A European Perspective and Perceptions

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Technology dimension

- **Common expectation:** the convergence of communication technologies will impact our entire life - also the ESO's and their processes

- **Observation:** the EU runs two different kind of road mapping processes for standardization (ICT Rolling Plan & Union Work Program) for European ESO's

Organisational dimension

- **Common expectation:**
  - whole Europe is based upon the principle of free flow of goods and citizens
  - the human right charter ensures equal rights for everybody at any time

- **Observation:** the local supervisors, the voters, define different implementation tactics for the local authorities and politicians

Governance dimension

- **Common expectation:** standardization can help to organize core political tasks

- **Observation:**
  - political principles, like federalism or subsidiarity, prohibit that ESO's or other central organizations do have the necessary empowerment to endorse best practice sharing of local champions
  - ESO's are non profit organizations with ongoing financial short comings which determine their agendas