



# Is your city going digital?

## A continuation of the 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 is a continuation of the study that was launched last year which gathered responses from 136 European cities and resulted in a policy brief about “Territorial and Urban Dimensions of Digital Transition of Public Services” which supported the policy discussions on digital transition during the Estonian Presidency of the Council of EU. The policy brief can be found online under [www.espon.eu/digital-transition](http://www.espon.eu/digital-transition).

The main target groups for the survey are **city officials dealing with the provision of public services and ICT**. We welcome responses from the cities that participated already last year and also from new cities.

You can participate in the survey by completing our online questionnaire via this link or by scanning the QR-Code (<https://www.espon.eu/survey-digital>).

The closing date for the survey is Tuesday, the **31th of July 2018**.

The study will allow European, national, regional and urban authorities to better understand and track the progress of the level of digitalisation of public services, to learn from others through benchmarking and to design actions for the future. Furthermore, it will help to compare the progress made in terms of digitalization since the last survey in 2017. The results of the study will be made publically available in October 2018 and will be used as inputs for discussions during the European Week of Regions and Cities.

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