

Managing the Public Sector Digital Transformation

A Corporate Information Management Framework for the European Public Sector

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The Digital Future

- **Vice-President Ansip:**

"If I had to express my views about the digital future – that of Europe or indeed, of the whole world - I could do it with one word: data."

- **United Nations:**

"Data are the lifeblood of decision making and the raw material for accountability..... High quality data providing the right information on the right things at the right time"

The Digital Future

- **Global Digital Information Network**
- **Permanent Access to Relevant Information**
- **Social media, Mobile computing, Analytics, Cloud computing**

- **Free flow of Data**
- **Big Data**
- **Open Data**

- **Cross-Border, Cross-Sector Services**

- **Information Management & Information Interoperability**

The Digital Future

eHealth

Reduce administrative

Seamless, end-to-end digital public services

Digital Single Market

Industry 4.0

burden

Public sector modernisation

Security

Implementation of EU policies

Efficiency and effectiveness

Interoperability

Internet of things

Standards

Once-only principle

Cross-border by default

High Performance computing

Open data

Tackling global complex challenges

Single access point

Transparency

Accountability

European Public Sector

- EU Lisbon Treaty (2008)
- EU Charter on Fundamental Rights (2000), GDPR(**2016**)
- Public Sector Information Directive (2013)

- EU Ministerial declarations on eGovernment (2009,.... **2017**)
- Digital Single Market (2015)
- ISA² programme (2015)
- EU eGovernment Action Plans (.....**2016**)
- European Interoperability Framework (EIF) – (**2017**)

- European Council - modernisation of public administrations

"a more Digital Approach to Public Administration"

Interoperability Solutions for Public Administrations

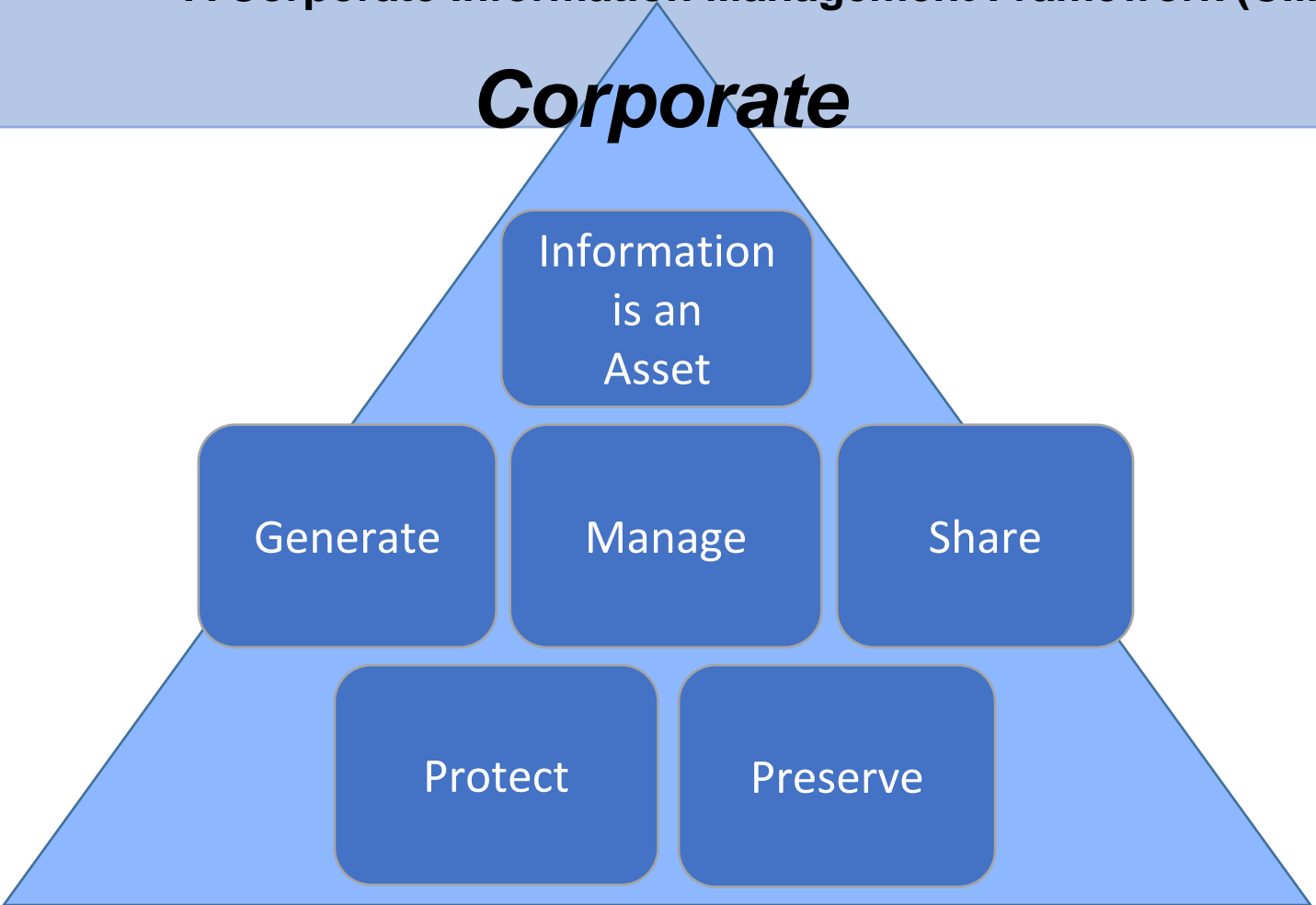
Progress... but slower than expected... Particularly at EU level :

- Silos
- Lack of Interoperability
- Lack of Trust
- Global Challenges – Terrorism; Climate Change - Interdisciplinary Teams

Information management

A Corporate Information Management Framework (CIMF)

Corporate



Information
is an
Asset

Generate

Manage

Share

Protect

Preserve

Principle 1: Information is an Asset

Public Sector Information is a public asset held in trust for citizens. It should be treated as a strategic resource, the quality of which is paramount. Public Administrations have an obligation to ensure that information retained by the public sector is accurate, integral, protected, accessible and up to date at all times.

**Governance – Awareness campaigns – Data Standards
Guidelines – Training**

Principle 2: The Generation of Information

Information should be generated to aid policy formulation and to support policy execution using standardised formats and exploiting both internal and external sources.

Meta data systems – Once only – Interoperable by default

Principle 3: The Management of Information

Information should be managed so as to optimise its quality and its relevance to good public administration and to maximise the creation of public value applying 'once-only' strategies where appropriate.

Digital by default – Cross Border by design – Master Data

Principle 4: The Sharing of Information

Information should be shared in ways that make it easy to (re)use, deliver and exchange and it should be made available through multiple channels.

Transparency & Collaboration – Open by default – Base Registries

Principle 5: The Protection of Information

Information should be protected as prescribed by both EU and National legal codes as well as public administrations' data privacy and IT security policies.

Digital rights – Security & Availability – Public awareness campaigns

Principle 6: The Preservation of Information

Information should be preserved to ensure continued access for as long as is appropriate in accordance with national and international legal, regulatory and archival requirements.

Information which is unlikely to serve any future public purpose should be deleted.

Training – Long term digital solutions – Relevance Reviews

CIMF Implementation

- Tailored to each Administration's specific needs
- Cultural Change
- Corporate level ownership
- Raise awareness of all staff
- Skills, Training

- CIO, CDO

- New Development Paradigm placing the '***Information Layer***' and Information Interoperability at the centre of the design process

CIMF principles underpin Digital Public Services

EIF & CIMF

New **EIF** – inspire public administrations to design and deliver borderless, interoperable, personalised, user-friendly end-to-end digital public services to all citizens and businesses

Recommendation 30:

Perceive data and information as a public asset which should be appropriately generated, collected, managed, shared, protected and preserved.

Recommendation 31:

Put in place an information management strategy at the highest possible level to avoid fragmentation and duplication. Management of metadata, master data and reference data should be prioritised.

CIMF across the European Public Sector

Ongoing Actions – Luxembourg

Decision of the Council of Ministers 10 June 2016

Luxembourg adopts the CIMF

*"With the launch of Luxembourg's open data portal we recognized the need for mutual understanding by all stakeholders of the information management challenges facing our Administration. Adopting the CIMF provides us with a **holistic framework** creating a common space for discussion and facilitating follow up at corporate level of agreed actions. It will be a **paradigm shift** in how we manage information."*

- Gilles Feith
- Director Government IT centre
- LE GOUVERNEMENT DU GRAND-DUCHÉ DE LUXEMBOURG

Ongoing Actions - Uruguay

"Uruguay is developing a National Data Strategy based on EIF & CIMF.

*It will be an important evolution towards a **Data-Driven Administration** ."*

- Jorge Abin
- Director
- AGESIC
- Uruguay Government

Data is the last Frontier

Data is the reusable raw material of the 21st Century

Opportunities:

"The Information Layer... the stuff of information...we should think imaginatively about what it could be like for computer systems not only to make such stuff available to users, but to exploit it for themselves" (Spärck Jones 2007)

Challenges:

"As technology transforms businesses globally, it is clear that data management, specifically how data is used and secured is going to be crucial for companies, their investors and shareholders alike" (Walsh 2016)

CIO – Catalyst for a Data-Driven Administration

Create a Common Information Culture across Government

Policymakers, Senior Management : Information is a Public Asset


IT Staff: Data-Centric Software Engineers

Development Paradigm:

**Interoperability-by-Design/ Privacy-by-Design/ Security-by-Design
& Digital-by-Default/ Cross-Border-by-Default/ Open-by-Default**

Today's Workshop

- **Objectives & Enablers for each Principle**
- **Implementation Issues**
- **A model for a data-driven administration**

A portrait of Vice-President Ansip, a middle-aged man with short brown hair and blue eyes, wearing a dark suit, white shirt, and blue tie. He is positioned in the center of the frame, looking directly at the camera with a slight smile. Behind him are the flags of the United States (stars and stripes) on the left and the European Union (blue with yellow stars) on the right.

Vice-President Ansip in the U.S. March 10 & 11, 2016

“Data is the foundation of our digital future”



@Ansip_EU

References

[Joinup: https://joinup.ec.europa.eu](https://joinup.ec.europa.eu)

- https://ec.europa.eu/isa2/eif_en