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**COUNCIL OF THE EUROPEAN UNION  
Council Resolution on the implementation of the eEurope 2005 Action Plan**



**COUNCIL OF  
THE EUROPEAN UNION**

**Brussels, 28 January 2003  
(OR. en)**

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**TELECOM 2  
SOC 7  
EDUC 4  
SAN 6  
JAI 8**

**LEGISLATIVE ACTS AND OTHER INSTRUMENTS**

**Subject : Council Resolution on the implementation of the eEurope 2005 Action Plan**

**COUNCIL RESOLUTION**  
**of**

on the implementation of the eEurope 2005 Action Plan

THE COUNCIL OF THE EUROPEAN UNION,

Having regard to the Conclusions of the Seville European Council on 21-22 June 2002,

Having regard to the eEurope 2005 Action Plan presented by the Commission,

Having regard to the Conclusions of the Barcelona European Council on 15-16 March 2002,

Having regard to the eEurope 2002 Action Plan and the "eEurope Benchmarking Report eEurope 2002" set out in the Commission Communication of 5 February 2002,

Having regard to the Commission Communication of 21 November 2002 on "eEurope 2005: benchmarking indicators",

RECALLING:

1. the role of the eEurope 2002 and 2005 Action Plans in the context of the Lisbon 2010 objective of making the European Union the most competitive and dynamic knowledge-based economy in the world, capable of sustainable economic growth with more and better jobs and greater social cohesion;
2. the importance of the e-economy for growth, productivity and employment;
3. the importance of providing citizens with the access and skills needed to live and work in the new information society.

RECOGNISING:

1. the general objectives as endorsed by the Seville European Council in June 2002;
2. that all institutions are called upon to ensure that the Action Plan will be fully implemented by the end of 2005;
3. the need to make further progress to keep the development of the e-economy as a priority on the European policy agenda;

4. that the private sector has a vital role in contributing to the implementation of the eEurope Action Plan.

**UNDERLINES:**

the vital importance of an inclusive approach (e-inclusion) by all stakeholders to the information society and the need for this to be reflected throughout the implementation of the eEurope 2005 Action Plan.

**STRESSES:**

1. the key role of appropriate, attractive and high-quality digital content in the successful development of the interactive broadband services on which the full implementation of eEurope 2005 depends and the importance of using access platforms such as 3G communications and digital television;
2. the importance of ensuring the appropriate security of networks of and the information that is transmitted through them for individuals, business, administrations and other organisations.

INVITES MEMBER STATES:

1. to do their utmost, with the help of the benchmarking indicators contained in the Annex, to achieve the objectives of the Action Plan, to promote network security and broadband and to promote eGovernment, eBusiness, eHealth and eLearning, taking into account specific national, institutional and administrative structures;
2. to work with all stakeholders to effectively implement the Action Plan;
3. by mid 2003 to contribute to an overview of national measures and actions taken to achieve the eEurope objectives;
4. to nominate a high-level representative for the steering group.

WELCOMES THE INTENTION OF THE COMMISSION:

1. to establish a steering group which would:
  - (a) provide a general overview of ongoing e-initiatives across sectors by exchanging information on progress made and on problems encountered;

- (b) offer a forum for strategic discussions and for exchange of experiences;
  - (c) monitor progress regarding implementation of the eEurope 2005 Action Plan with a view to formulating input and advice to relevant stakeholders on how implementation can be improved;
  - (d) contribute to the mid-term review;
  - (e) establish its own working methods;
  - (f) permit early participation of candidate countries;
2. to ensure that allocated Community funds contribute to achieving the objectives of the eEurope Action Plan;
  3. to present a midterm review of the eEurope 2005 Action Plan in advance of the Spring European Council 2004;
  4. to identify, analyse and disseminate good practice in close cooperation with the Member States.

AGREES TO:

1. the comprehensive benchmarking to be carried out by the Commission according to the guidelines contained in the annex and in cooperation with Eurostat and the National Statistics Institutes; the collection of the data will be conducted on a non-permanent basis through surveys and will not give rise to permanent statistical obligations, thus not leading to additional burdens for the private or the public sectors;
  2. the consistent involvement of stakeholders in the candidate countries in the benchmarking and exchange of good practice, and to consider adjustments to the Action Plan in due course to take account of their accession to the European Union;
  3. the systematic exchange of good practice based on the analysis undertaken in cooperation with the Commission.
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**1. General guidelines for the benchmarking exercise**

eEurope 2002 benchmarking was based on 23 indicators endorsed by the Internal Market Council in November 2000. The definitions included specifications of sub-indicators, frequency of collection and sources. eEurope forms part of the Lisbon process which is benchmarked by the structural indicators of which seven are information society indicators.

The first analysis of eEurope 2002 indicators was given in the Commission's benchmarking report. The current benchmarking exercise seeks to build on this experience, in particular by incorporating the following important lessons from eEurope 2002:

- (a) eEurope 2005 should have a limited number of policy indicators which are linked to the policy actions of eEurope 2005, making it easier to draw attention to results. Main indicators relating to political goals should be accompanied by supplementary statistical indicators providing technical data for analysis e.g. age, gender, size, sector. Third country comparisons are needed to establish benchmarks and compare European Union with the best in the world. Results from benchmarking are disseminated as rapidly as possible using the eEurope web site;
- (b) The present timetable for enlargement foresees the adhesion of 10 new members at the beginning of 2004 and benchmarking will need to take account of the needs and specificities of candidate countries;

- (c) Timing. The political impact of benchmarking is maximised if offers recent data to the Spring European Councils. In practice this means data must be available by November;
- (d) Checking. National Statistical Institutes (NSIs) should be given the opportunity to cross-check the results of surveys undertaken by the Commission. Data will therefore be circulated to the Council Working Party on Information Society Services and the Commission's Ad hoc Expert Group on Benchmarking Indicators prior to release to monitor progress on the Action Plan;
- (e) Sample surveys. The Eurobarometer surveys used for several indicators have the advantages of providing rapid results (within 6 weeks of survey) and of using a single methodology for all Member States. Their main disadvantage is that speed comes at the expense of quality. To improve quality, greater use should be made of surveys undertaken by NSIs and Eurostat, and, where considered necessary by the Commission, additional ad hoc surveys. When carrying out the surveys all practical steps should be taken to ensure quality and comparability of data across countries;
- (f) In view of policy needs and structural change, there will be a need to assess in the future the feasibility of including impact indicators.

2. **Draft list of eEurope 2005 Benchmarking indicators (together with additional relevant policy considerations set out in footnotes)**

Internet indicators

A. Citizens' access to and use of the Internet

Policy indicators <sup>1</sup>:

A.1. Percentage of households or individuals having access to the Internet at home

A.2. Percentage of individuals regularly using the Internet

Definition: Population 16-74 years regularly defined as at least weekly. Use to include all locations and methods of access. Background variables for breakdown/tables: Age, gender, employment status, education level. <sup>2</sup>

Source: Eurostat/NSI ICT household survey, data to be collected on a comparable basis

Frequency: Annual, first deliverables in 2003, second in October 2004, third in October 2005, with as reference period the first quarter of 2003/2004/2005

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<sup>1</sup> For all policy indicators, there should, if possible, be a supplementary statistical indicator providing comparable data for the USA, Japan or other leading countries.

<sup>2</sup> Policy indicators A.1. and A.2. are to be measured also at regional level in a few countries in a supplementary pilot study.

Supplementary statistical indicators:

- A.3. Percentage of households or individuals with access to the Internet broken down by device for accessing via PC, digital TV, mobile device (include all forms of mobile access; handheld computer, mobile phone, identifying 3G (UMTS) Separately when available)
- A.4. Percentage of individuals with access to the Internet broken down by place of access (home, workplace, place of education, Internet cafe, PIAP etc)
- A.5. Percentage of individuals using the Internet for specific purposes (broken down by purposes: sending/receiving emails, finding information about goods and services, reading/downloading online newspapers, playing/downloading games and music, internet banking) in the previous 3 months
- A.6. Percentage of households or individuals connected in Objective 1 regions.
- B. Enterprises' access to and use of ICTs

Policy indicators:

- B.1. Percentage of persons employed using computers connected to the Internet, in their normal work routine

Definition: Broken down by enterprise size (10<sup>3</sup>-49; 50-249; 250+) and activity (Nace section D, F, G, H, I, K<sup>4</sup>).

Sources: Eurostat/NSI ICT enterprise survey

Frequency: Annual, first deliverables in 2003, second in October 2004, third in October 2005, with as reference period the first quarter of 2003/2004/2005

Supplementary statistical indicators:

- B.2. Percentage of enterprises having access to the Internet
- B.3. Percentage of enterprises having a website/homepage
- B.4. Percentage of enterprises using Intranet/Extranet
- B.5. Percentage of enterprises with persons employed working part of their time<sup>5</sup> away from enterprise premises and accessing the enterprise's IT systems from there.

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<sup>3</sup> Voluntary pilot work to be undertaken with a view to including enterprises of under 10 persons from 2004 onwards. It was further agreed that a breakdown by enterprise size would also be valuable for the sub-indicators.

<sup>4</sup> Data for Nace sections J and 92.1 (motion picture and video activities) plus 92.2 (radio and television activities) to be provided from 2004 onwards.

<sup>5</sup> Minimum average of half a day a week.

C. Internet access costs

Policy indicator:

C.1. Costs of Internet access broken down by different frequency of use: 20, 30, 40 hrs/month, unmetered rates

Definition: Prices to be indicated separately for XDSL, cable modem and dial-up access at peak and off-peak times; prices should include VAT.

Sources: Commission study + OECD for non-EU comparison

Frequency: Annual, first deliverables in 2003, second in October 2004, third in October 2005, with as reference period the first quarter of 2003/2004/2005

Supplementary statistical indicators:

C.2. Identification of cheapest broadband access by type in each Member State.

## Modern online public services

### D. e-government

Policy indicator:

D.1. No. of basic public services fully available <sup>6</sup> on-line

Definition: 20 basic services as approved by the Internal Market/Consumers/Tourism Council of 12 March 2001 for the first eEurope benchmarking exercise.

Source: Commission study in cooperation with Member States, Eurostat/NSI household/enterprise survey

Frequency: Annual, first deliverables in October 2003, second in October 2004, third in October 2005, with as reference period the first quarter of 2003/2004/2005

Supplementary statistical indicators:

D.2. Percentage of individuals using the Internet for interacting with public authorities broken down by purpose (purposes: obtaining information, obtaining forms, returning filled in forms)

D.3. Percentage of enterprises using the Internet for interacting with public authorities broken down by purpose (purposes: obtaining information, obtaining forms, returning filled in forms, full electronic case handling)

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<sup>6</sup> The methodology used for collecting information on availability will be the same as that used for eEurope 2002.

Examples of additional indicators to be the subject of pilot studies with a view to examination of their feasibility at the mid-term review or earlier if possible: <sup>7</sup>

D.4. No. of available basic public on-line services with integrated digital back office processes

D.5. Public procurement processes that are fully carried out online (electronically integrated) in % (by value) of overall public procurement

D.6. Percentage of public authorities using open source software

E. e-learning

Policy indicator:

E.1. Number of pupils per computer with Internet connection (broadband/non-broadband) <sup>8</sup>

Definition: Only computers used for teaching purposes to be included.

Source: Commission study, Eurostat/NSI household/enterprise survey

Frequency: Annual, with as reference period the first quarter of 2003/2004/2005

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<sup>7</sup> Other issues of interest for possible future pilot studies could include museums and cultural sites offering on-line access, number of available public web-sites meeting the WAI-guidelines and the percentage of public employees with Internet and e-mail facilities or benefiting from e-learning applications.

<sup>8</sup> After cross-checking by Member States.

Supplementary statistical indicators:

- E.2. Percentage of individuals having used the Internet in relation to training and educational purposes – broken down by: formalised educational activities (school, university etc.); post-educational courses; other courses related specifically to employment opportunities
- E.3. Percentage of enterprises using e-learning applications for training and education of employees
- F. e-health<sup>9</sup>

Policy indicators:

- F.1. Percentage of Population (aged 16 and over) using Internet to seek health information whether for themselves or others
- F.2. Percentage of general practitioners using electronic patient records

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<sup>9</sup> The difficulties in finding policy relevant indicators on this issue are recognised given the budgetary and feasibility constraints involved, and the differing nature of national healthcare systems. However, it is provisionally agreed to maintain the F1 and F2 indicators given the interest in obtaining some valuable raw data on these questions. It is also agreed to undertake pilot work with a view to developing more policy-relevant indicators addressing, inter alia, broadband connectivity in hospitals, the use made by the population of telemedicine networks and the communication of patient records between various actors in the health sector.

Definition: Health information covers injury, disease and nutrition. Frequency: daily, weekly, monthly, rarely, never, Demographic data: age, gender, Breakdown between general searches and those for named practitioner online. If named practitioner, purpose of communication: make appointment, request prescription, or seek medical advice.

Source: New survey, Eurostat/NSI household survey

Frequency: Annual, first deliverables in 2003, second in October 2004, third in October 2005, with as reference period the first quarter of 2003/2004/2005

#### A dynamic e-business environment

#### G. Buying and selling on-line

Policy indicator:

##### G.1. Percentage of enterprises' total turnover from e-commerce

Definition: e-commerce as defined by OECD including both broad and narrow definition. On-line buying and selling to include both via Internet and EDI. Sales should include those to business partners (B2B) and private customers (B2C) but only enterprises buying/selling more than 1% on-line to be included. Except for G.2, tables should be broken down by enterprise size by number of employees (10-49; 50-249; 250+) and activity (Nace sections D, F, G, H, I, K, 92.1+ 92.2).

Source: Eurostat/NSI enterprise survey/household survey

Frequency: Annual, first deliverables in 2003, second in October 2004, third in October 2005, with as reference period the first quarter of 2003/2004/2005

Supplementary statistical indicators:

G.2. Percentage of individuals having ordered/bought goods or services for private use over the Internet in the last 3 months

G.3. Percentage of enterprises having received orders on-line

G.4. Percentage of enterprises having received on-line payments for Internet sales

G.5. Percentage of enterprises having purchased on-line

H. e-business readiness<sup>10</sup>

Policy Indicator: e-business index (composite indicator)

Definition: A mathematical function (to be defined in 2003) combining a number of key internal and external business processes, which enterprises in Member States conduct using integrated digital means.

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<sup>10</sup> The e-business composite indicator is subject to a pilot exercise. Eurostat, in consultation with Member States, should carry out this pilot exercise to calculate an e-business composite indicator using data collected from the enterprise survey conducted in 2003. The components for the index should be as above. Both the composition as well as individual components shall be evaluated. The results of this exercise will be reported to the Council at the end of 2003.

Source: Eurostat/NSI enterprise survey

Frequency: Annual, as of reference year 2003, with as reference period the first quarter of 2003/2004/2005, if launched

Components of Index:

(a) Adoption of ICT by business

- a1. Percentage of enterprises that use Internet
- a2. Percentage of enterprises that have a web site/home page
- a3. Percentage of enterprises that use at least two security facilities <sup>11</sup> at the time of the survey
- a4. Percentage of total number of persons employed using computers in their normal work routine (at least once a week)
- a5. Percentage of enterprises having a broadband connection to the Internet
- a6. Percentage of enterprises with a LAN and using an Intranet or Extranet

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<sup>11</sup> As defined in the Eurostat survey.

(b) Use of ICT by business

- b1. Percentage of enterprises that have purchased products / services' via the internet, EDI or any other computer mediated network where these are >1% of total purchases
- b2. Percentage of enterprises that have received orders via the internet, EDI or any other computer mediated network where these are >1% of total turnover
- b3. Percentage of enterprises whose IT systems for managing orders or purchases are linked automatically with other internal IT systems
- b4. Percentage enterprises whose IT systems are linked automatically to IT systems of suppliers or customers outside their enterprise group
- b5. Percentage of enterprises with Internet access using the internet for banking and financial services
- b6. Percentage of enterprises that have sold products to other enterprises via a presence on specialised internet market places

## A secure information infrastructure

### I. Internet users' experience and usage regarding ICT-security

Policy indicators:

I.1. Percentage of individuals with Internet access having encountered security problems

I.2. Percentage of enterprises with Internet access having encountered security problems

Definition: Security problems defined for individuals as payment <sup>12</sup> card fraud, computer viruses and abuse of personal information; and for enterprises, broken down by enterprise size (10-49; 50-249; 250+), as computer virus attack resulting in loss of information or working time, unauthorised access to systems or data and blackmail/threats against the enterprise data or software that have occurred in the last 12 months.

Source: Eurostat/NSI ICT household/enterprise survey

Frequency: Annual, first deliverables in October 2003, second in October 2004, third in October 2005, with as reference period the first quarter of 2003/2004/2005

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<sup>12</sup> Definition to include both credit and debit cards.

Supplementary statistical indicators:

- I.3. Percentage of individuals having taken ICT security precautions <sup>13</sup> within the last three months
- I.4. Percentage of enterprises having taken ICT precautions
- I.5. Percentage of individuals and enterprises that have installed security devices on their PCs and updated them within the last three months

#### Broadband

#### J. Broadband penetration

Policy indicators:

- J.1. Availability of broadband access measured by percentage of total households or individuals by access platform <sup>14</sup>
- J.2. Percentage of enterprises with broadband access
- J.3. Percentage of households or individuals with broadband access
- J.4. Percentage of public administrations with broadband access

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<sup>13</sup> "ICT security precautions" to be defined separately for individuals and enterprises.

<sup>14</sup> Further study will be undertaken regarding the inclusion of other access platforms (e.g. fixed wireless) as they become more available and in demand.

Definition: Broadband defined as high speed e.g. xDSL, cable, satellite, fixed-wireless, LAN and UMTS (in future). Tables to be broken down by type of entity. Availability of broadband access measured by percentage of the total households or individuals that are connectable to an exchange that has been converted to support xDSL-technology, to a cable network that has been upgraded for Internet traffic, or to other broadband technologies.

Source: Commission study/ Eurostat/NSI ICT household/enterprise survey

Frequency: Annual, first deliverables in 2003, second in October 2004, third in October 2005, with as reference period the first quarter of 2003/2004/2005

Supplementary statistical indicators:

J.5. Difference between availability and penetration of broadband access broken down by type of access

J.6. Percentage of households or individuals equipped with home networking connections

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<sup>15</sup> Supplementary statistical indicator to be included where and when appropriate.