



EITCA/EG Academy, EU Public Administration Certification Framework  
European Information Technologies Certification Institute, EITCI  
Avenue des Saisons 100-102, 1050 Brussels, Belgium

Brussels, 5th July 2017

## Letter of Invitation to the European Union Member States Public Administration

Dear Ladies and Gentlemen,

Quality of public administration is one of the key factors for the overall European Union competitiveness. Public administration reflects institutional foundations of how member states are run, while the quality of governance and of public administration in particular determine performance of all public policies and services. Public administration addresses the needs of society and frames its functioning through organisational structures, processes, roles, policies and programmes, shaping economic prosperity, social cohesion and sustainable growth. It defines quality and accessibility of public services and moulds environment for creation of public value. Modern, innovative and efficient public administration is thus essential for sustaining recovery and unlocking further potential of the European Union.

It is self-evident that the quality, efficiency and innovation within public administration processes and institutions are conditioned by qualifications of public sector employees responsible for relevant areas of public services and governance. Along with accelerated digitalization of all kinds of professional activities, an extraordinary role is associated with Information Technologies qualifications. The role of IT in growth of the private sector cannot be underestimated and a similar wide-scale adoption of ever-smarter IT processes is taking place in the public sector, which cannot lag behind the economy environment it itself conditions. This is well pronounced in the conclusions of the European Commission's "Quality of public administration" survey from November 2016, recognizing that a true shift towards e-governance depends on digital skills and quality IT competencies dissemination among the staff at all levels of public administration structures within the EU and its member states.

The European Information Technologies Certification Academy for public administration is a dedicated programme aimed to bridge the gap in IT skills proliferation at all levels of public services and governance. The EITCA/EG standard is designed to provide a common EU framework for quality in development and sustaining of proper and up to date qualifications of public administration staff. Due to this common standard in certification and attestation of IT competencies, deficiencies of IT based processes in public sectors of the member states are deemed to be reduced for the benefit of the EU citizens, supporting an increase of public services accessibility, efficiency and quality. The EITCA/EG programme for public administration is maintained by the European Information Technologies Certification Institute and implements the Digital Agenda for Europe, forming one of the seven pillars of the Europe 2020 Strategy.

Representing the EITCI Institute, I have a pleasure to hereby cordially invite all interested representatives of the staff of public administration institutions and public services agencies in the EU member states to participate in localized national implementations of the EITCA/EG programme aiming at increasing excellence in IT qualifications and their applications in public administration with links to e-governance standardization efforts in the European Union. This invitation is directed to all public sector employees interested in self-development, as well as to the managers responsible for the improvement of their institutions staff qualifications. All public sector EITCA/EG delegates benefit of 80% European Regional Development Fund costs subsidies through the EITCI Institute. The EITCA/EG certification is available in its main edition in English as well as in respective languages of EU individual member states editions, subject to limited availability of the EITCI ERDF cofinanced places. Please kindly share this notice with any public sector employees who may be concerned. More details can be referred to at the <https://eitca.org/egov> EITCA/EG certification programme main edition website.

Yours sincerely,

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