

Is your city going digital?

A new ESPON study on the digitalisation of public services in European cities

Dear colleague,

Digital tools and solutions are transforming public services and how governments serve their citizens. A large number of cities have been actively engaging in the modernisation and re-engineering of government processes and services and have seen high returns through simplified governance and increased efficiency, effectiveness and outreach. However, cities face many challenges in the processes of digital transformation including re-thinking governance, allocating resources for re-skilling and adopting new technologies, as well as legislative and policy issues.

ESPON seeks to get a better understanding of the urban dimensions of digital transition in Europe and is therefore launching a Europe-wide survey to gather more evidence. The survey seeks to collect data on the level of digital transition of cities based on the opinions and perceptions of local government authorities and organisations providing public services. The main target groups for the survey are city officials dealing with the provision of public services and ICT.

Therefore, your response to this survey is crucial. You can participate in the survey by [completing our online questionnaire](https://ec.europa.eu/eusurvey/runner/ESPONDigitalTransition) (available in EN, FR, DE, ES, IT at <https://ec.europa.eu/eusurvey/runner/ESPONDigitalTransition>).

The closing date for submissions is **Friday, the 7th of July 2017**.

The study will allow European, national, regional and urban authorities to better understand the level of digitalisation of public services, to learn from others through benchmarking and to design actions for the future.

The results of the study will be made publically available in September 2017 and will be used as inputs for discussions during the key meetings of the Estonian Presidency of the Council of the EU during the second half of 2017.

If you have further questions about the study, please get in touch with Martin Gauk (+352 20 600 280 15, martin.gauk@espon.eu).

We appreciate you taking the time to respond and thank you in advance for your valuable input.

With best regards,
Laurent Frideres
Head of Unit for Evidence and Outreach
ESPON 2020 Cooperation Programme

