

## Editorial

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# Supporting True Mobility of People and Services Across the EU



Neelie Kroes

Presentation at EU E-Government Conference in Poznan, Poland, November 17, 2012

“These days, for too many people, dealing with government services can be trying or time consuming. First and foremost, governments can and should put these users in control, and in the center. I want citizens to benefit from services they really want to use, services targeted to their needs, services that are smooth and seamless for students and retirees, parents and patients, employers and entrepreneurs.

“When governments are themselves the customer, for public procurement, governments should likewise benefit from the most opportunity, the widest market, the most choice. Second, we have given the people of

Europe powerful legal freedoms. The freedom to travel wherever they want, to study, work, or retire wherever they want, to invest or trade wherever they want. Millions of citizens take advantage of those rights, millions of businesses feel their economic benefits. Technology can unlock the potential of these freedoms. Traveling across Europe is not easy, people are required to correspond with administrations that are far away. Genuine cross border e-Government could help here. It could help put the citizen in the center; it could strengthen the results of the Single Market.

The European Council has underlined how much a digital Single Market matters to Europe’s future growth. They highlighted in particular the cross-border use of online services, an advance that can be unlocked to secure e-ID that people can trust. We are working on the legal interoperability of e-ID. The Commission has proposed the Connecting Europe Facility to ensure sustainable financing, with 9 billion Euros being put on the table to establish and start running digital public services as Pan-European e-Procurement, e-ID, and other digital services. They show we can support true mobility of people and services across the EU.”

Neelie Kroes, Vice President of the European Commissioner for Digital Agenda