



DIGITAL GOVERNMENT

1.1 The shift from e-government to digital [government] occurs along a continuum. At initial levels, government services simply consume and produce transactional data with limited use of its analytic value. This service-centric orientation is upended when organisations adopt data-driven practices that apply advanced analytics to achieve the greatest potential for business optimisation.





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2.1 A smart city goes beyond the use of information and communication technologies (ICT) for better resource use and fewer emissions. It means striving for sustainability through smarter urban transport networks, upgraded water supply and waste disposal facilities, and more efficient ways to light and heat buildings. It also means a more interactive and responsive city's administration, safer public spaces and meeting the needs of an ageing population.





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3.1 The Common European data spaces for public administration [will allow to] to improve transparency and accountability of public spending and spending quality, fighting corruption, both at EU and national level and to address law enforcement needs and support the effective application of EU law and enable innovative 'gov tech', 'reg tech' and 'legal tech' applications supporting practitioners as well as other services of public interest.





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4.1 "We digitize information, we digitalize processes and roles that make up the operations of a business, and we digitally transform the business and its strategy. Each one is necessary but not sufficient for the next, and most importantly, digitization and digitalization are essentially about technology, but digital transformation is not. Digital transformation is about the customer." Said Jason Bloomberg in a Forbes publication.





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5.1 APIs enable cost-effective data sharing through both private and public ecosystems, which is in turn leveraged by developers to generate benefits for the citizen, for business and for the economy. The number of APIs is continuing to grow year on year this fact is a testament to the value that they provide for the public sector across a variety of use cases.





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6.1 The study "Exploring Digital Government Transformation in the EU" proposes four scenarios for Digital Government Transformation 2040. In the tradition of prospectives studies, it is recognised convention to make scenarios extreme in order to capture collectively most of the possible features that will characterise the actual future, including those aspects that policymakers may wish to avoid. Thus, the scenarios are a means to the end of identifying the implications of particular policies. Decisions taken today will have an effect on the way society will look in the years to come, impacting the daily lives of future generations.





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7.1 The single digital gateway will facilitate online access to the information, key administrative procedures and assistance and problem-solving services that citizens and businesses may wish to contact if they encounter problems when exercising their internal market rights while living in or doing business in another EU country.





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8.1 Over the next decade – the digital decade – the EU's vision is for a digital world that empowers people and businesses, and that is shaped around a human-centred, sustainable and more prosperous approach. The digital compass sets out objectives to achieve the EU's vision for the digital future. It uses the four points of the compass to identify the main goals to reach over the next decade: a digitally skilled population and highly skilled digital professionals; secure and substantial digital infrastructures; the digital transformation of businesses; digitisation of public sectors.





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9.1 To achieve an interoperable smart city ecosystem while avoiding the fragmented and limited impact of solutions there is a need to scale up. The 'Join, Boost, Sustain' movement, aims to support the scaling up of open, interoperable, cross-sector and cross-border digital platforms and digital solutions across the EU.

The initiative, driven by EUROCITIES, European Network of Living Labs (ENoLL) and Open & Agile Smart Cities (OASC), representing cities and communities as well as the 2019 Finish Presidency of the EU was formalised in a declaration, demonstrating the commitment of mayors, presidents of regions as well as national ministers to pursuing a 'European Way' of scaling digital solutions.





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10.1 The "Digital Government Transformation Framework" prepared by Gartner for the ELISE action, leverages the maturity model of Gartner and consists of five levels, starting with an initial level where organisations can operate within the traditional e-government paradigm. At its most fully mature level, digital transformation becomes a continuous process that is self-sustainable. Intermediate levels leverage the value of data as an asset and analytics as a critical capability.





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11.1 According to the AI WATCH study on Artificial Intelligence in public services "two are the typologies of AI which are most frequently appearing in government: one related to Chatbots or Digital Assistants, and the other focused on providing some sort of intelligent, data based predictions and simulation, through the recognition and visualisation of patterns in (big) socioeconomic data."





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12.1 Digital Government

Transformation(DGT) is the introduction of radical changes, alongside more incremental ones, in government operations, internal and external processes, and structures, to achieve greater openness and collaboration within and beyond governmental boundaries, enabled by the introduction of a combination of existing ICTs and/or new data-driven technologies and applications, as well as by a radical reframing of both organisational and cognitive practices; it may encompass different forms of public sector innovation across different phases of the service provision and policy cycle to achieve key context-specific public values and related objectives such as, among others, increasing efficiency, effectiveness, accountability and transparency, to deliver citizen-centric services and design policies that increase inclusion and trust in government.



