

 Brussels 27 June

SEMIC 20  
conference 24

interoperable  
europe  
from Vision to Reality

Parallel Track 6 (Strategic and Technical)

Brussels, the SQUARE Conference Centre, The Arc  
27th June 2024, 14:00 – 15:30 (CEST)

# Innovation in Public Services

moderated by

**Paula Rodriguez Müller (JRC) and Stefanos Kotoglou (DIGIT)**



**STEFANOS KOTOGLU**  
Project Officer – EC, DG DIGIT

Responsible for steering the GovTech and PSTW activities, he focuses on developing the GovTech ecosystem engaging all relevant actors and establishing collaboration between them.

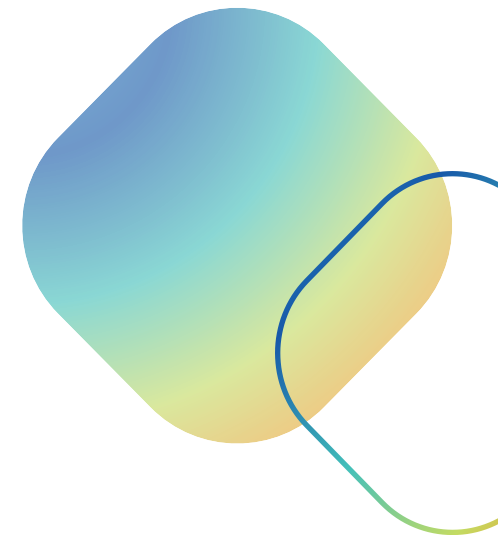


**PAULA RODRIGUEZ MÜLLER**  
Scientific project officer and researcher -  
EC, JRC

Scientific project officer at the Joint Research Centre (JRC) of the European Commission and a Fellow at the KU Leuven Public Governance Institute. Her current work is centred on digital transformation in the public sector with a focus on emerging technologies and interoperability.

# Agenda

- 1 **Public Sector Tech Watch** – Overview of the new DG DIGIT observatory
- 2 **Innovation in public services** – Insights from the upcoming report
- 3 **Panel** – The role of emerging technologies in advancing public services and interoperability



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Room: **The Arc**

# PUBLIC SECTOR **TECH** WATCH

Overview of the new DG DIGIT observatory



Discover the PSTW!



# the GovTech ecosystem



## Public Sector Tech Watch

a central **observatory** for citizens, policy makers etc. to gain visibility of the use cases on emerging technologies, and to share and promote their own cases.

## interoperable europe Act

the IOP Act supports the investment in innovative measures (Article 10) with the creation of a GovTech community and a platform for presenting related activities and promoting use cases and best practices. At the same time encourages the experimentation and the participation in innovative sandboxes (Article 12) for piloting GovTech solutions.



## GovTech Connect

a community that brings together GovTech actors for seizing opportunities, mitigate risks and share experiences. The community provides further support by creating guidelines and studies to further support the GovTech actors.



## GovTech4all Incubator

a testing arena that provides the opportunity to public administrations to experiment, test and pilot GovTech solution in safe environments and sandboxes

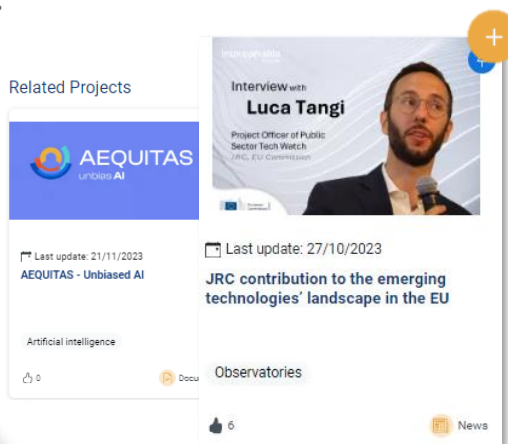
**How to contribute?** Subscribe to the Collection to stay updated, share your own use cases, suggest news/reports/initiatives to be displayed, and participate in the “Best Cases Award” competition in Summer 2024.



Join this collection

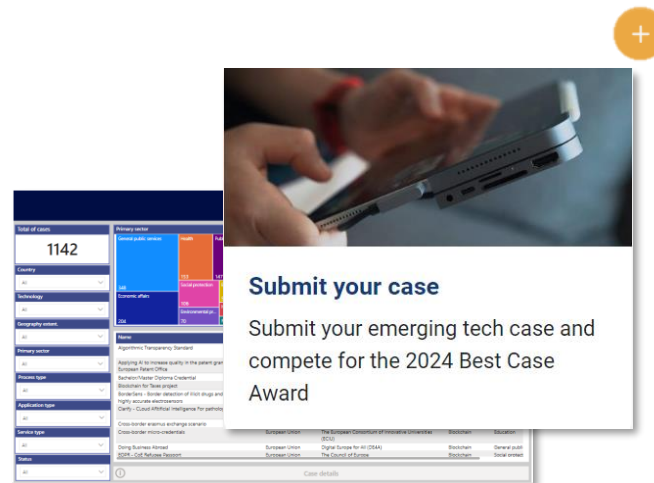
## Join the community

To suggest content to be showcased (related news, reports, etc.), receive notifications and be directly invited to events.



## Report your Cases

As service providers and public sector official you can submit your own use case of emerging technologies to inspire others.



## Compete for “Best Cases Award”

The most innovative and impactful cases will be recognised with the “Best Cases Award” (on-going).





# PUBLIC SECTOR **TECH** WATCH

Insights from the upcoming report



Discover the PSTW!

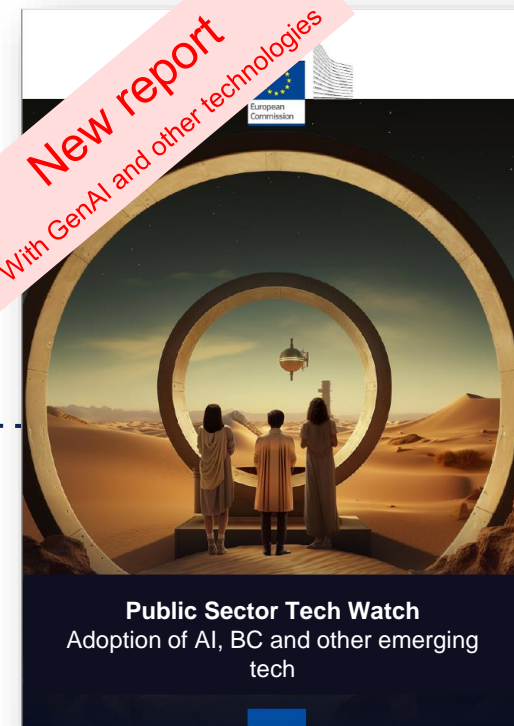


May 2024



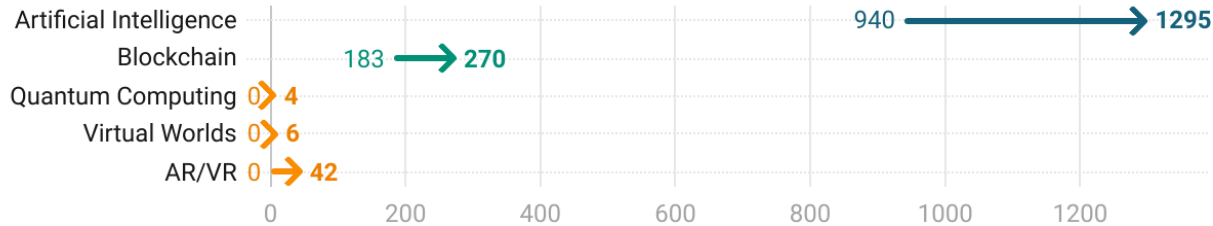
By fall 2024

**New report**  
With GenAI and other technologies



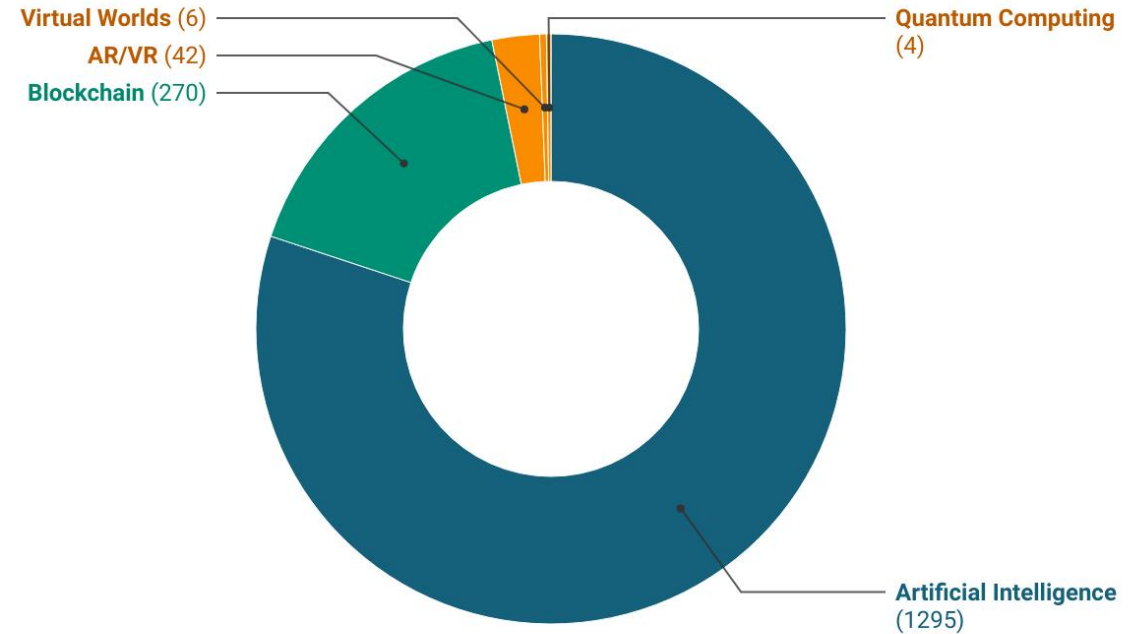
## Some insights from the upcoming report

Change in number of cases in the database since February 2024



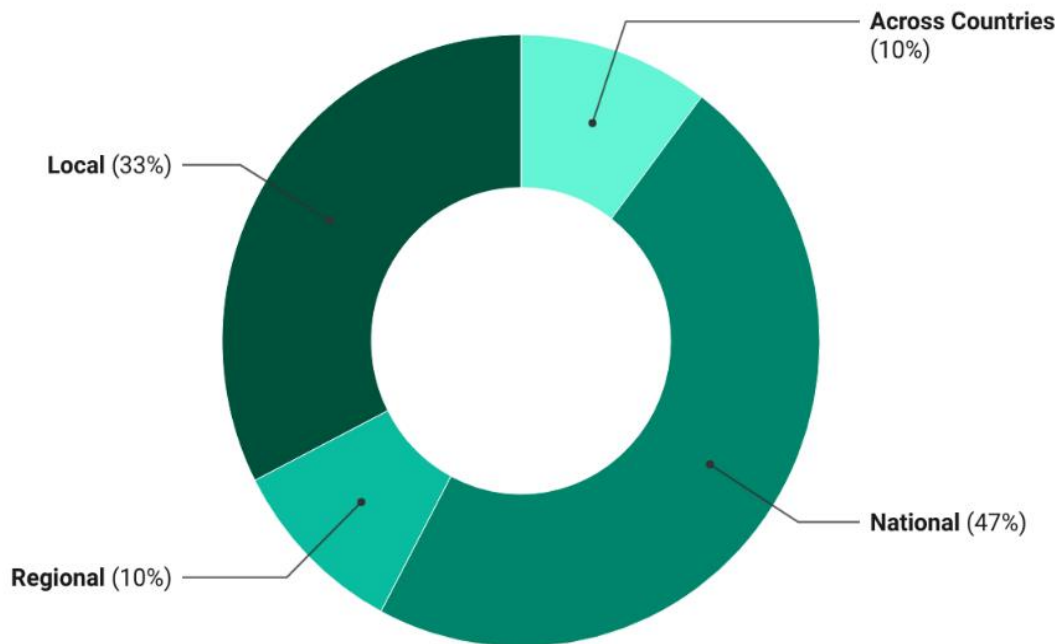
The PSTW database has been expanded to include a **total of 1617** cases from across EU-27 and neighbouring countries, including Artificial Intelligence, Blockchain, Quantum Computing, Virtual Worlds and AR/VR.

PSTW database composition by technology type



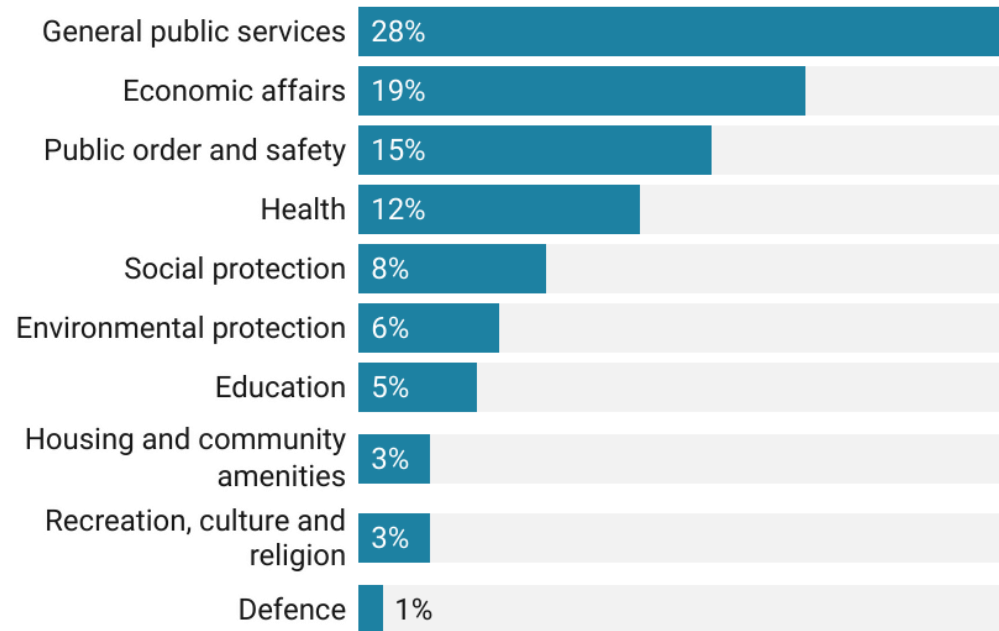
More than 80% of the cases of the database are AI-based.

## Distribution of cases across levels of administration



Almost half of the cases are implemented or piloted at the national level, followed by local (33%) and regional and across-countries projects. **Keep in mind this stat!**

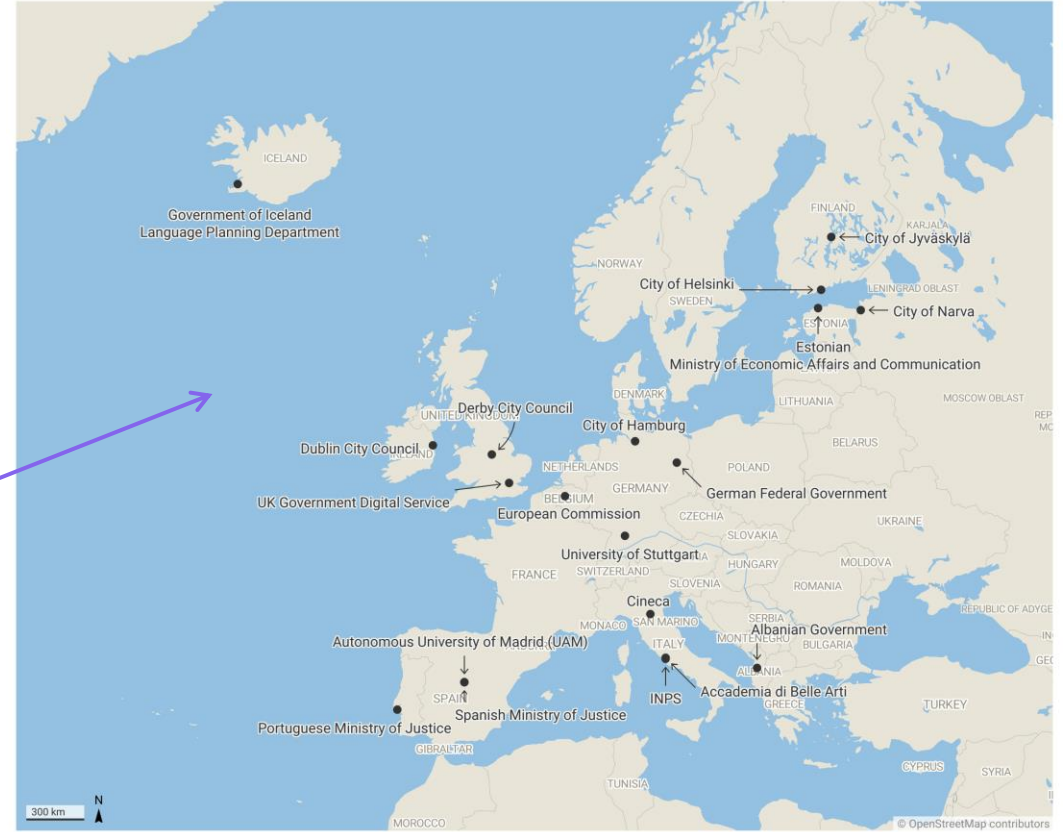
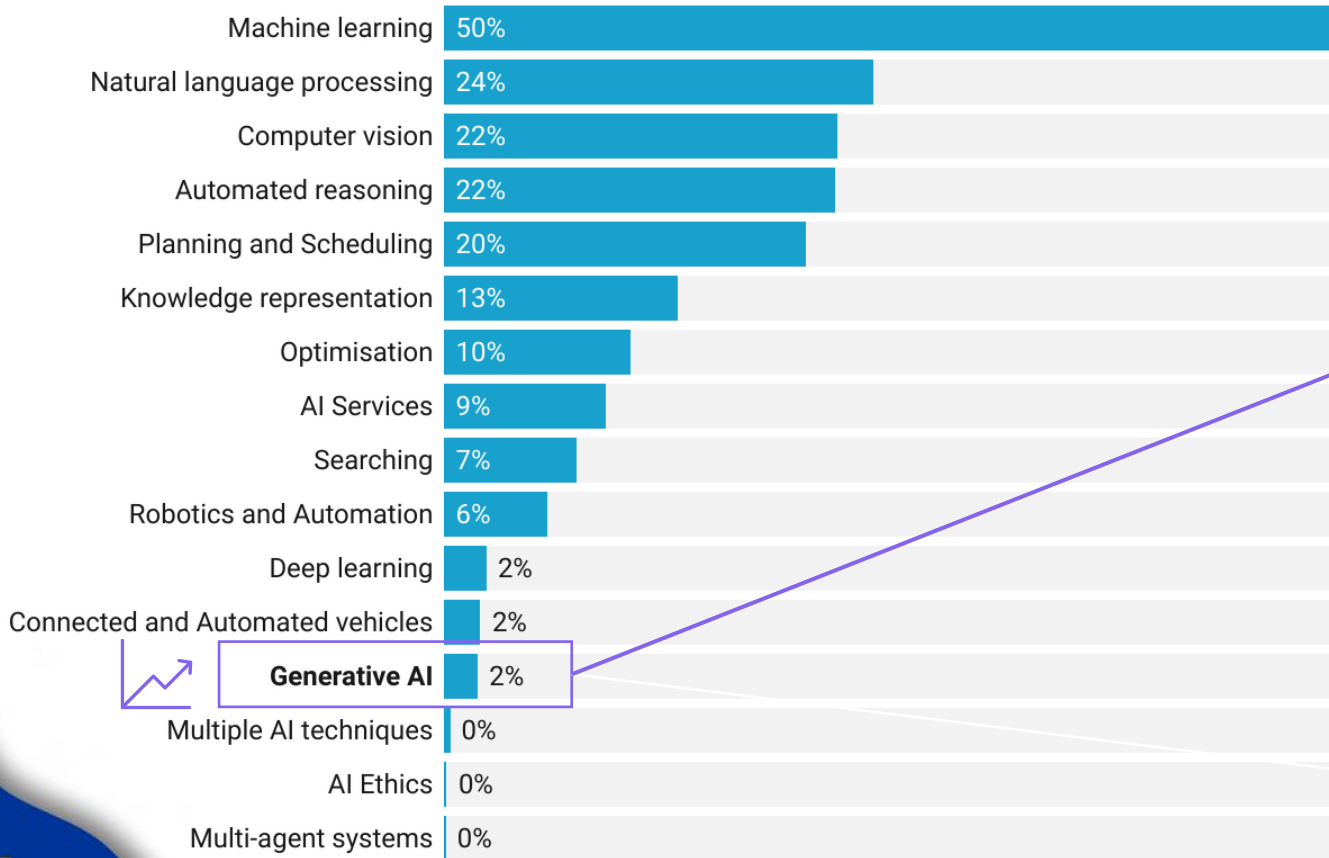
## Distribution of cases across functions of government



Most of the cases are implemented or piloted within general public services, economic affairs, public order and safety and health areas.

## FOCUS ON AI

### AI cases by type of subdomain



2% of the AI cases in the PSTW are Generative AI based. It is spreading across administrations really fast!

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# PUBLIC SECTOR **TECH** WATCH

## PANEL

The role of emerging technologies in advancing public services and interoperability



Discover the PSTW!





**FLORIAN HAUSER**  
Deputy Head of Unit 'Public Administration and Governance' @ DG REFORM  
leading expert on public administration reform



**JET KLAVER**  
Program Manager and Innovation supervisor @ Digicampus  
Involved in the GovTech4All program with a proactive focus on innovation across borders



**LUCIA VELASCO**  
Office of the Secretary General's Envoy on Technology @ United Nations  
AI Policy Lead focusing on global AI governance and author of "Are You Going To Be Replaced by an Algorithm?"



**ANDRÉ LAPA**  
Head of Digital Service Delivery & Content @ Agência para a Modernização Administrativa (AMA), PT  
Portuguese agency for public administration modernisation exploring the use of (generative) AI



**IVY YANG**  
EU AI/Digital Policy Specialist @ Open & Agile Smart Cities (OASC)  
Researcher on EU's AI positioning and its global digital competitiveness

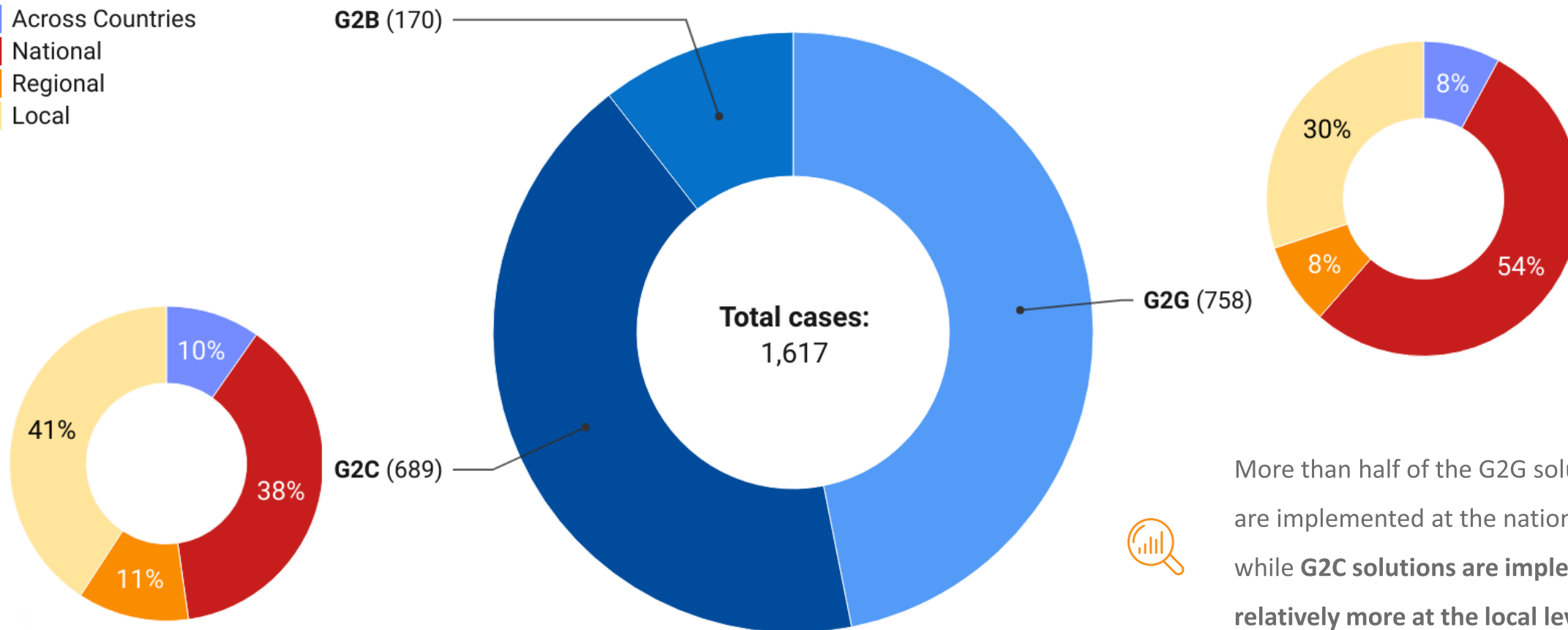


**IBON ARECHALDE**  
CEO @ ASIMOB, ES  
a telecom service provider that focuses on services for the digitalisation of road infrastructures with the use of AI among other technologies



## Distribution of cases across levels of administration and e-government interaction

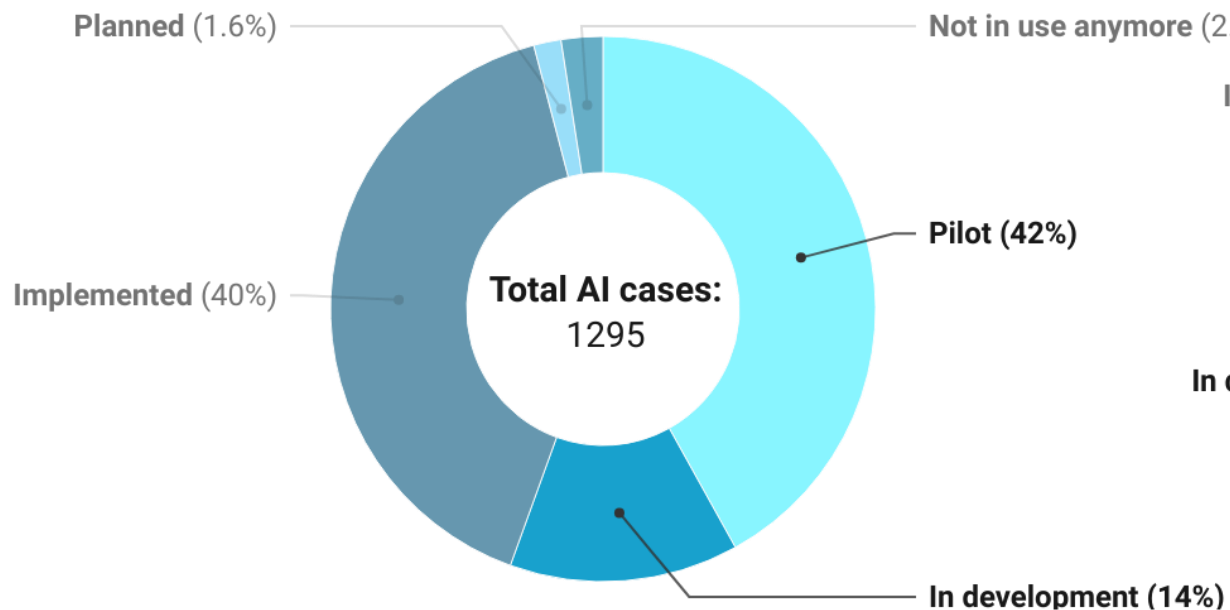
- Across Countries
- National
- Regional
- Local



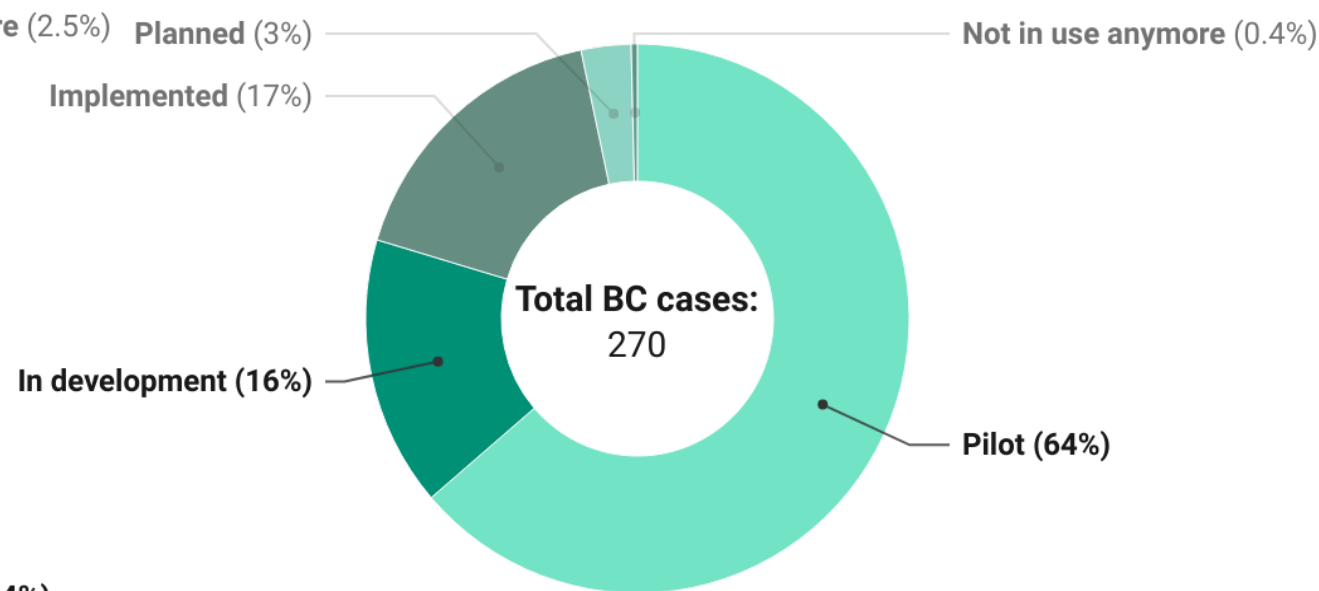
More than half of the G2G solutions are implemented at the national level, while G2C solutions are implemented relatively more at the local level.

## Distribution of cases according to their state of development

### AI cases



### BC cases



The majority of AI (56%) and blockchain (80%) solutions are currently in pilot or development stages. This underscores the need for continued efforts to transition these initiatives into fully implemented solutions.



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## Best Cases Award

These awards will **celebrate outstanding use cases of emergent technologies in the public sector** and will spotlight public sector actors and technology providers that have successfully implemented AI, blockchain and other emerging technology solutions in the EU public sector.



### BEST G2G SOLUTION

Best use case which enhances administrative efficiency and improve their internal processes.



### BEST G2C SOLUTION

Best use case which improves the delivery of public services for citizens.

### WHICH ARE THE CRITERIA TO PARTICIPATE?

- The solution is implemented in a **European country**.
- The solutions is implemented by a **public administration** (national, regional, or local levels). These solutions may be developed in-house or provided by external vendors.
- The solution is at least in the **development or pilot stage**.
- The applicant organisation is **registered on the Joinup platform**.
- The case is submitted to the PSTW observatory through the **reporting form**.

## Application procedure



Feb – July 2024

### Submission

The case must be submitted through the **self-reporting form** by **12/07/2024**.



August-September 2024

### Evaluation Committee assessment

The eligible cases are evaluated against the **evaluation criteria** by the Evaluation Committee (TBA).



October 2024

### Winner announcement

The winning cases will be awarded during the **formal awarding ceremony** in Autumn 2024.



*You can  
submit your case  
here!*





Thank you!



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