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Objet : Liste des indicateurs d'étalonnage pour le plan d'action eEurope

Lorsque la Commission a adopté son projet de plan d'action eEurope en mai 2000, elle y avait annexé une liste préliminaire d'indicateurs qui permettraient de mesurer les résultats concrets de l'application du plan d'action dans l'Union européenne.

Ce souci de mettre en œuvre une approche fondée sur l'étalonnage a été réaffirmé par le Conseil européen de Lisbonne, qui a demandé à la Commission et aux Etats-membres de mettre en œuvre le Plan d'action eEurope, en utilisant une méthode ouverte de coordination et d'étalonnage.

Depuis le sommet de Santa Maria de Feira, le Conseil, de concert avec la Commission, s'est attaché à définir et consolider une liste d'indicateurs qui pourraient être à même de remplir cet objectif double d'étalonnage et de mesure de l'impact concret de la mise en œuvre du plan d'action. Dans cette optique, des réunions de groupes d'experts provenant des Etats-membres ont été organisées par la Commission, en collaboration avec la Présidence, dans le cadre général de la coordination effectuée par le groupe de travail du Conseil « Services de la Société de l'information », qui s'est vu confier la tâche de suivi de la mise en œuvre du plan d'action eEurope. Dans ce cadre, on pourra citer à titre d'exemple le groupe ESDIS, ou la réunion d'un groupe ad hoc d'experts sur l'étalonnage d'eEurope. La réunion informelle des Ministres en charge de la fonction publique et de l'Administration, organisée par la Présidence le 7 novembre dernier à Strasbourg, a également permis de cadrer cet exercice dans le domaine du gouvernement en ligne (eGovernment).

Lors de sa dernière réunion, qui s'est tenue le 13 novembre 2000, le groupe du Conseil « Services de la société de l'information » a approuvé la liste d'indicateurs, jointe en annexe à ce document, sous réserve d'ajouts et précisions ultérieurs qui seront fournis par les différents groupes à haut niveau, tels que ceux relatifs aux transports, à la santé, ou au gouvernement en ligne. Le groupe a réaffirmé le caractère évolutif de cette liste d'indicateurs, qui pourra être revue, affinée ou complétée, notamment en fonction d'éventuelles évolutions du plan d'action eEurope.

La discussion a également mis en évidence la nécessité, pour assurer la qualité et la fiabilité de l'exercice d'étalonnage, que les données disponibles soient suffisamment récentes, et que les définitions et les sources de collecte des données relatives aux indicateurs soient suffisamment homogènes sur l'ensemble du territoire de l'Union. En conséquence, le groupe est convenu de demander à la Commission de travailler en étroite collaboration avec les offices statistiques nationaux des Etats-membres pour renseigner les indicateurs, et de permettre aux Etats-membres de faire des commentaires sur les résultats lorsque ceux-ci le jugent nécessaires, et tout particulièrement dans les cas où la source des données ne provient pas des offices nationaux de statistique.

A la lumière de ce qui précède, la Présidence soumet au Conseil le projet de liste d'indicateurs ci-annexé pour adoption, et transmission au Conseil européen de Nice, dans le cadre du rapport d'étape de la mise en œuvre du plan d'action eEurope.

List of eEurope Benchmarking indicators¹

Cheaper, faster Internet

1. Percentage of population who regularly use the Internet

Definition: all forms of use to be included, no matter where. Population ≥ 15 . Regularly to be defined at least weekly.

Source: Sample survey/Eurobarometer

Frequency: 6 months

Supplementary indicators:

- (i) Total number connected to be sub-divided by place of access: home, work, school, Public Internet Access Points (PIAP), cyber café, mobile, other
- (ii) frequency of use: survey respondents to be asked how often they use the Internet (monthly, weekly, daily).
- (iii) Social data: age, gender, income and occupation of respondent
- (iv) Type of use, e.g. e-mail, shopping, information search.
- (v) International comparisons, if possible, USA, Japan, other OECD on comparable basis

2. Percentage of households with internet access at home

Source: Sample survey/Eurobarometer

Frequency: 6 months

Supplementary indicators:

Percentage of households with high speed access at home (high speed defined as ADSL, cable, satellite, fixed-wireless, UMTS)

¹ The Commission shall work closely with Member States National Statistical Offices in estimating the indicator values and will allow Member States to make comments on the results where necessary, especially in cases where values do not originate from Member States National Statistical Offices.

3. Internet access costs

Definition: price to indicate separately for peak and off-peak times; prices should include VAT. Basic indicator to be Commission study with methodology modified to include new forms of access (e.g. cable modem) and different possibilities in the different Member States (fixed fee, local loop reductions etc.) OECD to be used to provide non EU comparison

Sources: Commission study + OECD

Frequency: 6 months

Supplementary indicators:

- (i) Costs of different frequency of use: 20, 30, 40 hrs/week, unmetered rates
- (ii) Cost of high speed access - e.g. cable, ADSL
- (iii) Identify cheapest access by MS in addition to overall basket

Faster Internet for researchers and students

4. Speed of interconnections and services available between and within national research and education networks (NRENs) within EU and world-wide

Definition: Speed of interconnections between NRENs already available from Dante web site; this to be regularly updated as TEN-155 is replaced by GEANT. Member States to provide supplementary information of *the maximum speed (core speed) of their NREN*. Focus to be on the identification of bottlenecks.

Source: Dante + Member States

Supplementary indicators:

- (i) Minimum speed requirement for the NREN (if such a requirement exists).
- (ii) Extent to which primary and/or secondary schools are being connected to the NREN.

Secure networks and smartcards

5. Number of secure servers per million inhabitants

Definition: OECD definition as supplied by existing survey. Defined as number of servers that use applications to secure their transactions.

Source: OECD (original source: Netcraft)

Frequency: 6 months (Netcraft surveys monthly)

Supplementary indicators:

- (i) Number of public and private CERTs (Computer Emergency Response Teams)
- (ii) Percentage of computers equipped with a security device (smart card reader, security software etc.)

6. Percentage of Internet-using public that have experienced security problems

Definition - Security problems defined as credit card fraud, virus attacks etc.

Source - Sample survey/Eurobarometer

Frequency – 6 months

European youth into the digital age

7. Number of computers per 100 pupils in primary/secondary/ tertiary levels

Definition: include only computers used for teaching purposes

Source: Sample survey/Eurobarometer – Member States

Frequency: annual

Supplementary Indicator:

Hours of computer use per pupil per week

8. Number of computers connected to the Internet per 100 pupils in primary/secondary/tertiary levels

Definition: include only computers used for teaching purposes

Source: Sample survey/Eurobarometer – Member States

Frequency: annual

Supplementary Indicator:

Hours of Internet use per pupil per week

9. Number of computers with high speed connections to the Internet per 100 pupils in primary/secondary/tertiary levels

Definition: high speed defined as ADSL, cable, satellite, fixed-wireless, UMTS (in future); only computers used for teaching purposes to be included

Source: Sample survey/Eurobarometer – Member States

Frequency: annual

10. Percentage of teachers using the Internet for non-computing teaching on a regular basis

Definition: regular to be taken as using the Internet on a weekly basis

Source: Sample survey/Eurobarometer

Frequency: annual

Working in the knowledge-based economy

11. Percentage of workforce with (at least) basic IT training

Definition: % of workforce (including unemployed) that has received computer training,

Source: Sample survey/Eurobarometer

Frequency: annual

Supplementary indicators:

Data to be disaggregated by gender, age, employed/unemployed, income and/or employment level.

12. Number of places and graduates in ICT related third level education

Definition: 3rd level defined as education after secondary school at an institute of further or higher education (e.g. university or college). ICT-related to be defined in relation to the listing produced by the *Generic Skills Profiles for the ICT Industry in Europe* Project. This would measure input (no. of places) and output (number of graduates).

Source: Member States

Frequency: annual

Supplementary indicators:

- (i) data to be disaggregated by gender
- (ii) percentage of third level students in ICT-related education.

13. Percentage of workforce using telework

Definition: current survey definition: “*telework occurs when paid workers carry out all, or part, of their work away from their normal places of activity, usually from home, using information and communication technologies*”. The definition may be revisited to include wider forms of telework.

Source: Sample survey/Eurobarometer

Frequency: annual

Supplementary indicators:

- (i) data to be disaggregated by gender and by kind of job (sector/level)
- (ii) Percentage of the workforce covered by telework framework agreements

Participation for all in the knowledge-based economy

14. Number of Public Internet Points (PIAP) per 1000 inhabitants

Definition: PIAP are publicly provided centres providing access to the Internet regardless of their public and/or private provider and whether access is free or not though excluding fully private Internet cafés

Source: Member States

Frequency: annual

Supplementary indicators

- (i) Number of public access points (excluding private initiatives) per 1000 inhabitants
- (ii) Number of free public access points per 1000 inhabitants
- (iii) Percentage of libraries offering Internet access to the public.

15. Percentage of central government websites that conform to the WAI accessibility guidelines at A level

Definition: central government sites will be easier to monitor than local or regional government. Definition of WAI accessible at level A is clearly laid down by the Web Accessibility Initiative.

Source: to be established by an expert group on eAccessibility

Frequency: Data will be regularly updated as improvements come on line.

Supplementary indicators:

% of central government sites with higher level AA and AAA rating

Accelerating e-commerce

16. Percentage of companies that buy and sell over the Internet

Definition: Indicators in this area to be redefined with reference to the EUROSTAT survey of e-commerce.

Source: Eurostat, if needed special survey (e.g. Eurobarometer)

Frequency: annual

Supplementary indicators:

- (i) Broken down by size and sector
- (ii) % of turnover from e-commerce
- (iii) Sales should include those to business partners (B2B) and private customers (B2C).

Government on-line

17. Percentage of basic public services available on-line

Definition: basic services to be defined by the eGovernment working group

Source: Study in co-operation with Member States

Frequency: – 6 months

18. Public use of government on-line services - for information/ for submission of forms

Definition: to be defined by the eGovernment working group

Source - Study in co-operation with Member States

Frequency - 6 months

19. Percentage of public procurement which can be carried out on-line

Definition: Advisory Committee on Public Procurement

Source: Study in co-operation with Member States

Frequency: 6 months

Health on-line

20. Percentage of health professionals with Internet access

Definition: number of Primary Care Physicians (PCPs) with internet access in consulting room/office

Source: Sample survey/Eurobarometer

Frequency: annual

Supplementary indicators:

Percentage of PCPs using the Internet to communicate with:

- ✓ pharmacies
- ✓ Secondary care (administration)
- ✓ Secondary care (clinical)
- ✓ patients

21. Use of different categories of web content by health professionals

Definition: use for information on evidence based medicine, pharma info, disease information etc.

Source: Sample survey/Eurobarometer

Frequency: annual

Supplementary indicator:

Supplementary indicators could be collected (from Member States and by survey) in support of the above data. The exact number and definition of these and the above benchmarks will be discussed in the High Level Committee on Health (HLCH)

European digital content for global networks

22. Percentage of EU web sites in the national top 50 visited

Definition: 'EU website' to be defined mainly through national domain name language and content.

Source: Commission Study

Frequency: annual

Supplementary indicators:

- (i) Breakdown by type of site - ISP or search engine, services (e-commerce, databanks), info-media, games and entertainment, educational, other.
- (ii) Number of personal websites
- (iii) Amount of government information (by pages or by megabytes) which is digitalised and available on line
- (iv) Employment in the on-line content sector
- (v) Number of Internet hosts per 1000 inhabitants (from OECD)

Intelligent Transport Systems

23. Percentage of the motorway network (vs. total length of network) equipped with congestion information and management systems

Source: Special survey

To be discussed, together with other potential indicators, in the context of the High Level Committee on Transport.