



Innovating public administrations within the EU Digital Single Market

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Digital Government and the Single Digital Market

*Complementing the common
market with a single digital market*

- *exploit efficiency gains,*
- *avoid new digital barriers (using the same legal concepts, technical standards and interoperable software),*
- *allow people to move freely and deal easily with public services outside their home country,*
- *boost trust in the public sector by meeting citizens' expectations.*

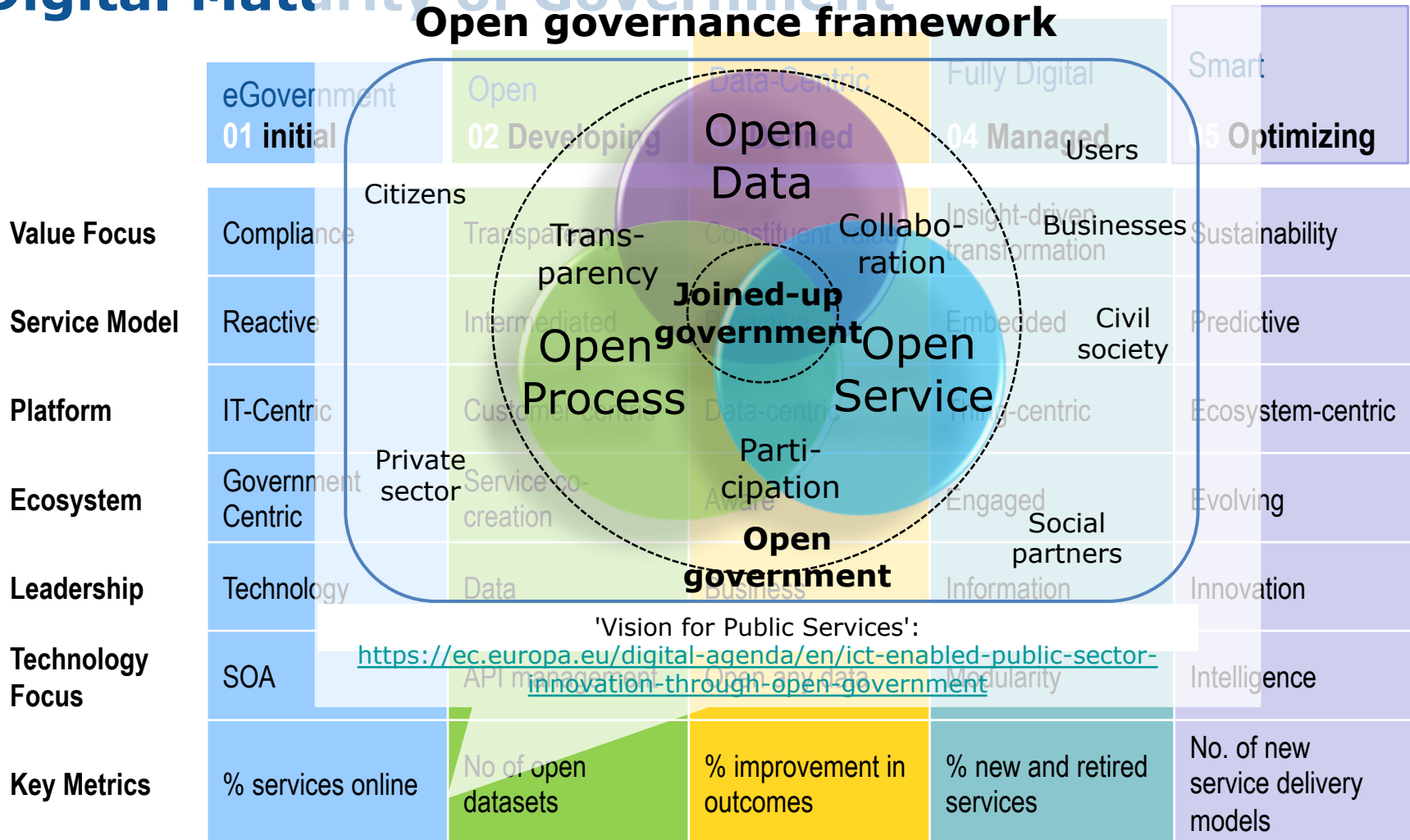


Digital Maturity of Government

	eGovernment 01 Initial	Open 02 Developing	Data-Centric 03 Defined	Fully Digital 04 Managed	Smart 05 Optimizing
Value Focus	Compliance	Transparency	Constituent value	Insight-driven transformation	Sustainability
Service Model	Reactive	Intermediated	Proactive	Embedded	Predictive
Platform	IT-Centric	Customer-centric	Data-centric	Thing-centric	Ecosystem-centric
Ecosystem	Government Centric	Service co-creation	Aware	Engaged	Evolving
Leadership	Technology	Data	Business	Information	Innovation
Technology Focus	SOA	API management	Open any data	Modularity	Intelligence
Key Metrics	% services online	No of open datasets	% improvement in outcomes	% new and retired services	No. of new service delivery models

Digital Maturity of Government

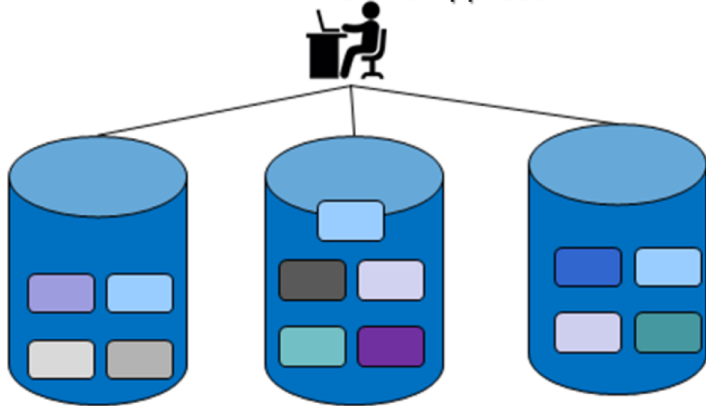
Open governance framework



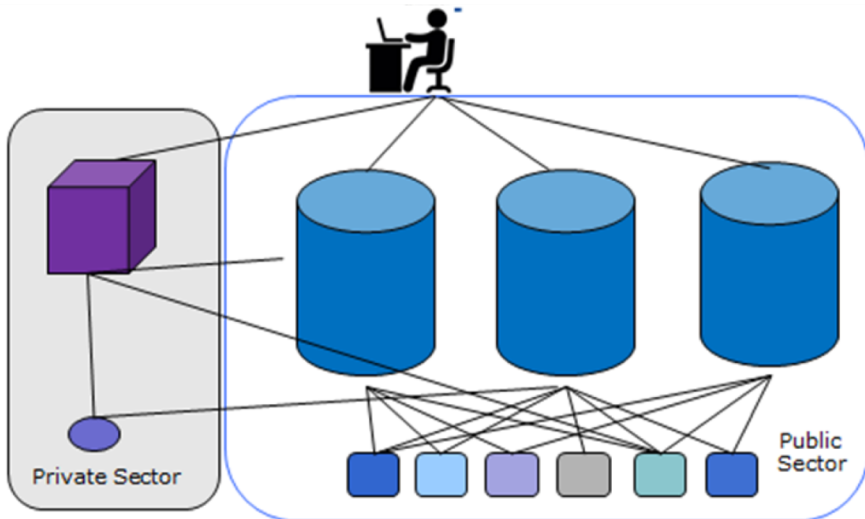
Quelle: Introducing the Gartner Digital Government Maturity 2017?2018- ID G00334525. Retrieved 6/9/19.
<https://www.gartner.com/doc/reprints?id=1-667LEM1&ct=190130&st=sb>

Transformation of the public sector

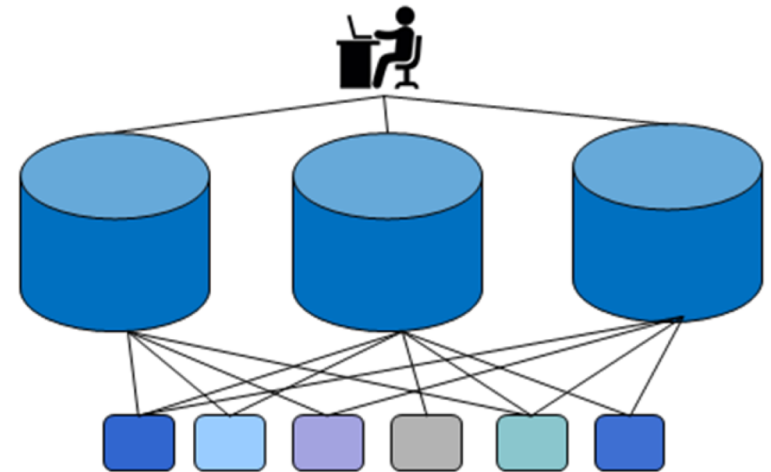
The silos approach



Opening



Breaking into fundamentals

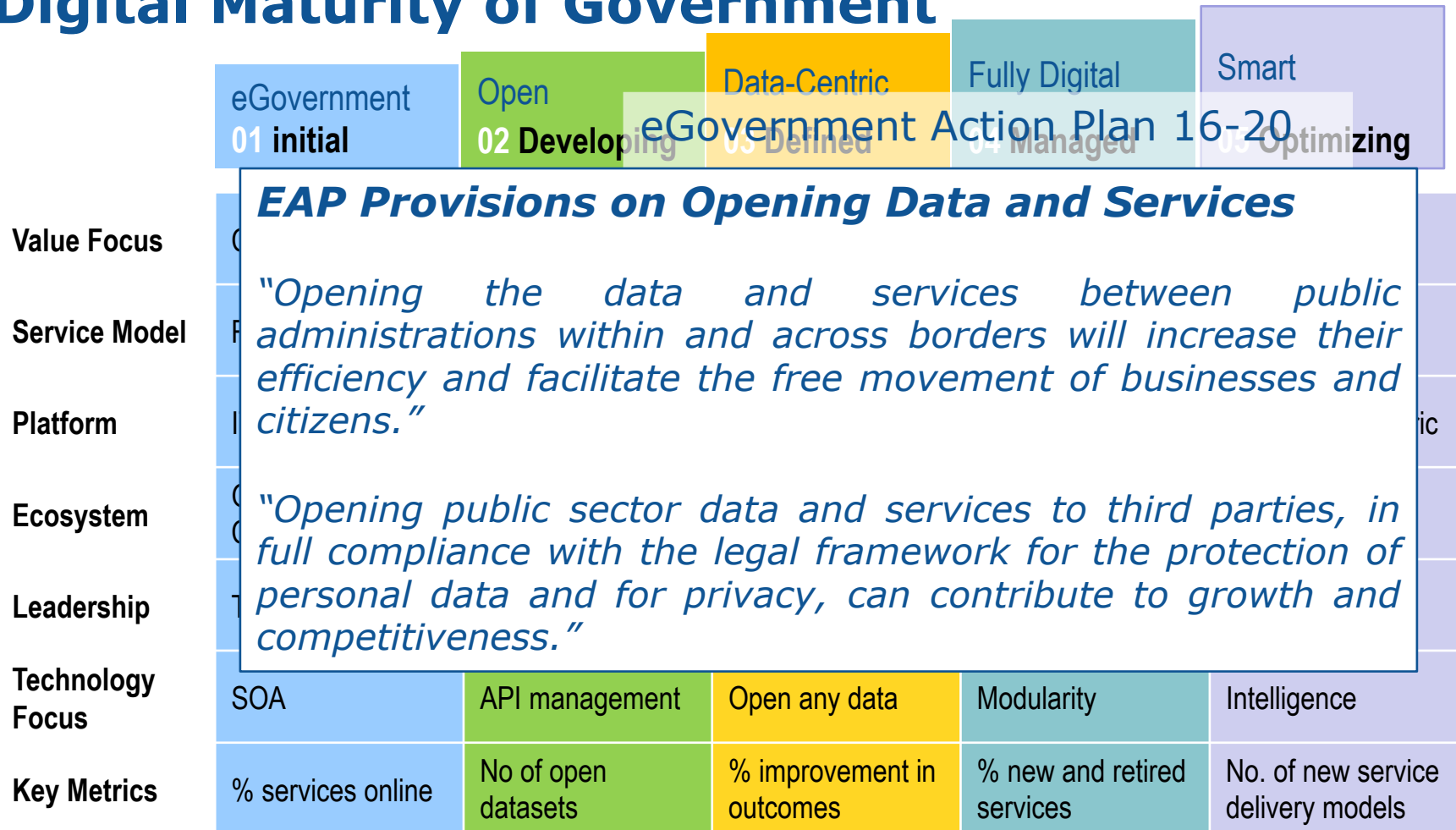


Between public
administrations

Across Member
States

Between PAs and
stakeholders

Digital Maturity of Government



Digital Maturity

Tallinn Ministerial Declaration on eGovernment

EUROPEAN COMMISSION DIGITAL STRATEGY

A digitally transformed, user-focused and data-driven Commission (2018)

	01 initial	We will in our countries: commit to expand and deepen the exchange and sharing of good eGovernment practices and to speed up the digital transformation at all levels of government			
Value Focus	Compliance	A business-agnostic eco-system enabling business-specific information: data sources (e.g. databases, systems),			
Service Model	Reactive	MS and EFTA states commit to: prepare and implement initiatives to widen and deepen the use of data and analytics (including big data) in our countries			
Platform	IT-Centric	to use the ONCE-ONLY PRINCIPLE in the Single Digital Gateway Regulation			
Ecosystem	Government Centric	We will create a culture of re-use, including responsible and application programming interfaces (APIs),			
Leadership	Technology	From 2023 on, for the most relevant life events where citizens interact with authorities, they will not have to submit digital documents or evidence more than once as the data will be exchanged – provided the citizen agrees – between the concerned public administrations in different Member States.			
Technology Focus	SOA				
Key Metrics	% services online	No of open datasets	% improvement in outcomes	% new and retired services	No. of new service delivery models



Digital Maturity of Government

APIs4DGov study

- Under taken by the Joint Research Centre (JRC) on behalf of the DG
- Task

- Identify relevant ICT standards and specifications, select best practices and develop recommendations
- Provide a set of policy Technical recommendations and propose domains and thematic areas to focus on and Tools

Value Focus

Service Model

Platform

Ecosystem

Leadership

Technology Focus

Key Metrics

	01 initial	02 Open	03 Fully Digital	05 Optimizing
Value Focus	Compliance	Information	Support Center for Data Sharing	Sustainability
Service Model	CEP DSIs	Relative	Information	Predictive
Platform	IT Centric	CEP Context	Information	Ecosystem-centric
Ecosystem	Government	Government	Government	Evolving
Leadership	Technology	Data	Business	Innovation
Technology Focus	SOA	API management	Open any data	Modularity
Key Metrics	% services online	No of open datasets	% improvement in outcomes	% new and retired services
				No. of new service delivery models

Government as a Platform

**Artificial
Intelligence
Applications
in the Public
Sector**

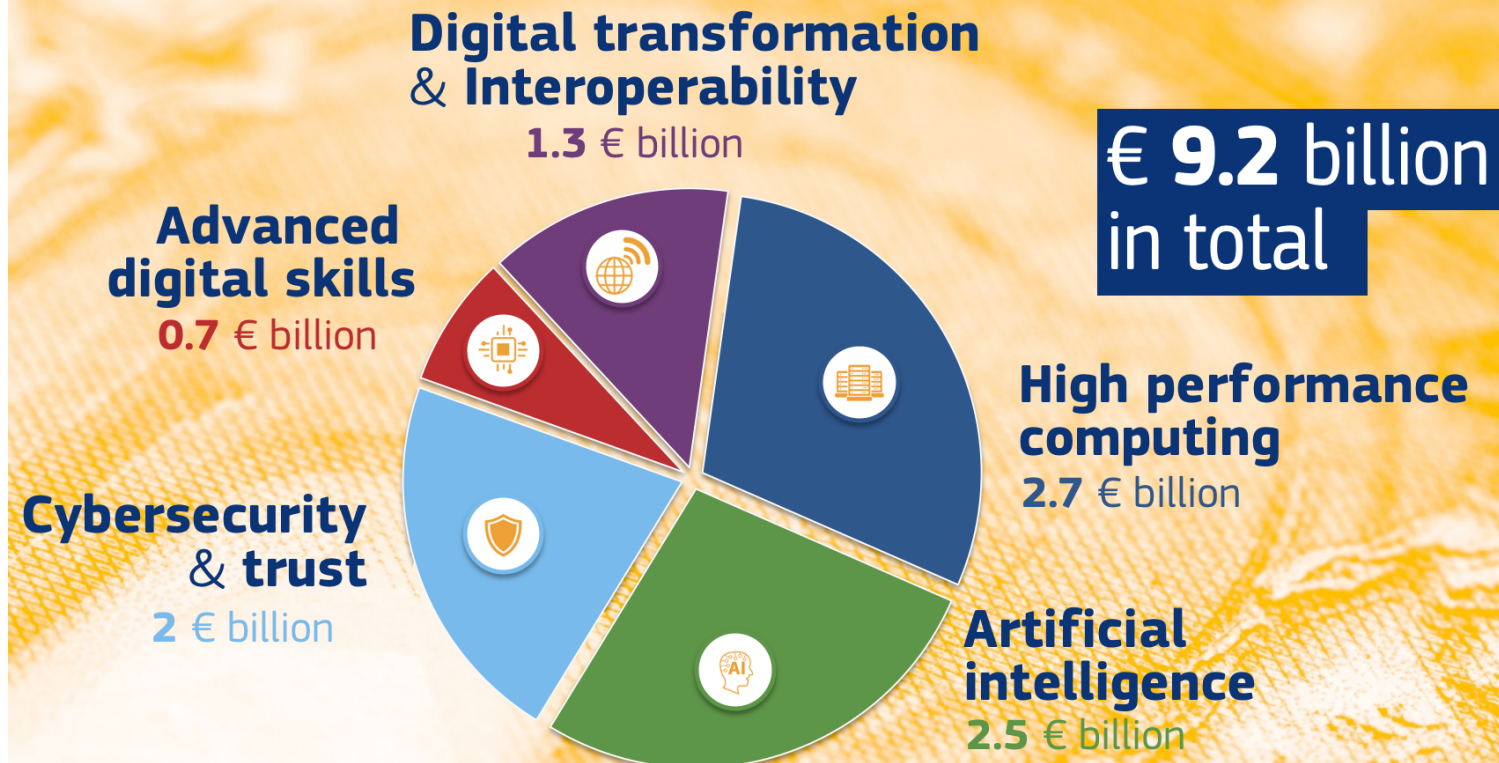
**Once only
Principle**

**Data driven
Government**

Data and Service exposed through API

Digital Europe programme – what?

Reinforcing digital capacities. Ensuring their best use.



Deployment, use of digital capacities and interoperability



Support digital transformation of areas of public interest



Support digital transformation of industry

Uptake of new Technologies and ensure continuous capacity to adapt to fast evolving trends

- **Application areas:** public administrations, health and care, education, judiciary, transport, energy, environment, culture and creative sectors, etc.
- **Implementation:** direct management (partially with Executive Agency)

Investing in the future: **Digital Europe** Programme

€1.3 billion for **Deployment, use of digital capacities & interoperability**



Provide more **interoperable** public services



Bring digital technologies to **public sector** and areas of public interest



Support digital & related **technologies** for industry & SMEs



Offer **tests** and **pilots** to public administrations



Support and follow latest **tech developments**



Build up and strengthen the network of **Digital Innovation Hubs**

Thank you!



eGovernment & Digital Public Services

<https://ec.europa.eu/digital-single-market/en/public-services-egovernment>



eGovernment Action Plan 2016-2020

<https://ec.europa.eu/digital-single-market/en/news/communication-eu-egovernment-action-plan-2016-2020-accelerating-digital-transformation>



Tallinn Ministerial Declaration on eGovernment

<https://ec.europa.eu/digital-single-market/en/news/ministerial-declaration-egovernment-tallinn-declaration>



Stakeholder engagement platform

<https://ec.europa.eu/futurium/en/egovernment4eu>



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