



Your **Europe**

On-line EU and national public services

Follow-up from the discussion at the Editorial Board and comments received from MSs



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DEFINITION

- Your Europe is the “**one-stop shop**” for EU citizens and businesses.
- The target audience is a citizen or a business in a **cross-border situation** in the EU.
- It increases the awareness of **existing on-line information and services as well as advice and problem-solving mechanisms** available on national and EU portals and websites.
- For each topic, the user will have access to information not only at a European level but also for **each individual Member State**.



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OBJECTIVES

- Give access to **practical information and eServices** at both European and national levels.
- Provide information in the form of relevant texts and links at both **European and national levels.**
- Provide direct access to **eServices** or integrate them into the portal.
- **Avoid duplicating information** and facilitate the access to the relevant content.
- Offer the portal interface in the **user's native language** and the content according to the **linguistic policy** as agreed on by the TAC.



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APPROACH

MAKE INFORMATION ACCESS APPROPRIATE TO THE NEEDS OF THE TYPE OF USERS:

- As required by **Citizens**, provide them mainly with information in the form of **texts**, factsheets and guides.
- Provide **business** with information in the form of **links** introduced by a related text.

The **navigation process** and the **presentation of the information** defined so as to answer individual Citizens and Business needs.

Both the Citizens and the Business sections **incorporate eServices**.



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CITIZENS CONTENT (as available today from DwC)

- Living in another EU Country.
- Working in another EU country (incl. **Job search** and Equal opportunities).
- **Studying in another EU country.**
- Travelling in another EU country.

- Buying goods and services.
- Enforcing your Rights.
- **Social Security.**
- Taxes.



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BUSINESS CONTENT (introductory text and links)

- Business Life (incl. **starting a business**).
- Funding Opportunities.
- **Public Procurement**.
- Regulation and Financing.
- Business Development.
- Taxation (incl. **TVA**).
- Social and Human Information.
- Market Information.

Getting advice / Business Support Networks



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PHASES

- First Phase: Third quarter 2004

Single point of access to information and services:

Launch of the Your Europe Portal

- Second Phase: From September 2004 until mid 2005

Update and further development of the Your Europe Portal, including the **integration of eServices**.

Until September 2005, the update of the **Citizen** content is ensured by the **IMAC** and the update of the **Business** content is ensured by the **Editorial Board**. Afterwards the EB should take over co-ordination of both.



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NEXT STEPS

- Finalise proposal to the EB (including subtopics) by February 2004 – ask for concrete feedback
- Discussion at EB meeting 25.3.04: prioritisation based on resources/availability of info at national and EU level
- Consultation of the TAC (including on a revised strategy paper): April 2004
- Collection of relevant information by June 2004