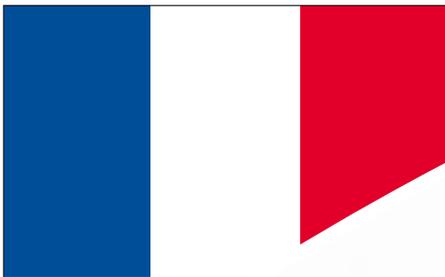


[ eGovernment in ]

# France



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- Country Profile
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### **Disclaimer:**

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in France. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

## Country Profile

### Basic Data and Indicators

#### Basic data.....

**Population (1.000):** 62.886,2 inhabitants (2006)

**GDP at market prices:** 1.710.023,6 million Euro (2005)

**GDP per inhabitant in PPS (Purchasing Power Standards, EU-25=100):** 108,2 (2005)

**GDP growth rate:** 1,2% (2005)

**Inflation rate:** 1,9% (2005)

**Unemployment rate:** 9,9% (2005)

**Government debt/GDP:** 66,6% (2005)

**Public balance (government deficit or surplus/GDP):** -2,9% (2005)

*Source:* [Eurostat](#)

**Area:** 550.000 km<sup>2</sup>

**Capital city:** Paris

**EU Official Language:** French

**Currency:** Euro

*Source:* [Europa Website](#)

#### Political Structure.....

The political system of the Fifth French Republic combines the characteristics of a parliamentary democracy with a strong executive power, and is often defined as a **semi-presidential** system.

Legislative power lies with a [bicameral parliament](#) comprising a Lower House ([National Assembly](#)) and an Upper House ([Senate](#)). The National Assembly has 577 members, elected for five years by direct universal suffrage, with a two-round majority voting system. The Senate has 321 members, elected by indirect universal suffrage (i.e. by local councillors) for a period

of nine years, with one-third renewed every three years.

The Head of State is the [President of the Republic](#), elected for five years by direct universal suffrage. According to the terms of the Constitution, the President has important duties in the fields of foreign and defence policy, as well as in domestic policy. Constitutionally, the locus of executive power is the Council of Ministers, which is chaired by the President. The Government is headed by the [Prime Minister](#), which is appointed and can be dismissed by the President of the Republic. Ministers are similarly appointed and dismissed by the President, but on the Prime Minister's suggestion. The Government must

obtain the confidence of a majority in Parliament and is answerable to Parliament. The Government is also answerable to the President, except in case of temporary non-coincidence of the presidential and parliamentary majorities ("cohabitation"), where the balance of executive power in domestic policy shifts to the Prime Minister.

France is considered a centralised state, even though some powers have been devolved in recent year to the country's 22 regions, 96 counties ('départements') and more than 36.500 municipalities.

The [Constitution of the Fifth French Republic](#) was adopted by referendum on 28 September 1958 and

amended several times since then. The most significant amendments were adopted in 1962 (election of the President of the Republic by direct universal suffrage), 2000 (reduction of the presidential mandate from seven to five years), and 2005 (including modifications of title XV dedicated to the European Union).

France was a founding member of the European Economic Community in 1957.

**Current Head of State:** President Jacques Chirac (since May 1995)

**Current Head of Government:** Prime Minister Dominique de Villepin (since 31 May 2005)

## Information Society indicators.....

**Percentage of households with Internet access:** 41% (2006)

**Percentage of enterprises with Internet access:** 87% (2004)

**Percentage of individuals using the Internet at least once a week:** 39% (2006)

**Percentage of households with a broadband connection:** 30% (2006)

**Percentage of enterprises with a broadband connection:** 86% (2006)

**Percentage of individuals having purchased/ordered online in the last three months:** 19% (2006)

**Percentage of enterprises having received orders online within the previous year:** 18% (2006)

**Percentage of individuals using the Internet for interacting with public authorities:**

obtaining information N.A., downloading forms N.A., returning filled forms N.A.

**Percentage of enterprises using the Internet for interacting with public authorities:**

obtaining information N.A., downloading forms N.A., returning filled forms N.A.

Source: [Eurostat](#)

# eGovernment History

## Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - France](#)



### January 2007.....

A new eGovernment portal is officially launched: the [Administration 24h/24 portal](#) has been designed for citizens and businesses to take all eGovernment services and administrative steps online 24 hours, easily and swiftly. This one-stop shop allows for: eAccess to administrative forms, eFilling in and online return of forms 24 hours a day and 7 days a week. The structure of the portal breaks into two sections - one for citizens and the other for businesses-, and it is organised following the daily life events of citizens and professionals. Help online is provided for the most common steps. Among citizens' currently top used services is the consultation of their medical costs reimbursements online. In order to access such service, citizens must enter their social security number as well as a confidential code obtained from the National Medical Insurance Fund and transmitted by regular mail. As for businesses, one of the most used of these services is the 'unique declaration of employment' which gathers 7 compulsory formalities for hiring a new employee. Pursuant to the commitment taken by the President of the Republic in January 2006, all administrative steps are to be

dematerialised by 2008. The 'Administration 24h/24' portal will evolve in accordance with this objective, with more than 300 administrative forms to be made available online in the course of 2007. A next generation of forms will also be set-up on the portal, allowing for users not only to eFill in and to eSend their forms but also to follow-up the advancement of their file. Once the complete dematerialisation step is reached, the next stage will be the opening of the '[mon.service-public.fr](#)' portal which will provide a unified, simplified and personalised access to the whole set of eGovernment services. Each citizen will own his/her personal administrative file on the internet. From this 'eStrongbox', citizens will electronically communicate to the administration all certificates and documents required for each request.

### November 2006.....

- ▶ Following the model of the [eBourgogne](#) integrated platform supporting the provision of eGovernment services, Brittany region starts setting up its own **regional eGovernment platform 'e-Mégalis'**. The first component to be created is the eProcurement platform scheduled to be operational by the beginning of 2007.
- ▶ Publication of an updated version of the French [eSignature and security framework policy \(PRIS V.2.1\)](#). It specifies the set of rules to be followed by information systems contributing to the security of information exchanged electronically between citizens and administrations and between administrative authorities. The PRIS provides a clear framework for the use of electronic signatures for eGovernment services.

## October 2006.....

- ▶ The 'Service for the Development of Electronic Administration' (SDAE), which is the unit responsible for eGovernment within the General Directorate for the Modernisation of the State (DGME), launches a new website: [synergies.modernisation.gouv.fr](http://synergies.modernisation.gouv.fr). This website provides information on the **eGovernment actors, strategy, initiatives, projects development and reference frames**. But this website is not a simple information tool, it also aims to serve as a communication tool and as a mobilisation ground between the actors placed at the core of eGovernment projects. The objective is to develop an approach based on collaboration, methods formalisation, knowledge mutualisation and rationalisation of expenditure.
- ▶ Publication of a report entitled '[On Equal Terms](#)' commissioned by Prime Minister De Villepin. This report strongly recommends that France should follow the example of Belgium and make **Open Document Format (ODF) mandatory for all public bodies**. It calls for new legislation to make it compulsory for French government departments to use ODF for the creation and dissemination of documents and suggests that France should ask its European partners to do likewise when exchanging documents at European level. Lastly, the report also recommends the creation, by the EU, of a body charged with ensuring Europe's technological independence, and calls for the setting up of a research centre addressing issues relating to the security of open source software.

## September 2006.....

The new [Public Procurement Code](#) enters into force. Adopted during the previous month, the Public Procurement Code transposes the new EU Directives on public procurement (2004/17/EC and 2004/18/EC), including their eProcurement provisions

## July 2006.....

- ▶ The French Ministry for Education sets up a system to make **baccalaureate results available on-line**, free of charge and for all *académies*.
- ▶ The **Inter-Ministerial Committee for the Information Society**, chaired by French Prime Minister Dominique de Villepin, meets in Paris. It presents a [report on the Information Society in France in 2006](#) as well as a [meeting document](#) outlining the government's plans to stimulate the use of the Internet, to improve public services by exploiting information and communications technologies (TICs) and to reinforce the competitiveness of French businesses. Among other matters, this document states that two-thirds of the administrative forms should be totally dematerialised by the end of the 2006 (online filling in, electronic mailing to the administration), and plans the full dematerialisation of all forms to be completed by the end of 2007.

## June 2006.....

- ▶ French voters abroad are offered the opportunity to eVote for the first time in order to renew half of the 'Assembly of French Citizens Abroad'. An [official decree](#), published on 14 March 2006, sets out the procedures to be followed. All those who choose to vote electronically receive eIdentification tools which makes it possible to authenticate the votes submitted. All voters also receive electronic confirmation of their vote. An electronic polling station is in charge of operations control and counting.
- ▶ Launch of the [geoportail.fr](http://geoportail.fr) website that allows viewing air pictures and scanned maps of the whole country. Its functionalities are due to be improved in the course of 2007.
- ▶ The Budget Ministry launches its '[Cyberbudget](#)' project, a digital simulation game to give citizens an insight into the difficulties the government faces in balancing the national budget. Thousands of users are expected to participate.

- ▶ The [Dossier Médical Personnel](#) (Personal Medical File, 'DMP') starts being experimented on real files. This personal file, which will be digitalised, secured and placed at the patient disposal, will provide health professionals with data that are essential for the monitoring of the patient's health record. Only the patient will hold the access code. The national rollout of the DMP is due to take place by mid-2007.

### May 2006.....

- ▶ As a result of a joint effort between the French government and the European Commission to create an EU information service for francophone web surfers, [Touteurope.fr](#) portal is launched. This 'all-in-one' website contains a wide range of European-level news, policy decisions and debates from across the EU institutions, in an easy-to-find format, as well as the legislative agendas, articles, speeches and travel itineraries of EU officials and French ministers involved in European affairs. It also allows users to participate in polls and surveys about EU policy, and provides information about EU developments in question-and-answer format, with a view to illustrating the positive impact of EU policy in France.
- ▶ The French Ministry for Education and Research launches a new internet site for higher education students – [etudiant.gouv.fr](#). The site, aimed at increasing the transparency of the education system for everyone, catalogues some 22.000 available courses classified by subject, academic institution, areas of interest or insertion in an international programme. It also displays information on grants, accommodation, libraries and many other aspects of student life.
- ▶ Following a call for tender launched in 2005, the French health service organisation, SESAM-Vitale, commissions three industrial corporations to produce a new and updated version of its already established [Vitale healthcare 'smart' card](#). At least 24 million new cards ('Vitale 2'), incorporating cardholder photos, new services and data management features will be produced over the next two years. The new cards are designed to be

more user-friendly and to make data management more secure. The first new-generation cards are scheduled to be available from November 2006.

- ▶ The upgraded [service for on-line tax declarations](#) goes live. This service enters its second year and offers new advantages to on-line taxpayers compared to those choosing the traditional post way: On-line payers indeed benefit from one extra month to submit their declaration as well as a tax deduction of €20 if they also pay their taxes online. In order to be eligible to do so, French citizens must apply for an electronic certificate which is free of charge and lasts for three years, to guarantee the security of the transaction. Following the major success of this service in 2005, it has been expanded so as to accommodate up to 25.000 declarations per hour.

### April 2006.....

The French Ministry for Internal Affairs announces the [calendar for the introduction of the first electronic passports \(ePassports\)](#) in France, due to be progressively introduced between April and July 2006.

### February 2006.....

Adoption of a [decree](#) which opens the way to the launch of an ['on-line request for birth certificates' service](#). By entering the dedicated website, French citizens can electronically and freely order a copy of their birth certificates. This service is planned to be generalised to all French communes as of June 2006.

### January 2006.....

- ▶ French minister for the Budget and State Reform, Jean-François Copé, predicts that 2006 is to be a key year for eAdministration in France. The major objective will be the launch of a **unique server for all official forms** (two-thirds of administrative forms are planned to be available electronically by the end of 2006 and 100% by 2008). Moreover, the minister announces that some services will be pioneered this same year, comprising the **@dele**

**multi-services centres** (to provide a single point of access to all electronic administrative services) and a **public service portal allowing users to store all their personal information, forms and administrative documents** on a personalised secure site ([mon.service-public.fr](http://mon.service-public.fr)). The 'Mon.service-public.fr' portal would integrate the contents of the 'Service.Public.fr' eGovernment portal and would ensure a simplified access to eServices. The future portal should be tested in 2006-2007 before being launched at national level. By the end of 2007, the portal should provide a unified, simplified and personalised access to the whole set of administrative services.

- ▶ In the frame of the reform of the health insurance system started in August 2004, the *Dossier Médical Personnel* (Personal Medical File) is starting being tested on fictive files. This personal file, which would be digitalised, secured and placed at the patient disposal, would provide health professionals with data that are essential for the monitoring of the patient's health record. Only the patient would be the holder of the access code.

## December 2005.....

- ▶ Adoption of the [Ordinance on electronic interactions between public services users and administrative authorities and between Administrations](#), aimed at establishing a comprehensive legal framework for the shift to an "electronic administration" by 2008, by creating the conditions for simple and secure electronic interactions between citizens and the Administration.
- ▶ The [General Directorate for the Modernisation of the State \(DGME\)](#) is created by [decree](#) and located within the Ministry of Economy, Finance and Industry. The DGME is an inter-ministerial Directorate resulting from the merging of previous Directorates in charge of State Reform, including the former Agency for the Development of Electronic Administration (ADAE). It gathers 160 agents coming from every ministry as well as from the private sector and abroad. The mission of the DGME consists in coordinating and

supporting administrations with modernising the functioning and the management of the French State, so as to improve the quality of public services supply, lead to a better use of public expenditures and mobilise public servants. Among other functions related to State reform, the DGME is charged with supporting the development of eGovernment and is responsible for coordinating the **Electronic Administration programme** (ADELE programme) in place of the previous ADAE. To such end, the DGME comprises of a dedicated '**Service for the Development of Electronic Administration**' (SDAE).

- ▶ During the '6<sup>th</sup> inter-parliamentary meetings on the Information Society and the Internet', M. Sauzey, manager of the eID card project (project INES) announces [new orientations for the future eID](#) following the presentation of the [Internet Rights forum report](#) on the issue.

## October 2005.....

US **Department of Homeland Security (DHS)** announces that France and Italy have failed to meet the requirement to produce passports with digital photographs. French and Italian nationals holding a non-electronic passport issued as of 26 October 2005 will thus have to obtain a visa prior to travelling to the United States.

## July 2005.....

Publication of [Version 2 of the French eSignature and security framework policy \(PRIS V.2\)](#), aimed at providing a framework for the use of electronic signatures and electronic certification for eGovernment services. This second version was published after a broad consultation of public and private stakeholders.

## June 2005.....

- ▶ The Internet Rights Forum – an advisory body bringing together 70 organisations from the public, private, and not-for profit sectors – publishes a [report on the French eID card project](#) (the so-

called 'INES' project), based on the findings of a four-months national debate organised by the Forum on behalf of the French Government. The report calls for a wide-ranging review of the proposed scheme, in particular to better address privacy and security issues.

- ▶ The French Government launches [AdmiSource](#), an open source software repository and a platform for cooperative software development.
- ▶ Competence for State Reform and eGovernment is transferred from the Ministry for the Civil Service to the Minister Delegate for the Budget and Administrative Reform within the Ministry of Economy and Finance, which gains oversight on the eGovernment agency (ADAE).

### May 2005.....

- ▶ Launch of an [address change notification eService](#), providing a convenient way for citizens to communicate their change of address to a number of public administrations through a single notification service.
- ▶ The ['Voice over Internet Protocol \(VoIP\)'](#) technology starts being phased-in across the French central government. The first phase of this migration turns out to deliver savings of about 75% of telephony costs.

### April 2005.....

- ▶ The [first evaluation of the ADELE programme](#) is published a year and a half after its launch. This evaluation shows that the implementation of the programme is ahead of schedule: 33% of projects are up and running and over 50% of them are joint projects, requiring several ministries and agencies to work together.
- ▶ The French Prime Minister officially gives the green light to the **electronic ID card project**. An eID card bill setting the legal framework for the introduction and use of the new identity document will be prepared. According to the Interior Minister, French citizens will have to pay a fee for obtaining

the new electronic document, which will be mandatory.

### February 2005.....

Launch of a [national debate on the future electronic ID card](#) aimed at allowing members of the general public to provide their views on the project.

### January 2005.....

All French public entities are **obliged to accept bids submitted electronically** in response to formal call for tenders published from 01 January 2005. All central government ministries – with the exception of the Ministry of Defence, which has its own platform – will meet the new requirement by using a new [government-wide eProcurement platform](#).

### December 2004.....

A second [Legal Simplification Law](#) is adopted. The Law authorises the Government to issue ordinances relating to administrative and legal simplification in a number of areas. Among other things, the Law will enable the Government to issue ordinances providing a legal framework for the further development of eGovernment.

### October 2004.....

Following successful pilots in two regions, the French public administration call centre '**Allo Service Public**', is launched nationwide. 'Allo Service Public' provides a unique point of contact for information and guidance on public services and administrative procedures through a single telephone number (**39 39**). Call centre agents have the database of the [Service-Public.fr](#) portal at their fingertips, thereby making the portal's contents also available by telephone for those users who do not have Internet access or who prefer more traditional telephone interactions.

## June 2004.....

- ▶ A Government ordinance establishes a [legal basis for public-private partnerships](#). So far the use of public-private partnerships has been very limited in France, due to the limitation of government contracts to a maximum length of three years and to the prohibition of deferred payments. The new contracts are primarily expected to be used for construction works, but could also be applied to the deployment of large-scale IT and eGovernment projects.
- ▶ The **electronic version of the [French Official Journal](#)** gains the same legal value as the paper version, and some categories of legal and administrative acts will now be enacted by their publication on the Internet.

## May 2004.....

- ▶ The French Government announces the launch of a centralised, **electronic 'shared medical file' programme**. The programme will create a single, centralised mandatory medical file for each insured individual aged 16 or above, with a view to enable health professionals to access patient care records electronically from any location.
- ▶ The Government announces a **major upgrade of the ['Vitale' electronic health insurance card](#)**, designed to reinforce the security of health insurance operations and reduce fraud. The next-generation cards, to be introduced in 2006, will include a photograph of the holder in order to fight fraudulent use. They will have a built-in crypto-processor featuring cryptographic mechanisms based on public keys, which will considerably reinforce the security of operations such as electronic authentication and signatures. The chip will have a capacity of 32 KB - eight times more than the 4 KB memory of the current cards - which will allow for storing a greater quantity of information. The cards will comply with the new IAS (Identification, Authentication and Signature) standards, thereby meeting the new requirements of the health and welfare field.

## March 2004.....

**Electronic voting** is tested during the French regional elections (21-28 March), with the country's first legally binding electronic election being held in the city of Brest. The use of voting machines for legally binding political elections, which was made legal by a law adopted in 1969 but never implemented since then, was finally made possible by a decree passed on 18/03/2004 authorising 33 municipalities to deploy such machines. Six of these municipalities carry out eVoting tests during the regional elections, and the only legally binding electronic votes are being cast in the city of Brest.

## February 2004.....

The French Government launches the [ADELE eGovernment strategic plan](#) and [action plan](#). Covering the period 2004-2007, the ADELE strategic plan provides a detailed framework for future eGovernment developments, defining both qualitative and quantitative objectives and the means allocated to achieve them. With a budget of EUR 1.8 billion, the ADELE strategy has three main strategic goals: simplify administrative procedures in order to make life easier for citizens, businesses and local authorities; guarantee data security and confidentiality through the use of secure user identification systems and the possibility for citizens to control the use of their personal data by public bodies; contribute to the modernisation of public administration. According to the plan, productivity gains made possible by eGovernment developments should deliver about EUR 5 billion in annual savings by 2007. The strategy will be implemented through 140 concrete initiatives described in the action plan.

## January 2004.....

- ▶ The French government announces the objective that all government websites should be accessible to disabled users by 2007.
- ▶ French President Jacques Chirac announces the objective that all administrative procedures should

be available remotely, either by Internet or by telephone, before the end of 2006.

### November 2003.....

France powers up its eGovernment portal, 'Service-Public.fr' with the addition of a [section for businesses](#). The portal was previously targeting mostly individual citizens. The new professional section of the portal provides access to all relevant online information and services for businesses, and more specifically for small and medium-size enterprises (SMEs) and free-lance workers.

### October 2003.....

- ▶ Publication of a report on the [improvement of customer service in public administrations](#), ('Candiard' report), prepared for the Prime Minister. The report calls for the development of a global customer service policy in the administration, making full use of the potential of information and communication technologies, including customer surveys, specific client-focused training for civil servants, and data sharing between administrations. The report highlights the importance of e-mail communications as a tool to modernise government services.
- ▶ The French eGovernment agency (ADAE) publishes a first [eSignature framework and security policy \(PRIS v.1\)](#), aimed at providing a clear framework for the use of electronic signatures and electronic certification for eGovernment services.

### September 2003.....

- ▶ The Prime Minister issues a [Circular on the development of electronic administration](#), which calls for the entire public administration to adopt a user-oriented approach to service delivery with a view to offer, as much as possible, a customised public service to each citizen. The Circular calls for Ministries to act on the following principles: priority development of projects and eServices that can be implemented in a reduced

period of time or that can be useful for several administrations; efforts to reduce disparity of information systems and to develop inter-administrations services and applications; convergence, as of 2006, of all information systems towards common standards designed to ensure scalability and continuous improvement of services to end-users.

- ▶ The French Ministry of the Interior announces plans to introduce an **electronic ID card** in 2006. The card's chip will securely store all identity information of the holder person and an electronic signature allowing citizens to securely transact with public administrations as well as private companies electronically.
- ▶ Release of the French [eGovernment Common Interoperability Framework - V.2.1](#).

### August 2003.....

- ▶ The French Government launches an open source content management system called [AGORA](#), providing a quick and easy tool for managing Internet, intranet or extranet sites at reduced cost. Its aim is to help rationalise content management and foster interoperability of web content and functionalities across government, while reducing websites costs and building times, enabling web publication by non-technical staff, enabling content syndication across websites and organisations, and simplifying websites implementation through standardisation.
- ▶ The Government issues a call for the selection of 100 volunteers to test the personalised public services portal "[mon.service-public.fr](#)", which will allow users to manage their administrative files, follow the development stage of their administrative procedures and communicate easily with different public services. More than 1.600 persons volunteer during the first week.

### July 2003.....

Adoption of a [Legal Simplification Law](#). This Law authorises the Government to issue ordinances

relating to administrative and legal simplification in a number of areas such as the modernisation of public procurement (in particular through the development of public-private partnerships). The law is designed to enable the government to simplify legal and administrative texts by making them clearer, simpler and more comprehensive, without having to go through lengthy legislative procedures for each individual measure.

### June 2003.....

The Government selects the Burgundy Region to pilot the development and implementation an integrated platform supporting the provision of eGovernment services by all public administrations in the region (the Regional Council itself, but also counties, municipalities and the central government's decentralised offices). This '[eBourgogne](#)' pilot has the status of 'national experimentation', and the system may be extended to other regions if successful.

### April 2003.....

The Internet Rights Forum publishes a [recommendation on the dissemination of public sector data and information](#), which identifies key requirements for the development of dynamic electronic information and content industry, as well as the relationship to establish between its actors from both the public and private sector.

### March 2003.....

Launch of the "[Daily Life Card](#)" project. Daily Life Cards are locally delivered and administered smart cards providing electronic user identification and/or authentication for accessing a series of public services delivered locally. The objective of the project is to provide users living in a given region, department or municipality with a simple, secure and consistent way of accessing, and in some cases paying for, a wealth of public services, regardless of the actual service provider (local authorities, central government, or private companies delivering public services). Pilot projects will be funded by the Ministry for the Civil

Service and State Reform and supported by the Agency for the Development of Electronic Administration (ADAE).

### February 2003.....

- ▶ The **Agency for the Development of Electronic Administration (ADAE)** is created. It is charged with driving the eGovernment agenda forward. The new Agency replaces the previous ATICA and also inherits of eGovernment-related competences previously held by the Inter-Ministerial Delegation for State Reform (DIRE). This new structure is therefore in charge of providing both the political drive and co-ordination, and the business expertise and technical support needed to further develop eGovernment in the French central administration. The ADAE is under the authority of the Prime Minister and put at the disposal of the Ministry for the Civil Service.
- ▶ The Internet Rights Forum publishes a [recommendation on the development of electronic administration](#), based on one and a half years of work and consultation with key stakeholders.
- ▶ The [eGovernment Common interoperability framework - V 2.0](#) is released.

### January 2003.....

Publication of the report '[The Hyper-Republic: Building the Networked Administration around Citizens' needs](#)' ('de La Coste' report), prepared for the State Secretary for State Reform. This report calls for a renewed commitment to eGovernment and outlines a proposed five-year action plan.

### November 2002.....

Prime Minister Jean-Pierre Raffarin launches a new Plan for the Information Society: [Re/SO 2007](#) (*Pour une République Numérique dans la Société de l'Information*). Key objectives in the field of eGovernment include eEnabling complete administrative procedures, providing stronger

leadership and coordination for eGovernment, and focusing on a number of key priority projects.

### August 2002.....

Launch of the '[Service-Public Local](#)' content syndication service, enabling local and regional councils to enrich their electronic information and services using the data produced for the national eGovernment portal [Service-Public.fr](#).

### February 2002.....

Publication of the report '[White Paper on eGovernment and the Protection of Personal Data](#)' ('Truche' report), prepared for the Minister for the Civil Service and State Reform. The report analyses the issues of data protection and identity management in eGovernment, and outlines a series of proposals for the evolution of eGovernment and its legal framework.

### January 2002.....

Publication of the [eGovernment Common Interoperability Framework - V.1.0](#) (*Cadre Commun d'Interoperabilité*). The interoperability framework addresses the need for increased interoperability between information systems across the public sector and lays the foundations for enabling a greater joined-up working between public administrations.

### November 2001.....

The Inter-Ministerial Committee for State Reform launches the "**second phase of eGovernment development**", with five key objectives: generalise public eServices by 2005 and make them accessible to citizens through a personalised interface (project 'mon.service-public.fr'); reinforce the protection of personal data; make public eServices accessible to all and not only to Internet users; make the Internet a tool for democracy; make civil servants key actors of the development of these new eServices.

### August 2001.....

- ▶ The Minister for the Civil Service and State Reform announces the objective of eEnabling all public services by 2005. A new **Agency for ICT in Public Administration (ATICA)** is created to accelerate the pace of eGovernment progress, which replaces the Inter-Ministerial Mission for the development of ICT in Public Administration (MTIC).
- ▶ Adoption of a new [Budget Law](#) (*Loi organique relative aux lois de finances - LOLF*), providing a new legal framework for State spending as of 1 January 2006. This new framework, a key enabler for State Reform, aims at increasing the transparency of public finances, making ministry administrators more accountable, and strengthening the auditing role of Parliament.

### May 2001.....

Creation of the [Internet Rights Forum](#) (*Forum des droits sur l'internet*). The Forum is a private body, supported by the French government, aimed at bringing together all the actors of the Internet (private companies, non-profit organisations, public authorities and users) to discuss and suggest uses and rules for online activities.

### April 2001.....

Publication of the report '[For a Citizen-oriented electronic administration](#)' ('Carcenac' report), prepared for the Prime Minister. The report outlines 57 key recommendations to bring the French eGovernment drive into a new phase.

### March 2001.....

A new [Public Procurement Code](#) is adopted. Its article 56 sets the obligation for public administrations to accept bids submitted electronically as of 1 January 2005.

## 2000 and before.....

- ▶ The year 2000 marks the inauguration of [Service-Public.fr](#) an eGovernment portal providing a single and convenient access point to public services online. AdER, the **Network of the French Public Administration** (*Administration En Réseau*) is also launched in order to enable information exchange and joint working. Moreover, the [Law on Electronic Signature](#) transposing EU Directive 1999/93/EC on a Community framework for electronic signatures, is adopted in March. A report prepared for the Prime Minister, entitled '[The State and ICT - Towards a multiple-access administration](#)' is published during the same month.
- ▶ In October 1999, the Prime Minister issues a [Circular on Government websites](#). The following month, the French Planning Office publishes the report '[Dissemination of Public Data and Digital Revolution](#).'
- ▶ The [Governmental Action Programme for the Information Society \(PAGSI\)](#) is presented in January 1998. A report on '[Personal Data and Information Society](#)' prepared for the Prime Minister is published two months later. The French [electronic health insurance card \(Vitale card\)](#) is launched in April and gradually distributed to all persons registered with the social security and entitled to health insurance. Its chip contains only administrative information about the holder and the insured person. Together with the electronic card for health professionals, it enables reimbursement claims to be transmitted electronically between health professionals and social security institutions over a secure closed network. In June, **Admifrance**, the first international portal of the French administration is inaugurated with the function of providing access to a number of administrative forms and links to websites of public services. On 30 June, a report on [the impact of new technologies on administrative modernisation](#) is published. In July, an **Inter-Ministerial Delegation for State Reform (DIRE)** is created to replace the Commissariat for State Reform. DIRE, which comprises E-government among its fields of competence, is placed under the authority of the Prime Minister but mostly works with the Ministry of the Civil Service and State Reform. In August, an **Inter-Ministerial Mission for the development of ICT in Public Administration (MTIC)** is created to provide ministries with technical support for the development and implementation of their ICT projects. On 30 September, a report entitled '[Internet and Public Administrations abroad: a source of ideas](#)' is published. This document will be complemented in 1999 by a series of [case studies](#). Lastly, a **Commission for Administrative Simplification** is created. Its mission will be extended by a [Circular of 6 March 2000 on the simplification of administrative procedures](#).
- ▶ In 1997, the report '[Internet: a true challenge for France](#)' is published. It proposes a set of 134 measures to speed up the development of the Internet in France. Among other things, the report identifies ICT-enabled reform of the State as a priority and recommends a gradual migration of Minitel services to the Internet. Prime Minister Lionel Jospin announces the launch of an **action programme for the development of the Information Society**, designed for helping France catch up with international leaders in the area. The action program, which identifies the development of online public services as a priority, will be coordinated by an **Inter-Ministerial Committee for the Information Society (CISI)**. Mr Jospin recommends favouring a gradual shift of Minitel services over to the Internet.
- ▶ The **State Reform Fund** is created in 1996 to provide financial support for reform projects in government ministries and agencies. A report entitled '[Internet: legal issues](#)' is published the same year. Outlining the potential of the Internet, this document stresses the need for France to catch up with leading countries in the field of Internet connection and online services, and proposes a number of key principles for the development of a favourable legal framework.
- ▶ Prime Minister Alain Juppé publishes in 1995 a [Circular on the strategic principles of State Reform](#), which identifies 5 objectives: clarify the missions of the State and the extent of public

services (position of the State vis-à-vis the private sector, the European Union and the regional and local authorities); better take into account the needs and expectations of citizens; re-focus the State on its key regulatory functions; delegate operational responsibilities to autonomous and decentralised bodies; renovate public management. The Inter-Ministerial Committee for Informatics and Bureautics in the Administration (CIIBA) is suppressed, while an **Inter-Ministerial Committee for State Reform (CIRE)** and a **Commissariat for State Reform** are created to drive government modernisation forward.

- ▶ In 1994, the **Minitel** reaches more than 15 million private and business subscribers through 6.5 million terminals, offers 15.000 different services and generates annual pre-tax revenues (connexion fees only) of 6.6 billion French Francs (EUR 1.01bn), of which more than 50% for state-owned telecom operator France Telecom. A new generation of terminals is marketed, and over 600.000 computers use a Minitel emulation. Close to 50% of Minitel users access administrative and local information services through their terminal. A report on **Teleservices in France** is published in January. A report entitled '[The State in France](#)' is issued two months later. It analyses the evolutions of the missions, responsibilities and organisation of the State, and recommends key priorities for a State Reform programme. In May, a **report on 'Information Highways'** comes out. It calls for the adoption of an ambitious plan for developing the Information Society in France. Considering that the Internet is less suitable for the development of commercial services than Minitel-like networks due to the absence of a clear invoicing mechanism and to its open and cooperative nature, the report recommends the connection of all French households by 2015 to a fibre optic network based on ATM (Asynchronous Transfer Mode) rather than on IP (Internet Protocol) technology. Following this report's publication, an **Inter-Ministerial Committee for Information Highways and Services** is created and a number of pilot projects are launched.
- ▶ The year 1984 marks the **countrywide distribution of [Minitel](#) terminals** to telephone

subscribers. Access to the electronic telephone directory is free, while other services are paid-for on a connexion time-based fee. Charging and collection of fees is centrally managed by the State telecom monopoly on behalf of participating service providers. Minitel terminals are equipped with an asymmetric modem. An **Inter-Ministerial Committee for Informatics and Bureautics in the Administration (CIIBA)**, tasked with coordinating computerisation developments across government, is created in June of the same year.

- ▶ Newspaper [Le Monde](#) reveals in the mid-70's the existence of a project by the Ministry of the Interior to interconnect electronic files containing personal data by using a unique numerical identifier (codenamed project **SAFARI**, '*Système automatisé pour les fichiers administratifs et le répertoire des individus*'). A few days following the disclosure, the Prime Minister prohibits further interconnections of administrative databases until precise rules concerning the computerised processing of personal data are established. In 1978, a report on '**The Informatisation of Society**', prepared for the President of the Republic, is published. Arguing that information and communication technologies are penetrating all spheres of society and are becoming a driving force for major societal change, the report calls for France to mount a full-scale national effort in the new field it calls "**Telematics**" (the convergence of **Telecommunications** and **informatics**) and requires that its framework shall be "conceived in the spirit of a public service". France adopts the **Law on Informatics and Liberty**, thus becoming one of the first European countries to have a data protection legislation. This Law provides a legal framework for the use of numerical identifiers in databases and the processing of personal data by public and private sector organisations. It also creates a **National Commission for Informatics and Liberty (CNIL)** in charge of overseeing its implementation and observance as well as advising on the planning of administrative data systems. Lastly, in February 1979, the French Government announces an ambitious telematics development plan based on the production and distribution of a **low-cost terminal** enabling users to access an electronic

telephone and address directory and other [Videotex](#)-based public and commercial services over a closed network: the [Minitel](#).

# eGovernment Strategy

## Main strategic objectives and principles

The French eGovernment strategy is set in the **ADELE programme**, presented on 09 February 2004. ADELE (*ADministration ELEctronique*) provides a detailed roadmap for the coherent and coordinated development and implementation of electronic services that citizens, businesses and civil servants are entitled to expect. Covering the period 2004-2007, the programme comprises a [strategic plan](#) and an [action plan](#) to be audited every year and updated accordingly.

The ADELE strategic plan provides a detailed framework for eGovernment development. It defines qualitative and quantitative objectives to attain, the mechanisms and the means allocated to achieve them. The strategy is implemented through concrete measures and projects, which are described in the ADELE action plan.

The main objective of ADELE consists in implementing an eAdministration accessible to all, which moves from simply providing information to delivering interactive services, enabling users to perform full administrative procedures remotely. Three strategic goals are defined:

- ▶ **Make life easier for citizens**, businesses and local authorities by delivering a great number of user-friendly services available to everyone at all times.
- ▶ **Generate confidence** by guaranteeing data security and confidentiality through the use of secure user identification systems and the possibility for citizens to control the use of their personal data by public bodies.
- ▶ **Contribute to the modernisation of public administration** by improving the work of public employees and the organisation of public services, and by helping to restore the financial leeway of the State.

The ADELE programme is not intended to benefit Internet users only. On the contrary, it intends to reach all users of public services, whether they are

citizens, businesses, non-profit organisations or public bodies themselves. Furthermore, the programme is designed to meet the daily needs and expectations of these users instead of satisfying the requirements of administrative structures, as has too often been the case in the past.

With a **total budget of EUR 1.8 billion** for its four years of implementation, the ADELE programme represents an opportunity to generate important productivity gains. The Government estimates that ADELE will deliver EUR 5 to 7 billion cost savings on the State budget per year, as of 2007.

The ADELE programme is based on **four fundamental requirements**:

- ▶ Continuously listening to users and assessing their needs.
- ▶ Making electronic services accessible to all.
- ▶ Establishing a pact of confidence between the State and the citizens.
- ▶ Providing more services, more efficiently, while keeping public spending under control.

To meet these requirements, ADELE initially comprised 270 projects designed to make life easier for users, including:

- ▶ The establishment of a single telephone number - 39 39 - for administrative enquiries. This service, called 'Allo Service Public', will allow any citizen to get an answer to any administrative information request, or an orientation towards further guidance, in less than three minutes.
- ▶ The creation of a personalised administrative counter, called 'mon.service-public.fr'. Based on the portal of the French administration [Service-public.fr](#), it will provide users with secure, personalised access to all public services available online.
- ▶ The establishment of a national electronic identity card (CNIE), which will replace the existing ID card.

The new card will allow citizens to deal with government more simply and securely online, and will facilitate requests for other identification documents such as passports.

- ▶ The setting up of a centralised online change of address notification service, enabling citizens to easily communicate their new addresses to the administrations of their choice.
- ▶ The development of a 'daily life card' ('Carte de Vie Quotidienne' or CVQ), delivered locally, which will make it possible to securely access public services from interactive kiosks in public places (in shops and public offices, or even in the street).
- ▶ The creation of a single integrated procedure for hiring staff ('Titre Emploi-Entreprise'), including social and tax contributions. This will make life easier for small firms by reducing their administrative burden and transferring the procedural complexity to the administration itself.
- ▶ The switch to a full-electronic distribution of the French Official Journal. The electronic version will have the same legal value as the current paper version and will be disseminated on a wider scale. In the medium term, this will make it possible to save 6 tons of paper a day.

Implementing the ADELE programme implied the setting-up of new services and to improve both the quality and efficiency of existing services. In 2006, taking into account the updated, redesigned and blocked projects as well as the brand new ones, the ADELE action plan accounted 371 (against 270 in 2004) projects, of which 51 % were operational.

With the proliferation of projects arisen out of the ADELE action plan, a need for sharing and optimising resources, methods and experience appeared, giving way to a new approach to the eGovernment strategy, embodied in the [ADELE Master Scheme for eGovernment \(2006 - 2010\)](#). This Scheme, which includes an interoperability and security framework as well as exchange of administrative data schemes, integrates common eGovernment projects (*mutualisation des projets d'administration électronique*) and overpasses the initial frame of the ADELE programme 2004-2007. The objective is to ensure a better management of public finances over a

long term period as well as to simplify and render the French administration more efficient by 2010.

The ADELE Master Scheme expresses the will of the French state to give a multi-annual, consistent and coordinated framework to the eGovernment development in the country. It also aims to increase the visibility of the eGovernment building and progress for all actors involved, in order to develop a shared vision and a common working program understandable to all.

This new approach to the French eGovernment strategy can be defined as a **common architectural vision for a "target information system"** that is to serve as a common reading grid and a shared working and communication tool for all partners involved in eGovernment projects. Two principles are thereby placed at the core of the ADELE Master Scheme: cooperation between the actors on the one hand; sharing and networking of resources, competences, experience and expertise included at cross-sectorial level (*'mutualisation'*) on the other hand.

As a result, and in line with the *'mutualisation' principle*, the ADELE action plan projects have now been inserted and dispatched into a list of [47 ADELE Master Scheme initiatives](#) which will structure the progress of the eGovernment development for the period 2006-2010. These initiatives consist of a set of projects and common actions (such as technical expertise actions, but also actions of functional, legal and organisational nature) that have been gathered so as to ensure the consistency of the eGovernment development and to serve as methodological tools. Each initiative can be compared to a 'mini' ADELE action plan and there are 3 groups of them:

- ▶ **14 'new customer services' initiatives ('téléservices')**: such as the 'papers' initiative (e.g. creation, loss and renewal of personal administrative documents), the 'moving' initiative (e.g. change of address, enrolment in schools...) or the 'businesses' initiative.
- ▶ **12 sectorial initiatives ("Fonctions métiers")**: related to a specific Ministry (Justice, Education, Security, etc...);
- ▶ **21 'common-based' initiatives**: 12 technical or infrastructure initiatives (such as identity and rights

management in information systems, integration of the geographic dimension within services) and 9 cross-departmental functional initiatives (e.g: Archiving and eArchiving, communication, surveying, etc...).

Responsibility for coordinating the ADELE programme now belongs to the [General Directorate for the Modernisation of the State \(DGME\)](#) which was created on 30 December 2005 and placed under the authority of the Ministry of Economy, Finance and Industry, has taken over this coordination mission.

**The Service for the Development of Electronic**

**Administration (SDAE)**, which is one of the DGME departments, is now dealing with the implementation of the ADELE programme and it manages the [synergies.modernisation.gouv.fr](http://synergies.modernisation.gouv.fr) website, the so-called 'mutualisation space for eGovernment actors'. This website provides information on the eGovernment strategy and initiatives, the projects development and reference frames. But it is not a simple information tool, it also aims to serve as a communication tool and as a mobilisation ground between the actors placed at the core of eGovernment projects.

## eGovernment Legal Framework

### Main legal texts impacting on the development of eGovernment

#### eGovernment legislation.....

##### Ordinance on electronic interactions between public services users and administrative authorities and between Administrations (2005)

This ordinance - known as the 'teleservices ordinance' – has been adopted on 8 December 2005 on the basis of the Legal Simplification Law of 9 December 2004. It aims at establishing a comprehensive legal framework for the shift to an 'electronic administration' by 2008, by creating the conditions for simple and secure electronic interactions between citizens and the Administration. The text covers all exchanges of electronic documents, e-mail or digital communications between citizens and their national administrations, regional governments and private organisations licensed to carry out public services. It grants the same legal status to e-mail as that for traditional paper-based correspondence and legalises the use of electronic signatures by administrative authorities. Moreover, the ordinance includes a provision for users to have the option of securely storing – and receiving – official correspondence and administrative forms in personalised on-line mailboxes. Lastly, the text lays down provisions on both exchanges security and interoperability of information systems.

#### Freedom of Information legislation.....

##### Law on Access to Administrative Documents (1978)

The Law on Access to Administrative Documents of 17 July 1978 provides for a right to access by all persons to administrative documents held by public bodies. These documents include files, reports, studies, records, minutes, statistics, orders, instructions, ministerial circulars, memoranda or replies containing an interpretation of positive law or a description of administrative procedures, recommendations, forecasts and decisions originating from the State,

territorial authorities, public institutions or from public or private organisations managing a public service. They can be in any form. Documents handed over are subject to copyright rules and cannot be reproduced for commercial purposes. Public bodies must respond to requests for documents within one month. A [Commission for Access to Administrative Documents](#) (CADA) is tasked with oversight. It can mediate disputes and issue recommendations but its decisions are not binding. A complaint must be decided by the CADA before it can be appealed to an administrative court.

#### Data Protection/Privacy legislation.....

##### Law on Informatics and Liberty (1978)

France adopted the Law on Informatics and Liberty on 6 January 1978, becoming one of the first European countries to adopt a data protection legislation. The Law provides a legal framework for the use of identifiers in databases and the processing of personal data by public and private sector organisations. The Law creates a [National Commission for Informatics and Liberty \(CNIL\)](#), which is in charge of overseeing its implementation and observance. The CNIL also has an advisory role in the planning of administrative data systems. The Law on Informatics and Liberty was amended by [law Nr. 2004-801 of 6 August 2004](#) implementing the EU Data Protection Directive (1995/46/EC).

#### eCommerce legislation.....

##### Law for Confidence in the Digital Economy (2004)

The Law Nr. 2004-575 of 21 June 2004 for Confidence in the Digital Economy implements the EU eCommerce Directive (2000/31/EC) and sets the legal framework for the development of eCommerce services in France

eCommunications legislation.....

[Law on Electronic Communications](#) (2004)

The Law Nr. 2004-669 of 9 July 2004 on electronic communications and audiovisual communication services implements in French law the new EU regulatory framework for electronic communications. Transposition was subsequently completed with the adoption of a number of decrees.

eSignatures legislation.....

[Law on Electronic Signature](#) (2000) / [Ordinance on electronic interactions between public services users and administrative authorities and between Administrations](#) (2005)

The Law Nr. 2000-230 of 13 March 2000 on electronic signature gives legal value to electronic signatures and electronically-signed documents, and implements the European Directive 1999/93/EC on a Community framework for electronic signatures. It is completed by an [application decree](#) of 30 March 2001. Moreover, the 'Ordinance on electronic interactions between public services users and administrative authorities and between Administrations', adopted on 8 December 2005, gives the same legal force to an eSignature on public documents as to a hand-written signature.

eProcurement legislation.....

[Public Procurement Code](#) (2006)

This latest version of the French Public Procurement Code was adopted on 1 August 2006. It transposes the new EU Directives on public procurement (2004/17/EC and 2004/18/EC), including their eProcurement provisions. In comparison with the [2004 version of the Public Procurement Code](#), the new code provides for a wider use of dematerialisation of public procurement, so as to enhance the efficiency of procedures (shortened delays for reception of applications and tenders, electronic access to consultation/information documents, authorized sending of backup copies during the transmission of applications). Moreover, the second part of the Code fully transposes specific provisions of Directive 2004/17/EC applicable to network operators. The new Code entered into force as of 1 September 2006.

Re-use of Public Sector Information.....

[Law on Access to Administrative Documents](#) (1978)

The Law on Access to Administrative Documents of 17 July 1978 was amended by a [Government Ordinance of 6 June 2005](#), implementing the provisions of the EU Directive on the re-use of public sector information (2003/98/EC).

## eGovernment Actors

### Main roles and responsibilities



### National eGovernment.....

#### Policy/Strategy

##### 1. Minister in charge of Administrative Reform

In the new French Government appointed in June 2005, political responsibility for State Reform and eGovernment strategy/policy has been transferred from the Ministry for the Civil Service to the Minister Delegate for the Budget and Administrative Reform within the Ministry of Economy, Finance and Industry.

##### 2. General Directorate for the Modernisation of the State (DGME)

The DGME was created on 30 December 2005 and it is placed under the authority of the Ministry of Economy, Finance and Industry, in order to join the development of eGovernment policy with the modernisation of the State policies. The DGME is responsible for supporting the development of eGovernment, by preparing the French eGovernment policy/strategy (ADELE programme) and by steering and monitoring its implementation. It thus replaced the former Agency for the Development of Electronic Administration (ADAE).

#### Coordination

##### General Directorate for the Modernisation of the State (DGME)

The DGME is in charge of coordinating eGovernment and ICT developments across the whole public administration with a view to implementing the ADELE eGovernment programme. It also manages an electronic administration correspondents' network composed of ministries, users' representatives, businesses, local governments as well as health and social actors.

#### Implementation

1. **General Directorate for the Modernisation of the State (DGME)** for joint projects and common infrastructure (except for the portal Service-Public.fr, managed and maintained by the Government publishing house [The French Documentation](#)).
2. **All central government departments** for projects in their field of competence.

#### Support

1. General Directorate for the Modernisation of the State (DGME)
2. The French Documentation (Documentation Française) for Information Management
3. Economic Interest Grouping SESAM-Vitale for the health sector (electronic health insurance card and network, etc.). The Group gathers all public and private institutions involved in the mandatory and complementary health insurance schemes.
4. Public Interest Grouping Modernisation of Social Declarations (GIP-MDS) for the

social contributions sector. The Group gathers the different social security institutions and business federations to develop joint services enabling businesses to file their social declarations electronically. These services are accessible through the [Net-Entreprises](#) website.

## Audit/Assurance

### Court of Accounts

The responsibilities of the French Court of Accounts cover mandatory and optional examinations of the use of public funds. Mandatory examinations are those where the Court's jurisdiction is derived from primary legislation, and therefore it is the only body authorised to audit the accounts of the bodies concerned. Optional examinations are those where the Court has discretion as to whether exercise its jurisdiction. The Court of Accounts performs regularity audits and management audits, and assists Parliament and the Government. Use of public funds is also scrutinised by the Finance Committees of the National Assembly and of the [Senate](#).

## Data Protection

### National Commission for Informatics and Liberty (CNIL)

The CNIL is the French Data Protection Authority. It was created by the Law on Informatics and Liberty of 6 January 1978, which provides a legal framework for the use of identifiers in databases and the processing of personal data by public and private sector organisations. It is in charge of overseeing the implementation and observance of the Law, and also has an advisory role in the planning of administrative data systems.

## Other

### Internet Rights Forum

The Internet Rights Forum (*Forum des droits sur l'internet*) was created in May 2001. It is a private body, supported by the French government, aimed at bringing together all the actors of the Internet (private

companies, non-profit organisations, public authorities and users) to discuss and suggest uses and rules for online activities, including in the field of eGovernment.

## Regional & Local eGovernment.....

### Strategy

#### Regional and local administrations

### Coordination

In some cases, **regional agencies for ICT**: [Artesi](#) in Ile-de-France, [Numera](#) in Rhône-Alpes, [Practiciel](#) in Limousin, [ARDESI](#) in Midi-Pyrénées, [SUSI](#) in Picardie.

### Implementation

#### Regional and local administrations

### Support

1. **General Directorate for the Modernisation of the State (DGME)** for some projects of national interest (e.g. the [e-Bourgogne](#) platform for integrated local eServices)
2. **Caisse des Dépôts et Consignations**

The Caisse des Dépôts is a state-owned financial institution that performs public-interest missions on behalf of France's central, regional and local governments. It supports local eGovernment through projects like [FAST](#) (a secure infrastructure for legally-binding interchange of electronic documents) or [Service Public Local](#) (a content syndication service, enabling local and regional councils to enrich their electronic information and services using the data produced for the national eGovernment portal [Service-Public.fr](#)) and through the [Localtis](#) portal, aimed at rural public actors and displaying information relating to local initiatives in the field of ICTs.

3. **Regional agencies for ICT in some regions**

4. **European Space for Enterprises** provides regional authorities with support for their ICT projects, through the [CAP-TIC](#) website.

#### Audit/Assurance

##### [Regional Courts of Accounts](#)

The Regional Courts of Accounts are tasked with examining the use of public funds by public authorities (regions, departments and municipalities) and of their public undertakings within their jurisdiction.

#### Other

1. [Association of French Mayors](#)

The French Mayors' Association, founded in 1907, is the representative association of French municipalities and the main representative body of local authorities in France. It assists the mayors in their local policies and management and advises its members on how to ensure the efficiency of public policies serving citizens' interests.

2. [Assembly of French \*Départements\*](#)

The Association of French *Départements* is the representative association of French counties (départements).

3. [Association of French Regions](#)

The Association of French Regions is the representative association of French regional authorities.

4. [Observatory of Digital Territories](#)

The Observatory of Digital Territories was created by local authorities to provide assistance and support for the development and implementation of their ICT-related policies.

5. [Internet Cities Association](#)

The 'Internet Cities' (*Villes Internet*) Association is a network of elected officials, local civil servants and private and voluntary stakeholders, aimed at supporting the exchange of experiences and practices for the development of the Internet and of Internet-based citizen services at local level.

## eGovernment Who's Who

### Main eGovernment decision-makers and executives

#### Minister responsible for eGovernment.....

**Name:** Jean-François Copé

**Job title:** Minister Delegate for the Budget and Administrative Reform

**Picture:**



**Contact details:**

Ministry of Economy, Finance and Industry

139, rue de Bercy

75572 Paris Cedex 12

France

Tel.: +33 1 40 04 04 04

E-mail: [jean-francois.cope@cabinets.finances.gouv.fr](mailto:jean-francois.cope@cabinets.finances.gouv.fr)

Source: [Ministry of Economy, Finance and Industry](#)

Head of eGovernment (i.e. head of eGovernment agency/directorate).....

**Name:** Frank Mordacq

**Job title:** General Director, General Directorate for the Modernisation of the State

**Picture:**



**Contact details:**

General Directorate for the Modernisation of the State

Ministry of Economy, Finance and Industry

139 rue de Bercy

75012 Paris

France

Tel.: +33 1 53 18 39 02

E-mail: [frank.mordacq@dgme.finances.gouv.fr](mailto:frank.mordacq@dgme.finances.gouv.fr)

Source: [Ministry of Economy, Finance and Industry](#)

# eGovernment Infrastructure

## Main eGovernment infrastructure components



### Portal.....

#### [Administration 24h/24](#) and [Service-Public.fr](#)

Since the beginning of 2007, citizens and businesses have at their disposal two complementary eGovernment portals:

1. The [Service-Public.fr](#) portal, launched in October 2000: It is the best access point to practical administrative information for all questions relating to the users' daily life events. This portal thus provides orientation, documentation (public reports accessible online) and information on users' rights and administrative steps.
2. The new [Administration 24h/24](#) portal, launched in January 2007: It is a one-stop shop from which both citizens and businesses can take their administrative steps online 24 hours, easily and swiftly. This portal offers: eAccess to administrative forms, eFilling in and online return of forms 24 hours a day and 7 days a week. Help online accessible from section "Follow the guide" of the portal is provided for the most common steps (30 steps). 600 steps are currently available online. Pursuant to the objective of making all

administrative steps available online by 2008 (complete dematerialisation), the Administration 24h/24 will evolve with more than 300 administrative forms to be made available online in the course of 2007. Furthermore, a next generation of forms will be set-up on the portal, i.e. interactive forms allowing for users not only to eFill in and to eSend their forms, but also to follow-up the advancement of their file.

Once the complete dematerialisation objective is achieved, the year 2008 will mark the launch of the most advanced eGovernment portal that is currently being tested on a sample of 500 people: '**mon.service-public.fr**'. The portal will offer personalised and secured access to the whole set of eGovernment services available online. In order to facilitate the performing of administrative steps online, users will own a personal data space on which they will store all their administrative eDocuments, such as: eCertificate, income taxes declarations, reimbursements files, birth certificate extract, etc.

### Network.....

#### AdER

Launched in May 2000, AdER (*Administration En Réseau*) is an inter-ministerial Intranet launched in May 2000. Based on a Virtual Private Network (VPN), it provides desktops in the French central administration with secure services including messaging, directory, high-speed data transfer, document storage as well as access to a number of information management applications. The four key components of AdER are: 1) the transport service SETI, a VPN based on infrastructure rented to a telecom operator; 2) the directory service MAIA; 3) the messaging

interconnection service SIAM; 4) a number of applications and sites available over AdER. The AdER/SETI network is connected with the trans-European administrative network TESTA.

## eIdentification infrastructure.....

There is currently no central eIdentification infrastructure for eGovernment in France. The French Government has transposed the EU eSignature Directive for (1999/93/EC) in its Electronic Signature Law of March 2000, and in October 2003 it has issued an [eSignature framework policy \(PRIS\)](#), ([updated in November 2006](#)), and aimed at providing a clear framework for the use of electronic signatures for eGovernment services. Following the [2005 'teleservices ordinance'](#), a General Framework for Security ('Référentiel Général de Sécurité' - RGS) is currently being conceived. It will contain a the set of rules with which information systems must comply with to ensure the security of electronic exchange of information between users and administrations and between administrations themselves.

The French Government also launched an **electronic ID card project** called INES ('*Identité Nationale Electronique Sécurisée*', or 'Secure Electronic National Identity'), which was endorsed by the Prime Minister on 11 April 2005. According to the government plans, the future French eID card would have been fitted with a chip containing all identity information of the holder person, two biometric identifiers (facial image and probably fingerprints), and an electronic signature allowing secure access to both eGovernment and eBusiness services and transactions. Personal information contained in the cards would have also been stored in a new, common database, while biometric data would be anonymously stored in separate files. French citizens would have had to pay a fee for obtaining the new electronic document, which was planned to be mandatory. An eID card bill setting the legal framework for the introduction and use of the new identity document was expected to be presented shortly. However, following a four months national debate organised by the Internet Rights Forum, a report on the eID card project was issued in June 2005, which called for a wide-ranging review of the proposed scheme, in particular to better address

privacy and security issues. On such basis, the INES project director, M. Sauzey, announced in December 2005 [new orientations](#) for the project according which the future e-ID card would contain:

- (1) Traditional data (name, surname, date of birth, address...): these would also be displayed in the electronic part, together with biometric data (two fingerprints);
- (2) An Identity-related services module containing an authentication certificate and an eSignature field (this field might not be available in the first generation of eID cards).

Moreover, access to the biometric database would be strictly regulated and would not be possible out of judiciary proceedings. Lastly, holding an eID card would not be compulsory. A new eID card bill is currently being devised with the goal of putting the cards in circulation in 2008.

## eProcurement infrastructure.....

### [eProcurement Platform](#)

All French public entities are **obliged to accept bids submitted electronically** in response to formal call for tenders over a legal threshold published as of 1 January 2005. All central government ministries – with the exception of the Ministry of Defence, which has its own platform – can meet the new requirement by using the new government-wide eProcurement platform [Marches-Publics.gouv.fr](#). The platform allows public sector bodies to publish call for tenders online and receive electronic bids. The platform is commercialised by [UGAP](#), an inter-ministerial service dedicated to enhancing the efficiency of public procurement. Its use by local authorities is optional, as they are free to develop their own eProcurement solutions or to adopt commercial solutions if they wish to do so. At regional and local level, several eProcurement platforms already exist and others are being developed. An example of regional platform is the [Burgundy](#) eProcurement platform, accessible from its 'e-Bourgogne' eGovernment portal. Following the entry into force of the 2006 Public Procurement code, applying businesses can submit their tenders both on paper and online thanks to the backup copy. The

objective is to make it possible for public buyers to switch to a complete dematerialised eProcurement procedure.

etc. A number of knowledge-sharing applications and collaborative tools are also available over the AdER/SETI network, such as the CELIA online community tool.

### Knowledge Management infrastructure

[The modernisation workshops](#) ('Ateliers de la modernisation')

It is an extranet designed to enable joint working and knowledge sharing between ministries and other central administration bodies. It gives access to a number of groupware and cooperative working tools such as documents libraries, forum, distribution lists,

### Others.....

Free Software development infrastructure:  
[Admisource](#)

Admisource is a collaborative platform proposed to the whole French administration for its free software's development

## eGovernment Services for Citizens

### Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

#### The 12 services for citizens are as follows:

1. Income Tax Declaration
2. Job Searches by labour Offices
3. Social Security Contributions
4. Personal Documents
5. Car Registration
6. Application for Building Permission
7. Declaration to the Police
8. Public Libraries
9. Certificates (birth, marriage) Request and Delivery
10. Enrolment in Higher Education
11. Announcement of moving (change of address)
12. Health-related services (e.g. appointments for hospitals)

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- ▶ Stage 1 - Information: online information about public services
- ▶ Stage 2 - Interaction: downloading of forms
- ▶ Stage 3 - Two-way interaction: processing of forms, including authentication
- ▶ Stage 4 - Transaction: full case handling, decision and delivery (payment)

### 1. Income taxes (declaration, notification of assessment)

**Responsibility:** Central Government, Ministry of the Economy, Finance and Industry, Directorate General for Taxes

**Website:** <http://www.impots.gouv.fr/>

**Sophistication stage:** 4/4

**Description:** The French tax portal allows users to calculate, declare and pay income tax online. Users can also access their individual fiscal account. Around 3.74 million income tax returns were submitted electronically in 2005, three times the figure of 2004 and about 11% of all returns. In 2006, 5.7 million tax declarations were submitted online, in other words 2 million more than of 2005. The online declaration of tax has been improved and expanded in 2006: tax declarations are now completed by tax authorities before being sent out, but tax payers are being given the possibility to modify or add information online. No supporting documents are needed and the amount of tax that will have to be paid is indicated immediately.

### 2. Job search services by labour offices

**Responsibility:** Central Government, National Agency for Employment (ANPE)

**Website:** <http://www.anpe.fr/>

**Sophistication stage:** 4/4

**Description:** Fully functional job search facility. Users can access personalised job offers and display their CV online.

### 3. Social security benefits

#### a. Unemployment benefits

**Responsibility:** Central Government, Unemployment Insurance Association (ASSEDIC)

**Website:** <http://www.assedic.fr/>

**Sophistication stage:** 4/4

**Description:** Information on unemployment benefits, online application system and monthly unemployment statutes notification.

**b. Child allowances**

<b>Responsibility:</b>	Central Government, National Family Allowances Fund (CNAF)
<b>Website:</b>	<a href="http://www.caf.fr/">http://www.caf.fr/</a>
<b>Sophistication stage:</b>	4/4
<b>Description:</b>	Users can declare their resources online and download the required forms to complete their case file. They can track payments and reimbursements live and get payment notifications.

**c. Medical costs (reimbursement or direct settlement)**

<b>Responsibility:</b>	Central Government, National Medical Insurance Fund (CNAM)
<b>Website:</b>	<a href="http://www.ameli.fr/">http://www.ameli.fr/</a> , <a href="https://www.administration24h24.gouv.fr/">https://www.administration24h24.gouv.fr/</a>
<b>Sophistication stage:</b>	4/4
<b>Description:</b>	Information on medical insurance, forms to download, and online tracking of reimbursements. Direct settlement of some costs is made possible with the <a href="#">Sesam-Vitale</a> smart health insurance card. The new eGovernment portal, 'Administration 24h/24', provides citizens with online access for consulting their medical costs reimbursements online. In order to access such service, citizens must enter their social security number as well as a confidential code obtained from the National Medical Insurance Fund and transmitted by regular mail. This online consultation service is among the top used eServices for citizens of the new portal.

**d. Student grants**

<b>Responsibility:</b>	Central Government, National Centre for University and School Achievements (CNOUS)
<b>Website:</b>	<a href="http://www.cnous.fr/">http://www.cnous.fr/</a> , <a href="https://www.administration24h24.gouv.fr/">https://www.administration24h24.gouv.fr/</a>
<b>Sophistication stage:</b>	4/4
<b>Description:</b>	Information on the different types of grants available for students and online application for some of them. The Administration 24h/24 portal provides online access to the 'student social file' which can be filled in online. This unique file allows students to request both grants and accommodations managed by the Regional Centre for University and School Achievements (CROUS).

#### 4. Personal documents (passport and driving licence)

##### a. Passport

<b>Responsibility:</b>	Central Government/Local Government
<b>Website:</b>	<a href="http://vosdroits.service-public.fr/particuliers/">http://vosdroits.service-public.fr/particuliers/</a>
<b>Sophistication stage:</b>	1/3
<b>Description:</b>	Information and forms viewable online. Passport applications are handled by local authorities or by local offices of central government (Préfecture / Sous Préfecture). The status of a request for the delivery of an electronic passport can be followed-up <a href="#">online</a> .

##### b. Driving license

<b>Responsibility:</b>	Central Government
<b>Website:</b>	<a href="http://vosdroits.service-public.fr/particuliers/">http://vosdroits.service-public.fr/particuliers/</a>
<b>Sophistication stage:</b>	2/3
<b>Description:</b>	Information and forms (e.g. <a href="#">driving licence application</a> ) to download that can be filled on screen. Driving license applications are handled by local offices of central government (Préfecture / Sous Préfecture).

#### 5. Car registration (new, used and imported cars)

<b>Responsibility:</b>	Central Government/Local Government
<b>Website:</b>	<a href="http://vosdroits.service-public.fr/particuliers/">http://vosdroits.service-public.fr/particuliers/</a>
<b>Sophistication stage:</b>	4/4
<b>Description:</b>	Information and forms to download. Vehicle registration services are handled by local offices of central government (Préfecture / Sous Préfecture) and in some cases by local authorities. For new cars, registration requests are submitted electronically by car dealers.

#### 6. Application for building/planning permission

<b>Responsibility:</b>	Central Government/Local Government
<b>Website:</b>	<a href="http://vosdroits.service-public.fr/particuliers/">http://vosdroits.service-public.fr/particuliers/</a>
<b>Sophistication stage:</b>	3/4
<b>Description:</b>	Information and forms to download. Planning and building permission services are handled by local government offices (Departmental directorate for Equipment) or by local authorities.

**7. Declaration to the police (e.g. in case of theft)**

**Responsibility:** Central Government

**Website:** <http://vosdroits.service-public.fr/particuliers/>;  
<https://www.administration24h24.gouv.fr/>

**Sophistication stage:** 2/3

**Description:** Information and forms to download. Declarations must be submitted in person to local police or gendarmerie offices. Citizens can also request online a criminal record excerpt. Furthermore, Internet users can report online websites or services with paedophile content to judicial authorities.

**8. Public libraries (availability of catalogues and search tools)**

**Responsibility:** Central Government (Ministry of Culture)/Local Government

**Website:** <http://www.culture.fr/>; <http://www.bnf.fr/>; <http://www.bpi.fr/>

**Sophistication stage:** 4/4

**Description:** Most public libraries listed provide an online catalogue searching facility. Several public libraries online allow users to order online reproductions of documents, to book online a seat in the library and to converse online with a librarian.

**9. Certificates (birth, marriage): request and delivery**

**Responsibility:** Local Government / National Government

**Website:** <https://www.administration24h24.gouv.fr/>;  
<https://www.acte-naissance.fr/DemandeActe/Accueil.do>

**Sophistication stage:** 3/3

**Description:** The national online request system for birth certificates is accessible via the 'Administration 24h/24' portal. Requests are handled by individual communes and depending on the commune, the request can be sent online or by regular mail. A similar service is expected to be set up by the end of 2006 for marriage and death certificates.

**10. Enrolment in higher education/university**

<b>Responsibility:</b>	Central Government/Higher education institutions
<b>Website:</b>	<a href="http://vosdroits.service-public.fr/particuliers/">http://vosdroits.service-public.fr/particuliers/</a>
<b>Sophistication stage:</b>	3/4
<b>Description:</b>	Information on higher education enrolment and forms to download. Enrolment is handled by individual universities or regional academies. A MINITEL-based electronic application system exists (called RAVEL in the Paris region and OCAPI or RACINE in other regions), enabling students to pre-enrol for the universities of their choice.

**11. Announcement of moving (change of address)**

<b>Responsibility:</b>	Central Government, General Directorate for the Modernisation of the State (DGME)
<b>Website:</b>	<a href="https://www.administration24h24.gouv.fr/">https://www.administration24h24.gouv.fr/</a> ; <a href="http://www.changement-adresse.gouv.fr/">http://www.changement-adresse.gouv.fr/</a>
<b>Sophistication stage:</b>	3/3
<b>Description:</b>	The online address change notification service was launched in May 2005. It provides a convenient way for citizens to communicate their change of address to a number of public administrations through a single notification service. 200.000 notifications have already been submitted electronically in 2005, twice the figure expected for the first year. A third of the announcements of moving were performed on line in 2006.

**12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)**

<b>Responsibility:</b>	Central Government
<b>Website:</b>	<a href="http://vosdroits.service-public.fr/particuliers/N17.xhtml?">http://vosdroits.service-public.fr/particuliers/N17.xhtml?</a> , <a href="http://www.platines.sante.gouv.fr/">http://www.platines.sante.gouv.fr/</a>
<b>Sophistication stage:</b>	1/4
<b>Description:</b>	Information only.

Source: Sophistication ratings quoted in "[Online Availability of Public Services: How Is Europe Progressing?](#)", Web Based Survey on Electronic Public Services, by Capgemini, funded by the European Commission, June 2006.

## eGovernment Services for Businesses

### Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

#### The 8 services for businesses are as follows:

1. Social security contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- ▶ Stage 1 - Information: online information about public services
- ▶ Stage 2 - Interaction: downloading of forms
- ▶ Stage 3 - Two-way interaction: processing of forms, including authentication
- ▶ Stage 4 - Transaction: full case handling, decision and delivery (payment)

### 1. Social contribution for employees

<b>Responsibility:</b>	Central Government, Public Interest Group on the Modernisation of Social Declarations
<b>Website:</b>	<a href="http://www.net-entreprises.fr/">http://www.net-entreprises.fr/</a>
<b>Sophistication stage:</b>	4/4
<b>Description:</b>	The Net-entreprises.fr portal, which went live in September 2000, provides a range of services relating to social security contributions, including information, simulation, and secured declarations and payments using electronic certificates.

### 2. Corporation tax: declaration, notification

<b>Responsibility:</b>	Central Government, Ministry of the Economy, Finance and Industry, Directorate General for Taxes
<b>Website:</b>	<a href="http://www.impots.gouv.fr/">http://www.impots.gouv.fr/</a>
<b>Sophistication stage:</b>	4/4
<b>Description:</b>	Online information and services for all businesses and professionals (including corporate tax declaration and payment).

### 3. VAT: declaration, notification

<b>Responsibility:</b>	Central Government, Ministry of the Economy, Finance and Industry, Directorate General for Taxes
<b>Website:</b>	<a href="http://tva.dgi.minefi.gouv.fr/">http://tva.dgi.minefi.gouv.fr/</a>
<b>Sophistication stage:</b>	4/4
<b>Description:</b>	Online declaration and payment of VAT.

#### 4. Registration of a new company

<b>Responsibility:</b>	Chambers of Commerce and Industry
<b>Website:</b>	<a href="http://www.cfenet.cci.fr/">http://www.cfenet.cci.fr/</a>
<b>Sophistication stage:</b>	3/4
<b>Description:</b>	Online administrative procedures for businesses, including for business registration.

#### 5. Submission of data to statistical offices

<b>Responsibility:</b>	Central Government, State Secretariat for Industry, Service for Industrial Statistics and Studies (SESSI)
<b>Website:</b>	<a href="http://www.sessi.fr/">http://www.sessi.fr/</a>
<b>Sophistication stage:</b>	3/3
<b>Description:</b>	Online services available for submission of business statistics.

#### 6. Customs declarations

<b>Responsibility:</b>	Central Government, Ministry of the Economy, Finance and Industry
<b>Website:</b>	<a href="http://www.douane.gouv.fr/">http://www.douane.gouv.fr/</a>
<b>Sophistication stage:</b>	4/4
<b>Description:</b>	E-services for customs declarations and payments.

#### 7. Environment-related permits (incl. reporting)

<b>Responsibility:</b>	Central Government, Ministry of Ecology and Sustainable Development
<b>Websites:</b>	<a href="http://www.ecologie.gouv.fr/">http://www.ecologie.gouv.fr/</a>
<b>Sophistication stage:</b>	2/4
<b>Description:</b>	Information and downloadable forms for environment-related permits.

## 8. Public procurement

<b>Responsibility:</b>	Central Government, Ministry of Economy, Finance and Industry, and Agency for the Development of Electronic Administration (ADAE)
<b>Website:</b>	<a href="http://www.marches-publics.gouv.fr/">http://www.marches-publics.gouv.fr/</a>
<b>Sophistication stage:</b>	4/4
<b>Description:</b>	All French public entities are obliged to accept bids submitted electronically in response to formal call for tenders over a legal threshold published as of 1 January 2005. All central government ministries – with the exception of the Ministry of Defence, which has its own platform – can meet the new requirement by using the new government-wide eProcurement platform <a href="http://www.marches-publics.gouv.fr">Marches-Publics.gouv.fr</a> . The platform allows public sector bodies to publish call for tenders online and receive electronic bids. Its use by local authorities is optional, as they are free to develop their own eProcurement solutions or to adopt commercial solutions if they wish to do so.

Source: Sophistication ratings quoted in *"Online Availability of Public Services: How Is Europe Progressing?"*, Web Based Survey on Electronic Public Services, by Capgemini, funded by the European Commission, June 2006.

## **European Commission - IDABC eGovernment Observatory**

The eGovernment Observatory is an information tool on eGovernment developments across Europe. It provides decision-makers and professionals with information resources and insight into strategies, initiatives and projects in Europe and beyond.

The eGovernment Observatory is an IDABC project. IDABC is the European Commission programme that promotes the delivery of e-government services in the EU

The eGovernment factsheets are one of the observatory services. They present an overview of the eGovernment situation and progress in European countries. The factsheets are updated every six months.

<http://ec.europa.eu/idabc/egovo>

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European Commission