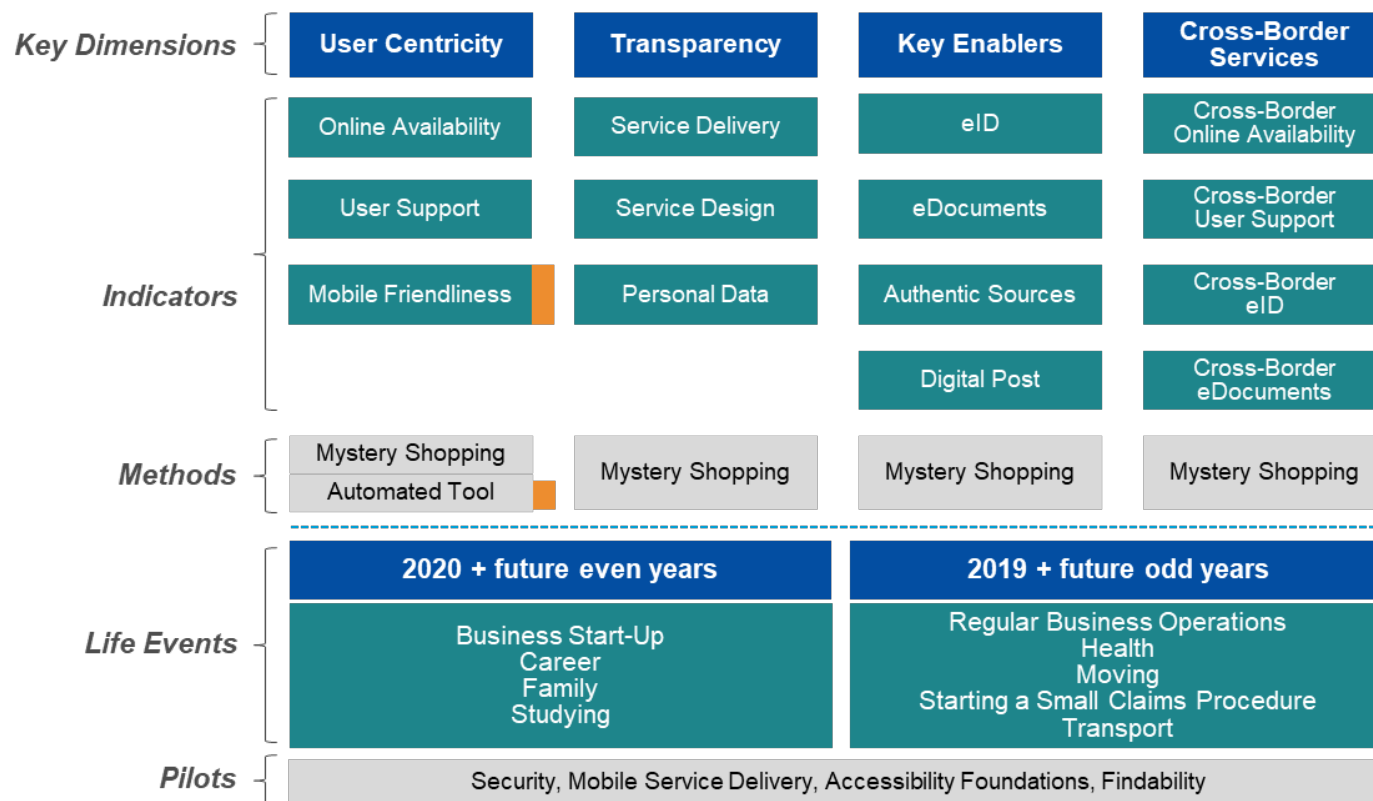


The eGovernment Benchmark Framework



These slides accompany the explanation of the acquis to Albania and North Macedonia and can only be used for that purpose. Their content is subject to further development of the acquis and interpretation by the Court of Justice of the European Union.



The Mystery Shopping and the eGovernment Method

Mystery Shoppers are users of government services themselves

The Mystery Shoppers are selected via the research network of the four parties in the consortium

All Mystery Shoppers are briefed and clearly trained by the consortium

In principle, every country is evaluated by two Mystery Shoppers and their results are compared. Inconsistencies are re-evaluated by the research team in order to achieve a high level of reliability

For Cross-order Mobility, all participating countries are assessed by two Mystery Shoppers from another country

Every Mystery Shopper is a country national owning a national eID (if any)

After completion of the Mystery Shopping exercise, results are sent for validation to the EU27+ country representatives. This is an intense collaborative process

The representatives are involved at the start and at the end of the evaluation

More information on the method, the source data and the latest reports available online:

<https://digital-strategy.ec.europa.eu/en/library/egovernment-benchmark-2022>

All data is available on our visualisation tool: <https://digital-agenda-data.eu/datasets/e-gov-2020/visualizations>

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Digital Economy and Society Index (DESI)

Annual composite index of relevant result and impact indicators on Europe's digital performance

DESI comprises 4 dimensions (human capital, connectivity, integration of digital technology and digital public services)

The eGovernment Benchmark fuels DESI with 3 indicators under the Digital public services dimension

Dimensions		EU	
		DESI 2020	DESI 2022
1 Human capital	Internet user skills and advanced skills		
2 Connectivity	Fixed broadband take-up, fixed broadband coverage, mobile broadband and broadband prices		
3 Integration of digital technology	Business digitisation and e-commerce		
4 Digital public services	e-Government		
	4a1 e-Government users	61%	65%
	% internet users	2019	2021
	4a2 Pre-filled forms	NA	64
	Score (0 to 100)		2021
	4a3 Digital public services for citizens	NA	75
	Score (0 to 100)		2021
	4a4 Digital public services for businesses	NA	82
	Score (0 to 100)		2021
	4a5 Open data	NA	81%
	% maximum score		2021

More information on DESI available online: <https://digital-strategy.ec.europa.eu/en/policies/desi>

All DESI data is available on our visualisation tool: <https://digital-agenda-data.eu/datasets/desi/visualizations>