

Presentation on the annual conference of European Federation of National Institutions for Language in Mannheim October 2017

Title: How to establish trust in digital public services in the European community?

Do you remember when the internet came into our lives or when the Berlin wall has fallen?

Two separate occurrences that have had major impact on the development of the European Union as a unique economic and political union. Still between 28 European countries that together cover much of the continent. Thanks to the abolition of border controls between EU countries, people can travel freely throughout most of the continent. And it has become much easier to live, study, work and travel abroad in Europe. The single or 'internal' market is the EU's main economic engine, enabling most goods, services, money and people to move freely. Another key objective is to develop this huge resource also in other areas like energy, knowledge and capital markets to ensure that Europeans can draw the maximum benefit from it.

It is only less than 40 years ago that the internet became active by sending the first electronic mail, at that time there was a great potential in usability but it was hardly a world wide web, like today. To understand fully the aims of the e-Sens project in conjunction with the connecting Europe facility digital programme. (CEF Telecom) I will take you back to the old days and lead you into the digital era with its challenges and new solutions to the dilemmas that are timeless. The digital economy can improve services, expand choice and create employment. Access to digital service infrastructures and high-speed broadband internet are essential for the realization of the digital single market. Enabling its development could contribute an additional EUR 415 billion to EU GDP. In addition, the big question is: Are we able to provide reliable digital services for citizens, businesses and government?

After this presentation you can make up your own mind