



# GovTech Connect

Transforming Government, Together

## Visioning Focus Group

31st March 2023

09h–11:35am & 03h–5h35pm

Via Microsoft Teams and MIRO

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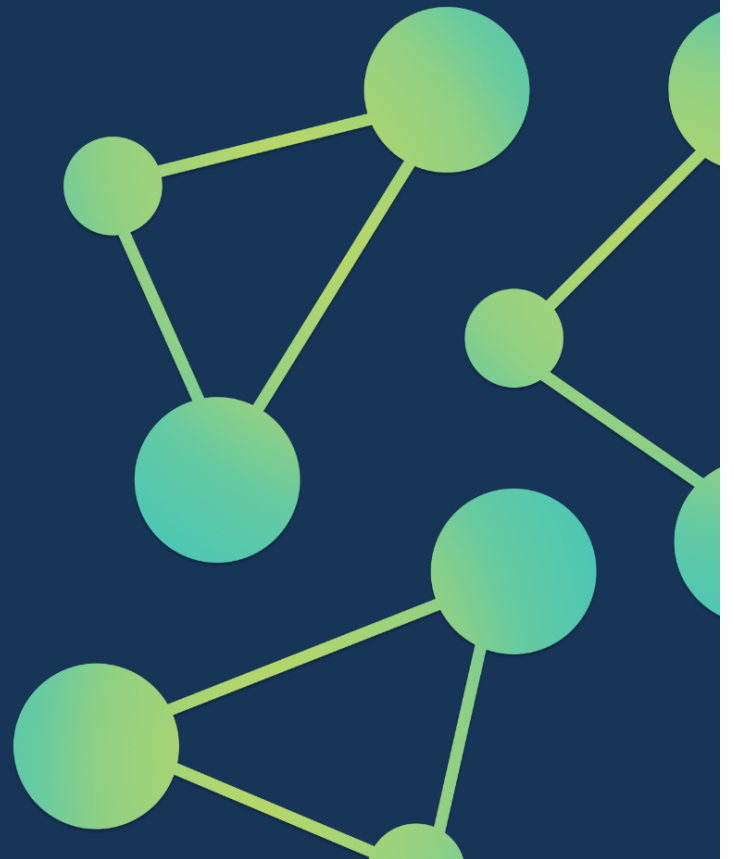
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# Visioning Focus Group

## Objectives

The Visioning Focus Group was carried out under the foresight study activities, which will lead to policy recommendations regarding the GovTech sector in Europe. It represented the first step of the study, which sought to:

- Collect positive and realistic inputs about the desirable future for GovTech in Europe;
- Brainstorm with experts from different areas related to GovTech, including international organisations, academia, and the private sector. It sought to identify what would be the expectations for the future of GovTech in Europe in terms of (1) Innovation in the public sector; (2) Procurement innovation; (3) Consolidation of a GovTech ecosystem; (4) Adoption of Green Digital Solutions.
- Collect inputs for the working definition of GovTech that has been led in the activities of the consortium.

## Agenda

The event was convened in two sessions:

Morning Session	
09:00am–09:05am	<b>Opening Keynote</b> – Georges Lobo, European Commission
09:05am–09:10am	<b>Project Overview</b> – Sara Mancini, Intellera Consulting
09:10am–09:15am	<b>Foresight study and policy recommendations</b> – Gianluca Misuraca, Politecnico di Milano
09:15am–09:20am	<b>Learning to brainstorm in Miro</b> – Ilaria Mariani, Politecnico di Milano
09:20am–09:40am	<b>Contributions to the working definition of GovTech</b> – Facilitated by Besiana Balla, PUBLIC
09:40am–11:35am	<b>Definition of the desirable future scenario:</b> <ul style="list-style-type: none"><li>■ <b>Innovation in the Public Sector</b> – Facilitated by Gianluca Misuraca, Politecnico di Milano</li><li>■ <b>Procurement Innovation</b> – Facilitated by Francesco Mureddu, The Lisbon Council</li></ul>

Afternoon Session	
03:00pm–03:05pm	<b>Opening Keynote</b> – Georges Lobo, European Commission
03:05pm–03:10pm	<b>Project Overview</b> – Giovanna Galasso, Intellera Consulting
03:10pm–03:15pm	<b>Foresight study and policy recommendations</b> – Gianluca Misuraca, Politecnico di Milano
03:15pm–03:20pm	<b>Learning to brainstorm in Miro</b> – Ilaria Mariani, Politecnico di Milano
03:20pm–03:40pm	<b>Contributions to the working definition of GovTech</b> – Facilitated by Besiana Balla, PUBLIC

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03:40pm–05:35pm	<b>Definition of the desirable future scenario:</b> <ul style="list-style-type: none"> <li>■ <b>Consolidation of GovTech ecosystem</b> - Facilitated by Gianluca Misuraca, Politecnico di Milano</li> <li>■ <b>Adoption of Green Digital Solutions</b> - Facilitated by Francesco Mureddu, The Lisbon Council</li> </ul>
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## Major outcomes

The Visioning Focus Group explored Miro as a co-creation tool to facilitate the brainstorming of 18 experts involved in the activity. Once the objectives of the Focus Group were presented to the participants, the sessions were conducted in two parts: (1) Contributions to the working definition of GovTech in the context of the project; and (2) Definition of the desirable future scenario for GovTech in Europe.

### 1. Contributions to the working definition of GovTech

After carefully analysing main definitions available in literature regarding GovTech, the following working definition was presented to the participants:

**“GovTech refers to technologies used by public authorities to deliver public services that are new, innovative, and previously untested. These technologies need to be scalable and are usually developed by startups, but they can also be developed by larger businesses, academia, the third sector, and internal public sector teams. Frequently, governmental bodies integrate GovTech solutions by means of innovation-driven public procurement. This demand can yield contributions towards the maturation of a GovTech ecosystem, facilitating collaboration among diverse market actors and stakeholders.”**

To facilitate the contribution of the experts, the definition was broken into four parts, which led to the following inputs.

Definition extract	Experts’ contributions
GovTech refers to technologies used by public authorities	<ul style="list-style-type: none"> <li>• It was debated on whether it should refer to public authorities or public organizations.</li> <li>• It should include technologies used by citizens and private sector to interact with public authorities. Hence, it is about an ecosystem of actors.</li> <li>• The technology should be innovative and emerging. Also, it should be acquired or developed by PAs.</li> <li>• It should refer to solutions, not technologies, given that it may include software, devices, amongst others.</li> </ul>

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<p>To deliver public services that are new, innovative, and previously untested.</p>	<ul style="list-style-type: none"> <li>• It can refer to services that are not new but that are used in an innovative way – whether across sectors or in different contexts; Hence, the matter of innovative is ambiguous, given that innovation may not be perceived the same to all.</li> <li>• It should consider improved existing services, new ways to deliver them, or transform them digitally. They do not need necessarily to be untested.</li> <li>• It should specify that public services with higher value added refers to.</li> </ul>
<p>These technologies need to be scalable and are usually developed by startups, but they can also be developed by larger businesses, academia, the third sector, and internal public sector teams.</p>	<ul style="list-style-type: none"> <li>• In terms of development, it should consider co-design or co-creation.</li> <li>• Public-Private Partnerships can be included as a form of collaboration.</li> <li>• It does not necessarily need to be scalable from the beginning.</li> <li>• By referring to a multistakeholder and multidisciplinary approach, the definition may be perceived as too large and too inclusive, which complicates the task of differentiating GovTech from public sector innovation or digital transformation.</li> </ul>
<p>Frequently, governmental bodies integrate GovTech solutions by means of innovation-driven public procurement. This demand can yield contributions towards the maturation of a GovTech ecosystem, facilitating collaboration among diverse market actors and stakeholders.</p>	<ul style="list-style-type: none"> <li>• It should include the concept of GovTech value chain.</li> <li>• GovTech requires updated, flexible adoption processes, particularly innovative procurement, and effective interaction with government ecosystem.</li> <li>• Innovation-driven procurement is referred in the definition twice as the instrument for PSO's to approach new technological solutions. It should also consider the role of other policy instruments in terms of new innovations.</li> </ul>

Once the debate around GovTech was set from the inputs to the working definition, the Visioning Focus Group sought to channel the discussions towards the future of GovTech in Europe.

## 2. Definition of the desirable future of GovTech in Europe

This part of the activity focused on the desirable future for the GovTech sector, in which experts would only discuss positive developments. This part of the activity was divided into two subjects in the morning session and two in the afternoon session.

### Innovation in the public sector

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- There would be a Common European Guidelines for GovTech, which would favour shared information through Common European processes and tech tools, which would standardize the shared information.
- To guarantee the participation and competitiveness of startups, the use of startups in GovTech innovation in the public sector would be mandatory.
- Procurement processes would be pooled by multiple administrations into one tender, instead of different contracts.
- Public managers have risk-aversion. Hence, there would be a shared responsibility for innovation processes, as well as shared risks.
- There would be a convergence between different levels of public authorities to ensure that they will build on existing tools.
- Goals and KPIs to define the development of the GovTech sector would exist.
- Public-private partnerships would be consolidated to promote an innovative ecosystem.
- Public administrations would be trained to ensure the innovation culture in the public sector.
- Civil servants would participate actively in the innovation of the public sector.
- Public administrations would take a data-driven approach, with data collection and integration of data flows, favouring bench learning.
- Public Administrations hiring systems would make significant changes towards attraction and retainment of talents.
- The public sector would be introduced to the concept of traveling “tiger teams”, adopting it.

### Procurement innovation

- Procurement innovation would take a systematic approach that would lead to greater transparency in the process. It would count on intermediaries to simplify the communication between the public administrations and the private sector, whilst promoting the literacy of civil servants. Transparency is an important aspect to be considered before the procurement process, and it would be accompanied by the development of reports on innovation plans and needs.
- Procurement processes would always respect the rules of the law whilst protecting citizens and businesses. A label or certification would be developed.
- Application processes for procurement would be simplified, and funds for proof-of-concept would be created with less requirements from public administrations.
- Ratios in procurement processes would be imposed.
- Sustainability would be an aspect systematically included in procurement processes, with the development of KPIs and the definition of green goals.
- Risk management would be an aspect to focus on during the procurement innovation processes.

### Consolidation of a GovTech Ecosystem

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- The consolidation of a GovTech ecosystem would have a clear goal, with a clear definition of the reasons to why we need to increase GovTech. It means it would also ensure that the GovTech sector grows only if the ecosystem is ready to absorb it.
- Partnerships focused on startups and SMEs would be promoted, considering whether the public sector is ready to engage or not. It would be important to diminish risk-aversion and enhance risk management.
- A GovTech platform would be created for the interaction of stakeholders and actors, as well as to give access to funding opportunities.
- There would be a solid GDPR that could ensure the ethical compliance in the GovTech ecosystem.
- Different forms of financing would be available, including private financing, venture capitals, seed funding for experimentation stage for government organisations, blended funding instruments, amongst others.
- Challenge programmes, academies and community event would flourish.
- Stakeholders and actors would share their experiences, partnerships would be fostered as well as benchmark processes with positive results. There would be the adoption of an “open by default” principle.

### Adoption of Green Solutions

- GovTech already provides many opportunities towards zero carbon emissions. It would be enhanced through a better process of monitoring the green economy.
- Green solutions would be adopted across the public sector, not only by the environment ministry. It would incentivize digital skills in the government.
- There would be a clear definition of the targets for the twin green and digital transitions in terms of adoption and incentive of green solutions.
- Information about green solutions would be disseminated, and misinformation would be reduced.
- There would be much awareness of the energy use of certain technology options, which would occur through the creation of labels.
- Governments would be the first client for the development of green digital solutions, and they would set the example. It would foster mission innovation policies.
- The potential of the market for reuse/recycle would be incentivized, as well as blockchain technologies for trade of waste as a resource.

### Next steps for GovTech Connect

The Foresight study will be continuously carried out. The Visioning Focus Group was the main activity that gave inputs about the desirable future scenario for GovTech, which now requires an in-depth analysis of the current trends and projections that will understand if such scenario might be possible.

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To do so, the following activities will be carried out in the following months:

- Exploitation of the results from the Visioning Focus Group. The points raised during the Visioning Focus Group will be assessed and complemented with the desk research carried out previously.
- Focus group on about the trends in terms of GovTech with the participation of experts. It is expected to take place in-person during a related event.
- Scanning of the available and progressing technology, assessment of the size of the market for GovTech in Europe and understand its functioning and necessities. It shall lead and complete the identification of trends and projections. These activities will be carried out both by desk research as well as experts' engagement.
- Analysing Focus Group with experts from academia, public sector, and the private sector discussing the findings from the activities carried out by the consortium. It will complete and validate the findings from previous steps.

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