



Open, Innovative and Collaborative Government

Towards a new action plan

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1. Why improve public administrations?

Rationale & eGovernment policy background

2. How can ICT-enabled Public Sector Modernisation and Innovation help?

Digital and cross-border public services

Piloting: User empowerment and innovative service delivery

Open, innovative and collaborative government

3. What is being done at EU level?

EU initiatives supporting open government



- Economic and budgetary pressures
- Complex, inter-linked societal challenges
- Technological / Single Market rationale
- Need to renew the credibility, legitimacy of government and regain trust
- Increasing user expectations

Why Improve Public Administrations?

3 challenges for government services to match rising customer expectations

1 Mobile-friendly



Only **1 in 4** public services in Europe (**27%**) is 'mobile-friendly', creating a smooth experience when visiting public websites on your mobile device.

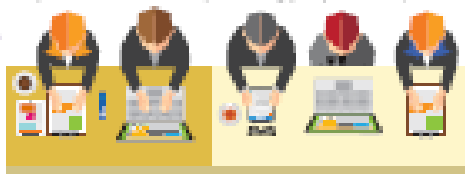
UK leads the way:

'for government services, the mobile web is a winner, both from a **user** and a **cost** perspective'.



2 out of 5 websites (41%)

are transparent about service process, duration and response times, thereby causing people to drop-offline,



2 Open & transparent

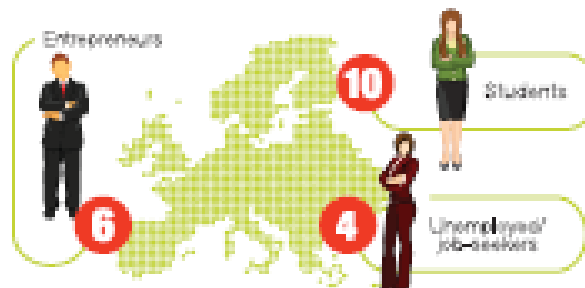
only **1 in 3** websites (**35%**)



inform visitors about their ability to participate in policy making processes,

3 Personalised & simplified

Proactive information provided about personal data held by the governments (**in 33 countries**):



Once-only registration simplifies registration and customises services for multiple use by public authorities - however:

In **45%** of cases, online forms pre-filled with personal data are used.



In only **4%** of cases, services are proactively delivered to the user.

European Semester, Pillar III on 'Socio-economic coordination' (Structural reforms)

- Annual Growth Surveys highlight the modernisation of public administrations as one of the economic priority areas (Country Specific Recommendations)

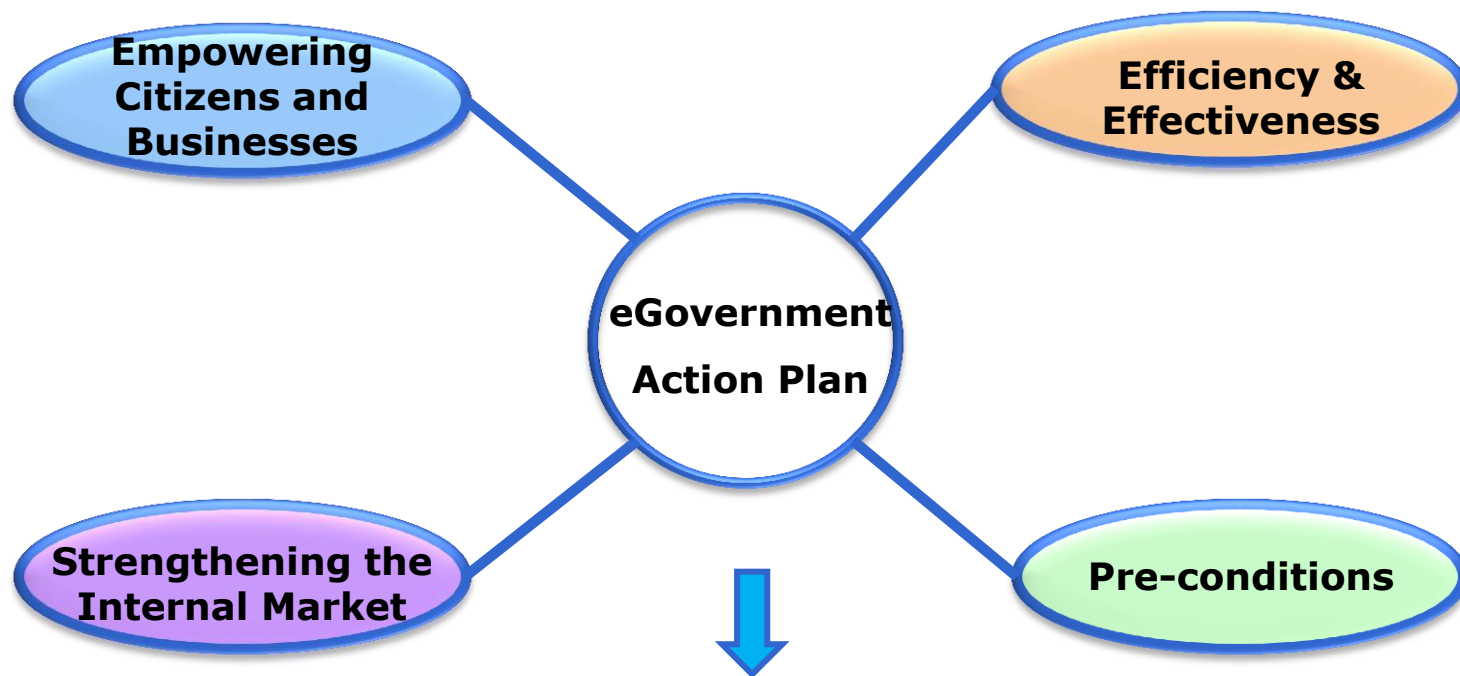


Implementation of the Digital Single Market Strategy for Europe

- "Public services in Europe have embraced new technologies to varying degrees but more can be done to modernise public administration, achieve cross-border interoperability and facilitate easy interaction with citizens."
- "...The Commission will present a new e-Government Action Plan 2016-2020 ..."

Further impetus from

- Council Conclusions (e.g. European Council Conclusions - October 2013, COMP Council Conclusion - December 2013, Council conclusions on the digital transformation of European industry – May 2015, European Council Conclusions - June 2015)
- OECD Principles on Digital Government Strategies ('Recommendation of the Council on Digital Government Strategies')



Digital & Cross-border Public Services





User-friendly, digital service delivery to reduce administrative burden;

Connecting public administrations across Europe to facilitate seamless cross-border service delivery and reuse of successful technologies;

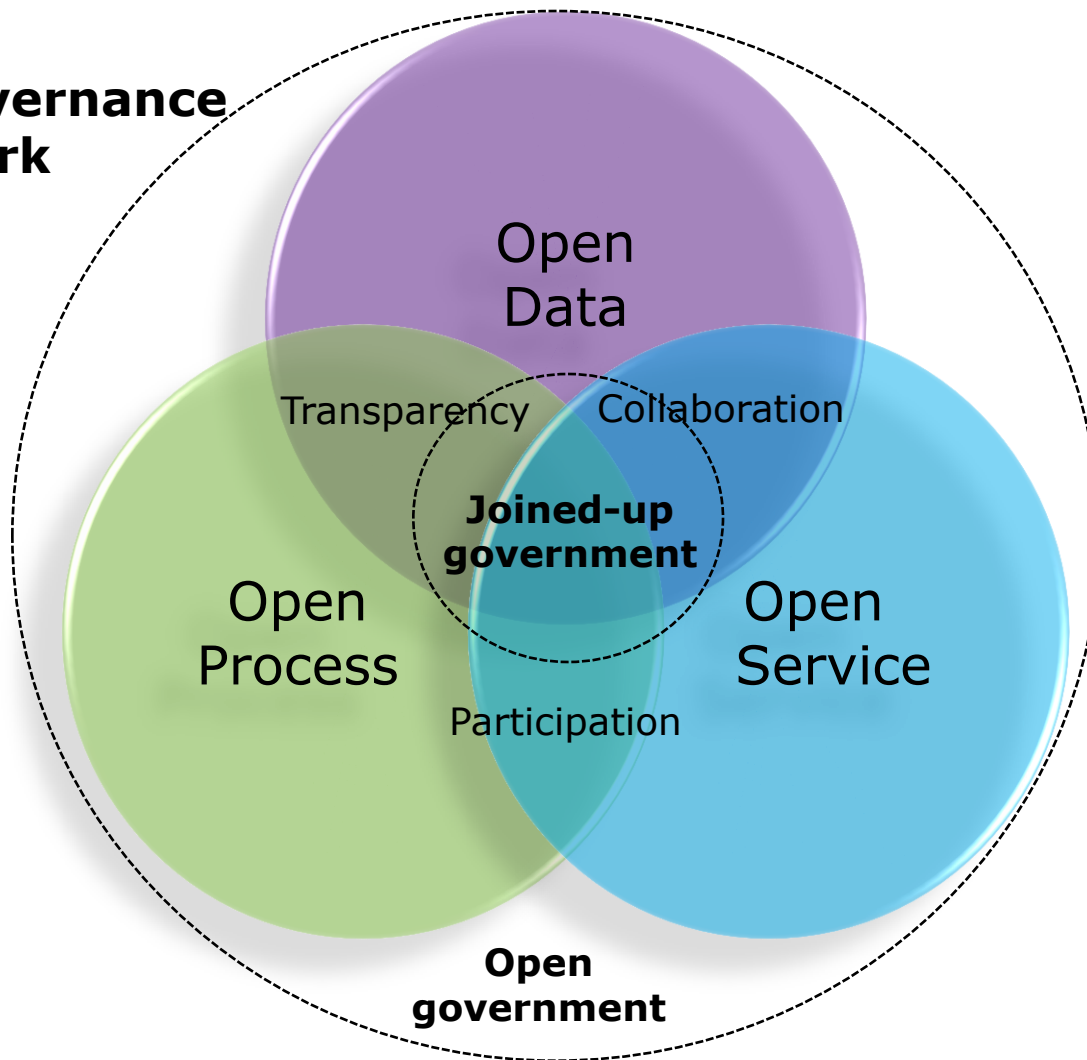
Opening government data, services and processes to engage third-parties to create better or new services and help improve policies.



Open governance framework

Citizens

Private sector



Users

Businesses

Civil society

Social partners

Source of diagram: <http://www.govloop.com/profiles/blogs/three-dimensions-of-open-government>

'Vision for Public Services':

<https://ec.europa.eu/digital-agenda/en/ict-enabled-public-sector-innovation-through-open-government>



Open governance approach

- Setting the boundaries of open government
- Fostering collaboration towards commonly agreed goals
- Ensuring transparency and accountability mechanisms
- Cooperation between different administrations through sharing

Changing roles for government

- Managing and coordinating societal assets (i.e. government as facilitator)
- Rule-setting, guiding, incentivising and supporting collaboration and co-creation
- Ensuring accountability, authenticity, reliability

Cultural change and the human factor

- Users' skills
- Empowered civil servants
- Culture of openness

Incentives for mobilisation and sustainability

- Mobilising for collaboration and take-up of new services
- New business models to support scalability and sustainability

Enabling environment

- *Technological*
 - New types of government infrastructure that allows to share, interact and collaborate between actors
 - Tackling security, privacy and data protection issues
 - Re-usable toolbox
- *Regulatory*
- *Sustainability*
 - New business models to support scalability and sustainability

Political support

- Governments to align open and collaborative service models with opportunities for growth

eGovernment Action plan Mid-term review offers two key recommendations for the future:

a) To focus on the following priority areas for future action:

- Open data, as an untapped resource with a huge potential for building stronger, more interconnected societies;
- Citizens' involvement in the production of collaborative services;
- Interoperability and re-use of Public Sector Information;
- Once-only principle, in the respect of privacy and data protection rules

b) Move towards a dynamic, flexible and iterative, 'rolling' action plan

