



## French Presidency The EUPAN Network

The European Public Administration Network (EUPAN) brings together the ministries in charge of civil service and State modernisation issues for the 27 European Union Member States. It is an inter-governmental cooperation network in which the European Commission acts as an observer. It allows the managers of national administrations to enact resolutions and exchange good practices with a view to improving the quality and efficiency of administrations within the Union. This EUPAN network consists of four groups of experts: the Human Resources Working Group (HRWG), Innovative Public Services Group (ISPG), e-Government (eGov) Group and the Social Dialogue (SD) Group, formed in 2008 for a trial period of two years.

**The Ministers** responsible for administrations determine the strategic policies and draw up the operational measures that will be implemented under the authority of the Directors General. The Directors General also establish specific aims for the network and supervise the work of the groups of experts based upon the work programmes and the resolutions proposed by the aforementioned groups.

The **meetings of the extended Troika** help to maintain the continuity and consistency of the different activities of the network between the country holding the current Presidency, the two preceding countries and the two countries to follow.

### Working Groups

#### Human Resources (HRWG)

Set up to tackle human resources governance problems within the public administrations of the 27 Member States. Performance, transparency, ethics and integrity are examples of the topics covered..

#### **Studies conducted under the French Presidency:**

- Measuring the performance of HR departments: towards a common reference framework?
- Managers: management and working conditions of senior officials
- Social dialogue: forms of social dialogue in administrations of Member States

#### Social Dialogue (SD)

Formed in 2008 for a trial period of two years, the purpose of this group is to promote the development of social dialogue within central administrations at the European level (currently

an informal process). Incorporating new working methods which are similar to those of a sectoral social dialogue committee, this group brings together representatives of States and European trade unions. France will be responsible for carrying out the mid-term assessment of this experiment.

**Topics covered under the French Presidency:**

- Work-related stress
- Anticipation of change

Innovative Public Services (ISPG)

The aim of this group is to improve public administrations at all national levels by introducing innovative projects, self-assessments and comparative quality studies. It also sets out to develop strategies designed to guarantee customer satisfaction and the quality of public services, exchange examples of good practice and improve working methods.

**Topics covered under the French Presidency:**

- Quality Management: organisation of the 5<sup>th</sup> Quality Conference, to be held in Paris from 20 to 22 October 2008, and preparation of the 6<sup>th</sup> Conference, to be held in 2010
- Development of the Common Assessment Framework for the civil services
- Management of Customer Satisfaction: definition of a European approach to the management of customer satisfaction within public administrations

➔ *Under the aegis of the Innovative Public Services Group (IPSG)*

The group of experts for the Common Assessment Framework (CAF) for the civil services

Developed under the responsibility of Directors-General of the civil services, the Common Assessment Framework (CAF) for the civil services is a Total Quality Management tool, inspired by the excellence model of the European Foundation for Quality Management (EFQM) used in both public and private sectors and by the model of the German University of Administrative Sciences in Speyer. This group of experts is responsible for developing the product and coordinating its implementation.

**Topics covered under the French Presidency:**

- Development of an external feedback procedure and labelling

E-Government (eGov)

This process is used to modernise public services and reduce the administrative burden on the citizen. This working group is charged with helping to implement the i2010 strategy promoting the development of online public services. It must endeavour to identify and implement cooperative tools which will increase the interoperability between national administrations. It also aims to facilitate the exchange of experiences and good practice between its members. Finally, this group is responsible for proposing organisational and technical recommendations that will allow Directors-General to mobilise resources which are essential for the development of e-government within the EU.

### **Topics covered under the French Presidency:**

One of the aims of the eGov Working Group under the French Presidency is to ensure the implementation of the actions adopted by ministers at Lisbon in 2007. Particular emphasis is placed upon:

- Cross-border interoperability of the information systems of European administrations
- The continuation of projects concerning the use of Information and Communication Technologies (ICT) designed to reduce the administrative burden on the citizen

We would also like the French Presidency to make a concerted effort in developing the future European e-Government policy, in close consultation with the Commission and Member States of the extended Troika.

### **Network of Directors of Schools and Institutes of Public Administration (DISPA)**

This network aims to exchange experiences in relation to the continuing education, consultation and management of civil servants. It examines the opportunities for increased cooperation concerning standards and common educational content.

### **Topics covered under the French Presidency:**

- Training of senior officials: links between initial training and continuing education
  - Development of training tools for teaching senior officials about Europe
- Promotion of joint training programmes for senior officials from EU Member States

### **Additional event under the French Presidency: Conference with the administrations of EU partner countries (International HR Cooperation Conference)**

For the first time, an additional conference will bring together the government departments of other countries which are participating in cooperation programmes with EU Member States and the European Commission.

This conference will focus on training in partner countries, including the role of schools, institutes and administrative training networks. It will promote ‘innovative practices’ with regard to international cooperation, and will contribute to the discussions on the new professions and skills linked to cooperation, especially regarding State reform and HRM.