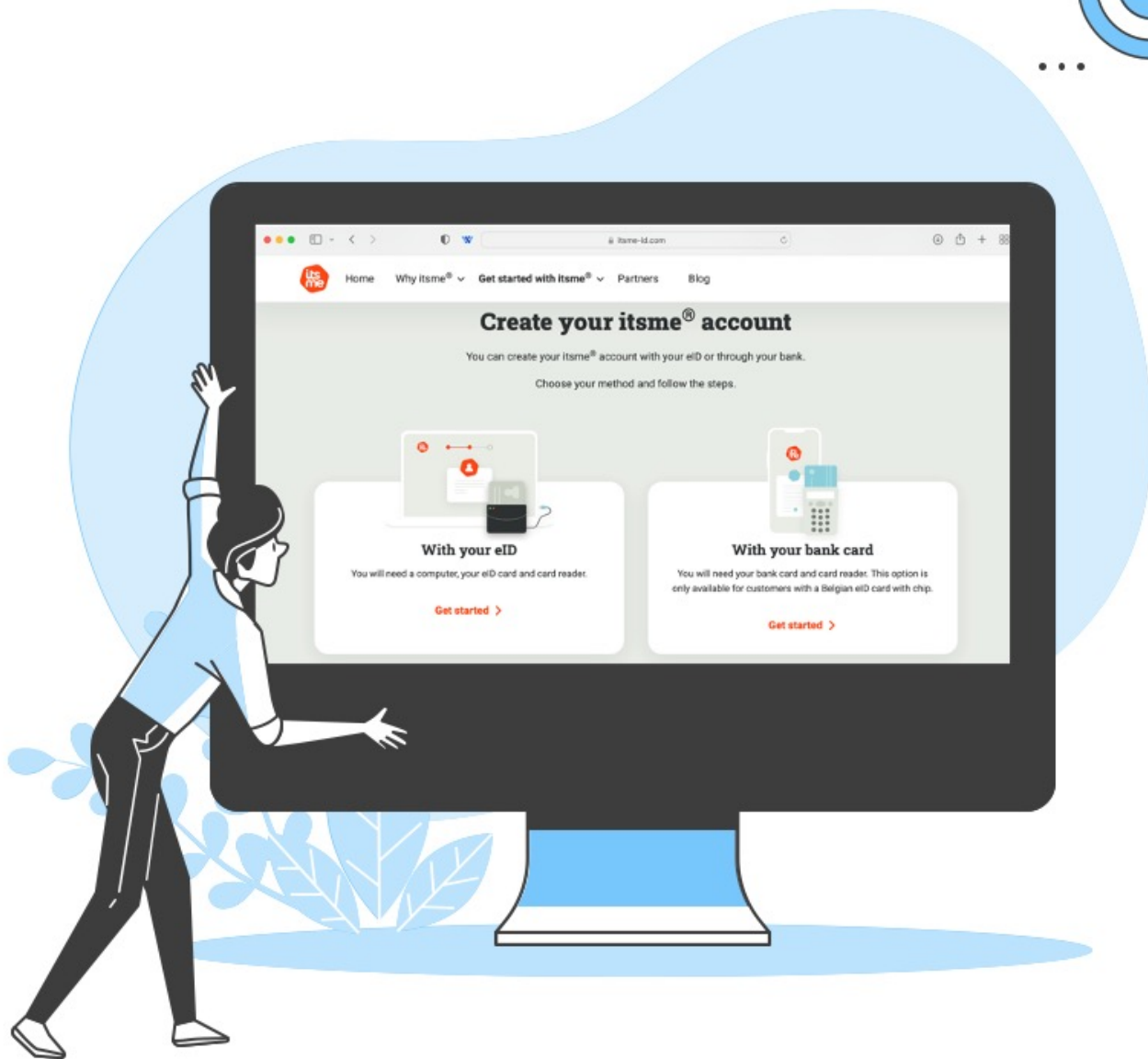
\* 'Mature' refers to a high number of digital ID users, defined as a penetration rate of more than 40% of a country's total population. 'Active' refers to a penetration rate of more than 5%.

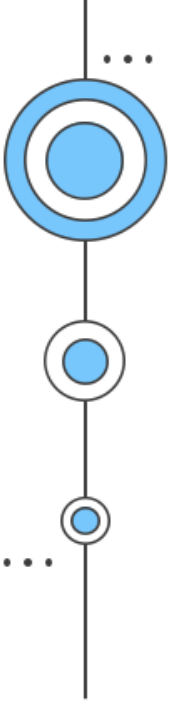
Source: Oliver Wyman, Tech Monitor research

TECHMONITOR



# In Belgium





# 2 Concerns





# Digital Identity



# Why is it needed?



In 14 Member States, studies have shown :

- Use of national eID cross-border: only **60%**.

Across all Member States :

- Possibility of a cross-border authentication with an e-Identity : **14%** of key public service providers

Eurobarometer survey – EU citizens want :

- **72%** : better knowledge about the use of data
- **63%** : secure single digital ID for all online services



# **E-Government Action Plan**



# E-government plan



Administrative  
processes

Quality of  
services

Internal  
efficiency of  
the public  
sector

Reduce the  
administrative  
burden

- More efficient
- More convenient
- More transparent
- Less costly

Additional  
economic

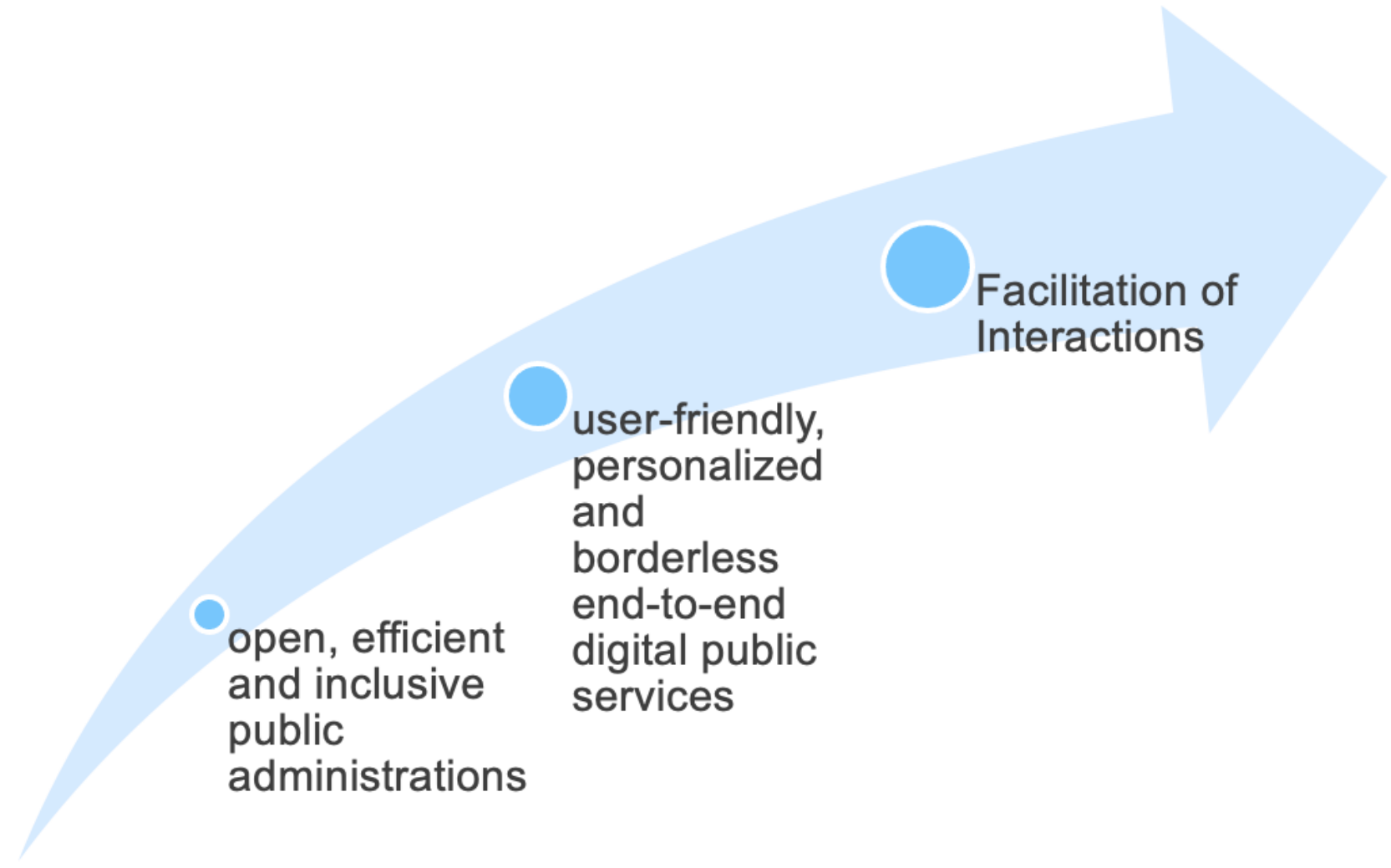
Social benefit





# The vision behind the action plan

**2020**

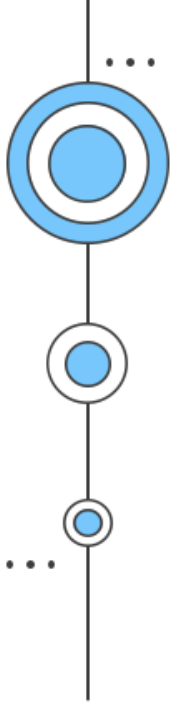


open, efficient  
and inclusive  
public  
administrations

user-friendly,  
personalized  
and  
borderless  
end-to-end  
digital public  
services

Facilitation of  
Interactions





# 3 Solutions



# Our solutions

**01**

**European framework  
for a digital identity**

To revise Regulation  
(EU) No. 910/2014

**02**

**Action Plan**

E-Government action  
plan (2016-2020)

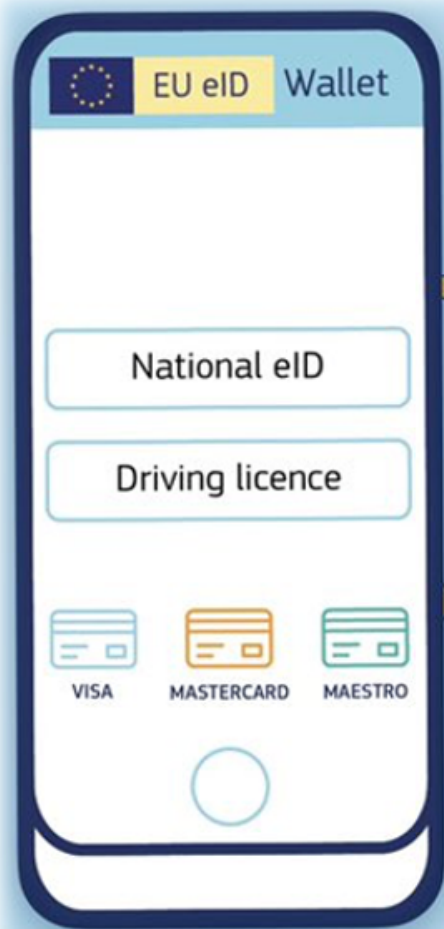


# Digital Identity

**The European digital identity**



# Digital Identity for all Europeans



**EU DIGITAL  
IDENTITY**

#DigitalEU

A personal digital wallet for :

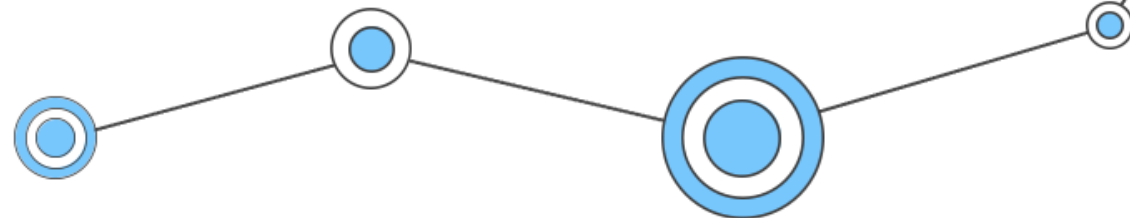
- EU citizens and residents
- EU businesses

Can be used for :

- Online and offline services
- Public and private services



**2024**



# Benefits for EU citizens

BEFORE ❌



AFTER ✅



# Benefits of the European Digital Identity



- National ID card / digital identity that is recognised anywhere in the EU
- A way to control how much information you want to share
- Operated via digital wallets available on mobile phone apps and other devices to:

Identify / store and exchange information / use the information as confirmation of the right to reside, to work, or to study...







# Key principles and Practical use



- Available to any EU citizen, resident, business..
- Useable as a way of identification or to confirm certain personal attributes
- Giving full control to users to choose which aspects of their identity they want to share

The EU digital identity can be used for :

- ✓ Opening a bank account,
- ✓ Applying for University,
- ✓ Storing a medical prescription,
- ✓ Proving your age,
- ✓ ...



# Using the European Digital Identity: applying for a bank loan






# Using the European Digital Identity: applying for a bank loan








# Making things easier for citizens and businesses

	Citizens	Businesses
 <b>eSignature</b> Expression in an electronic format of a person's agreement to the content of a document. The function will be integrated into the wallet.	Will help me to sign legal documents and email without printing any paper	Will reduce costs and time through streamlined processes and help innovate business procedures
 <b>eTimestamp</b> Electronic proof that a set of data existed at a specific time	Will give me proof that I have bought my concert tickets	Will enhance document tracking and achieve greater accountability
 <b>eID</b> A way for businesses and consumers to prove their identity electronically	Will allow me to open a bank account in another country with my national ID	Will expand my customer base, save costs and time, and build trust in cross-border transactions

# Making things easier for citizens and businesses

	Citizens	Businesses
 <b>Qualified Web Authentication Certificate</b> Ensure websites are trustworthy and reliable	Will let me know that the websites and apps I like using are trusted and safe	Will increase consumer trust and help avoid phishing, protecting the reputation of my business
 <b>eSeal</b> Guarantee both the origin and the integrity of a document	Will guarantee that the football tickets are real and are not counterfeit	Will reduce costs and time through streamlined processes and promote trust in the origin of the document
 <b>Electronic Registered Delivery Service</b> Protects against the risk of loss, theft, damage or alterations when sending documentation	Will guarantee that my son's birthday present arrives safely	Will reduce time and cost in document exchange, increase efficiency and trust and improve document tracking



# E-Government Action Plan

# The Government Action Plan 2016–2020

## Goals



- set up a Digital Single Gateway enabling users to obtain all information, assistance and problem-solving services needed to operate efficiently across borders;
- interconnect all business registries and insolvency registers and connect them to the eJustice portal, which will become a one-stop shop;
- pilot the 'once-only' principle for businesses across borders so they only need to provide information to a public administration in one EU country and if permitted it is then re-used between different countries;
- help EU Member States develop cross-border eHealth services such as e-prescriptions;
- accelerate the transition to e-procurement and implementation of the once-only principle in public procurement.

# The Government Action Plan 2016–2020

## Policy Priorities

- modernising public administrations using key digital enablers;
- enabling mobility of citizens and businesses by cross-border interoperability;
- facilitating digital interaction between administrations and citizens or businesses for high-quality public services.



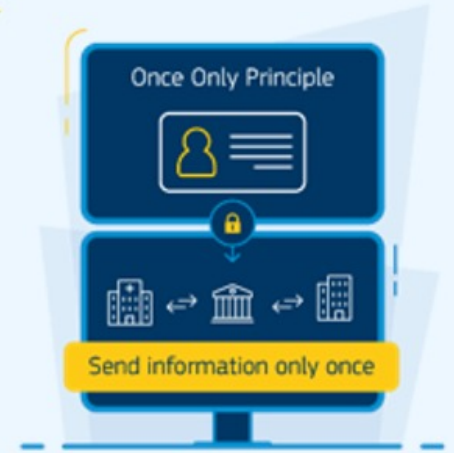
# The Government Action Plan 2016-2020

*Different principles are implemented...*

**Digital by Default**



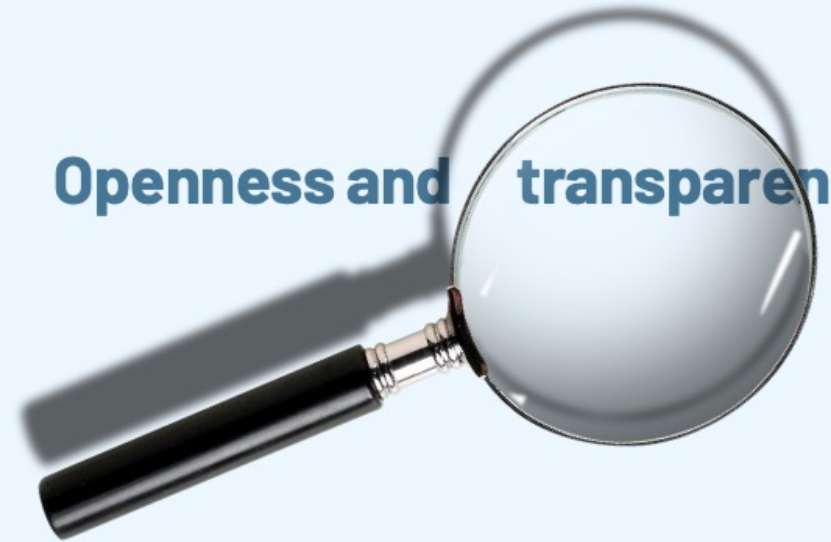
**Once only Principle**



**Inclusiveness and accessibility**



**Openness and transparency**





# The Government Action Plan 2016–2020

*Different principles are implemented...*

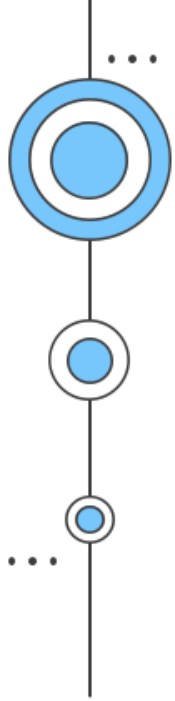
**Cross-border by Default**



**Interoperability by default**

**Trustworthiness & Security:**

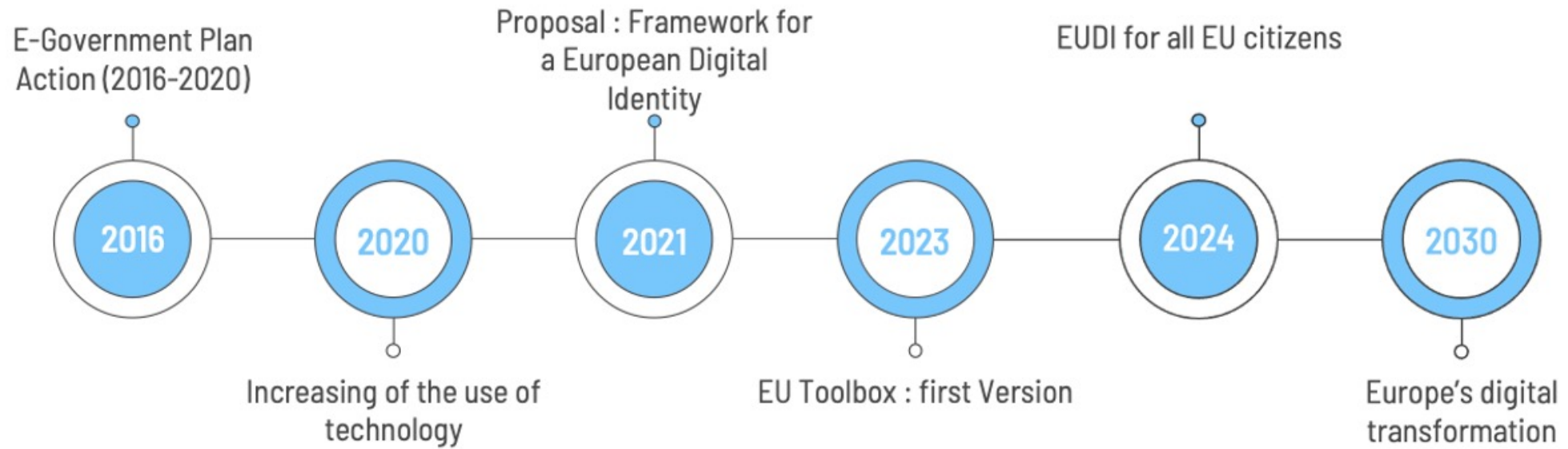




# 4 Process



# Our process





# Thanks!

**CREDITS:** This presentation template was created by [Slidesgo](#), including icons by [Flaticon](#), infographics & images by [Freepik](#) and illustrations by [Stories](#)

