Innovation in e-government Current Trends

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*"**How does government become an open platform that allows people inside and outside government to innovate?**"*
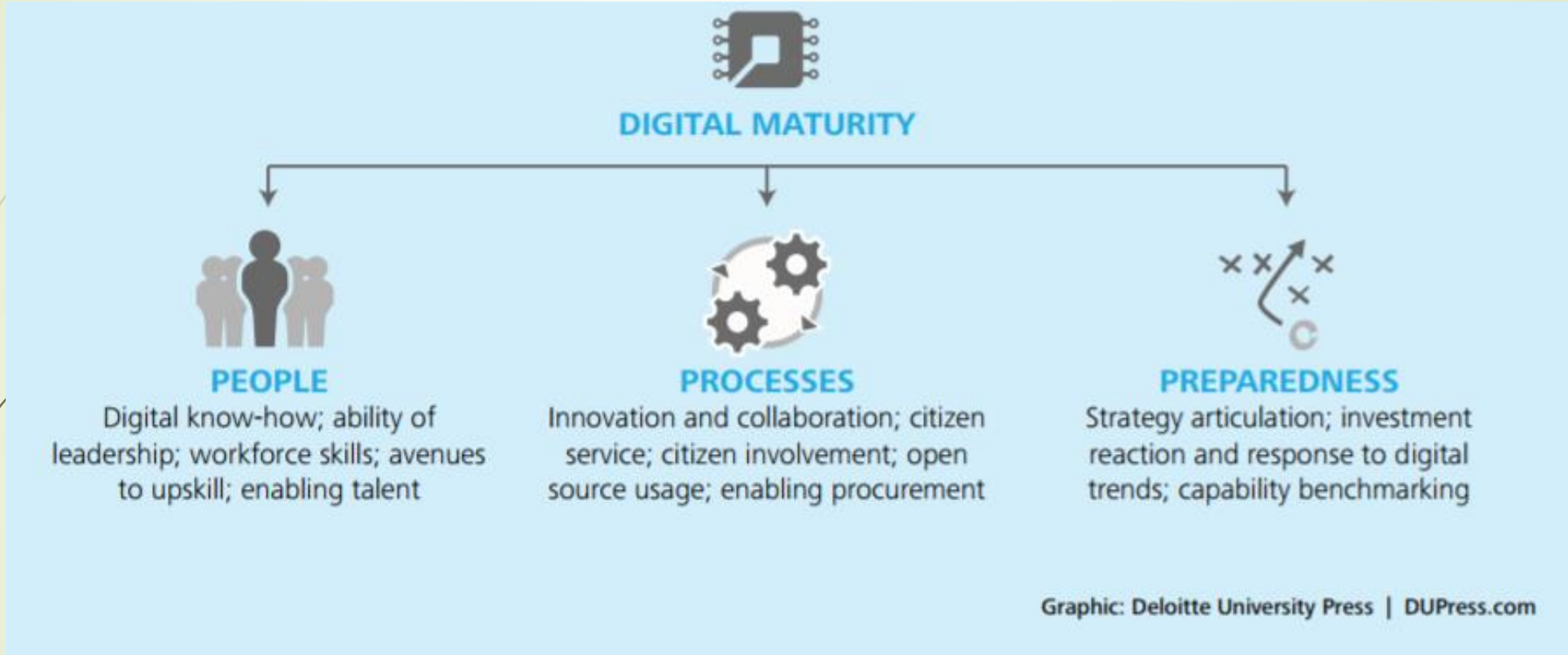
Tim O' Reilly Government As Platform

- *"Utilizing Technology to accomplish reform by fostering transparency, eliminating distance and other divides, and empowering people to participate in the political processes that affect their lives"*

Becoming citizen-centric

"…That digital means are used to empower citizens and businesses to voice their views, allowing policy makers to collect new ideas, involve citizens more in the creation of public services and provide better digital public services…" Tallinn Ministerial Declaration, Oct. 6, 2017

- Putting citizens at the core, and working backwards from their needs to innovate on their behalf and define solutions that satisfy their needs
- Designing a platform of collaboration that puts citizens first

- **Social:** Allowing people to communicate electronically on social platforms in real time

- **Mobility:** Connecting with people wherever they are

- **Analytics:** Using data to do sophisticated analysis across program and policy areas

- **Cloud:** Changing how people leverage and pay for technology

- **Cyber security:** Providing for secure communication and data storage

"…digital refers to the combination of five modern technology components that are coalescing to change the way we work, shop, communicate, and get around…"
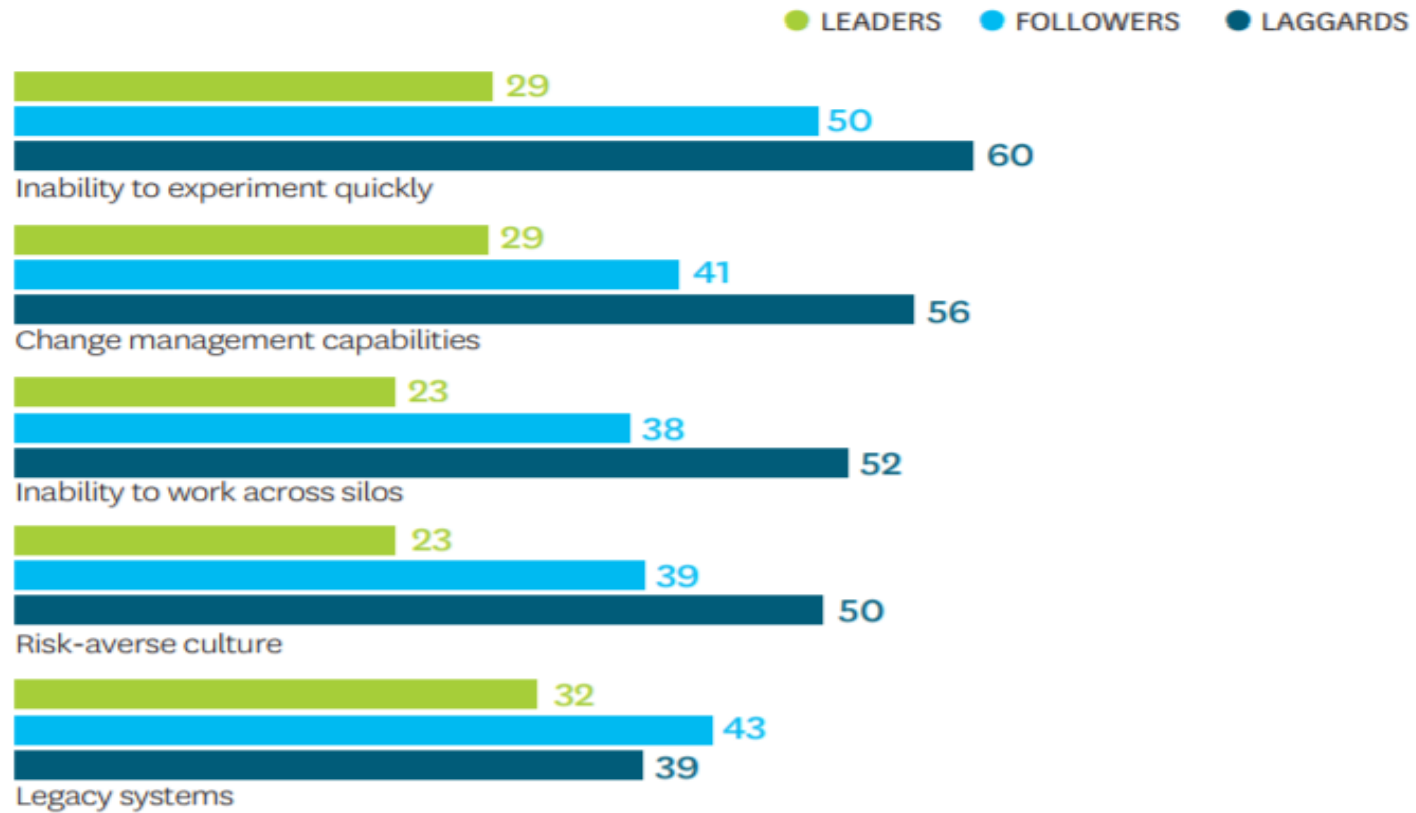
DIGITAL MATURITY

PEOPLE
Digital know-how; ability of leadership; workforce skills; avenues to upskill; enabling talent

PROCESSES
Innovation and collaboration; citizen service; citizen involvement; open source usage; enabling procurement

PREPAREDNESS
Strategy articulation; investment reaction and response to digital trends; capability benchmarking

Graphic: Deloitte University Press | DUPress.com

Which digital technologies have transformed an organization's processes, talent engagement, and citizen service models?

Graphic: Deloitte University Press | DUPress.com

Agility, entrepreneurial spirit, and technological literacy as the three skills most lacking in relation to digital transformation.
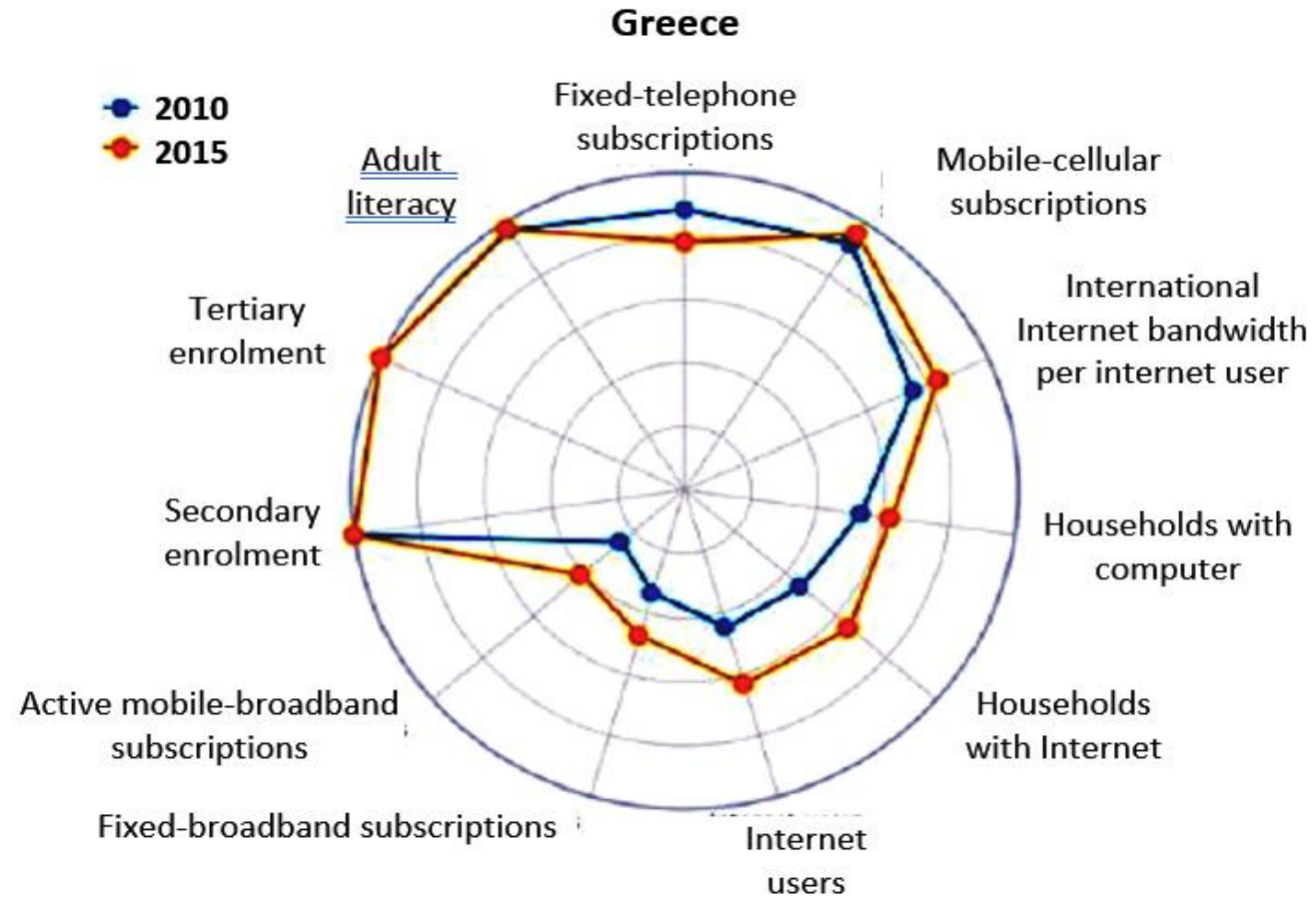
Barriers to Digital Transformation

LEADERS ● FOLLOWERS ● LAGGARDS

Barrier	Leaders	Followers	Laggards
Inability to experiment quickly	29	50	60
Change management capabilities	29	41	56
Inability to work across silos	23	38	52
Risk-averse culture	23	39	50
Legacy systems	32	43	39

SOURCE HARVARD BUSINESS REVIEW ANALYTIC SERVICES SURVEY, JUNE 2016
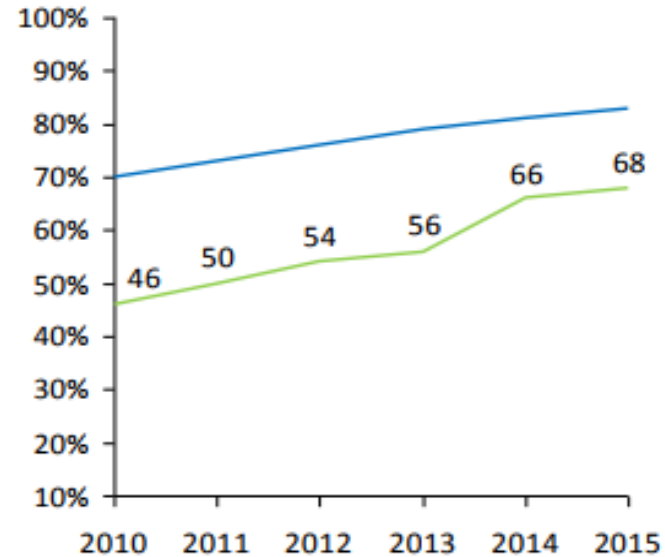
So, Where Are We Today?

The here, the now and the plan to enact e-government
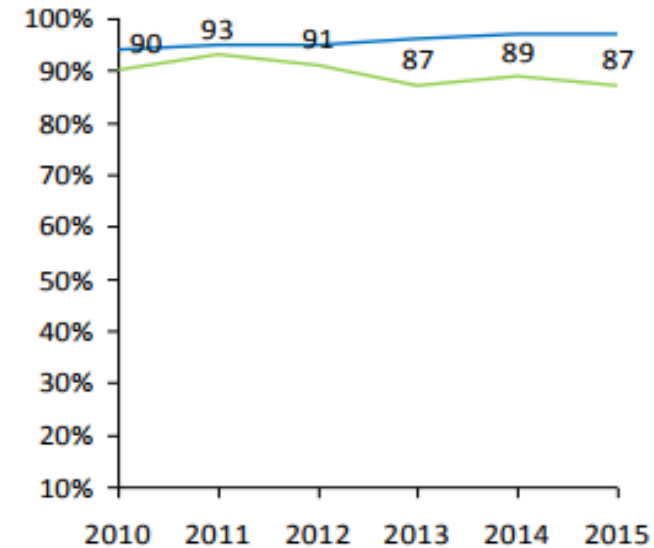
ICT development index

Generic Information Society Indicators for Greece compared to the EU average

Percentage of households with Internet access in Greece

Source: Eurostat Information Society Indicators

Percentage of enterprises with Internet access in Greece

Source: Eurostat Information Society Indicators

What we must do differently

- change the overall design and implementation framework by designing smaller projects

- adopting agile methods of implementation

- approaching needs in a holistic way

- adopting standards and modern methods and procedures in all the different phases of their life cycle.

Performance on selected indicators of the Digital Scoreboard and DESI (indicative)

Digital Agenda Scoreboard *Indicators*	Indicator Description	Base Rate	Reference Year for Base Rate	2019 Target	2021 Target
1c1 NGA Coverage	Household covered by NGA broadband	36.30%	2015	50%	95%
1c2 Subscriptions to Fast BB	Share of fixed broadband subscriptions >=30 Mbps	4.19%	2015	30%	60%
2a2 Basic Digital Skills	Individuals with basic or above basic digital skills	44%	2015	53%	60%
2b1 ICT Specialists	Persons employed with ICT Specialist Skills	1.20	2015	2%	2.50%
3c1 Banking	Individuals who used the Internet to use online banking	13.90%	2015	28%	45%

And the specifics

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Or the journey we have embarked on…

Pillars of National Digital Policy Timeframe: 2016-2021

Transformation in Public Administration and Civic Engagement

- Infrastructure and development of NGAs

- Speeding up economy digitization (agriculture, food production, energy, transportation, cultural and creative industries, environment, tourism, health services, construction)

- Support of Information and Communication Technology Industry / research and innovation / start up community

- Development of citizens' digital skills

- Digitalization of public services

- Improving connectivity and access to digital economy

- Strengthening trust and security (cyber security, protection of privacy)

Document Management System with Remote Signing Functionality

Pilot and Best Practice Case for the Greek Public Administration

Today, we are assigning the contractual agreement for Document Management System with remote signing functionality.

The Ministry will serve as test-bed for the rest of the administration

Gradual adoption will follow in all public sectors

Benefits

- Simultaneous reduction of operating costs and elimination of administrative burdens and time-consuming procedures

- Human Capital Development Opportunities for ministry and other public sector employees who will receive digital skills training/certification. Digital skills and capabilities will offer a competitive edge during re-assignments.

- *Expected cost-savings of 380 million euros ***
  - (Greek Foundation for Economic and Industrial Research (IOBE))

Creative, Cultural and Online Media

Creative & Cultural: Media sub-program

New Law (4487/2017) comes into effect on January 1st 2018, aiming to strengthen the economic competitiveness of the audiovisual sector through:
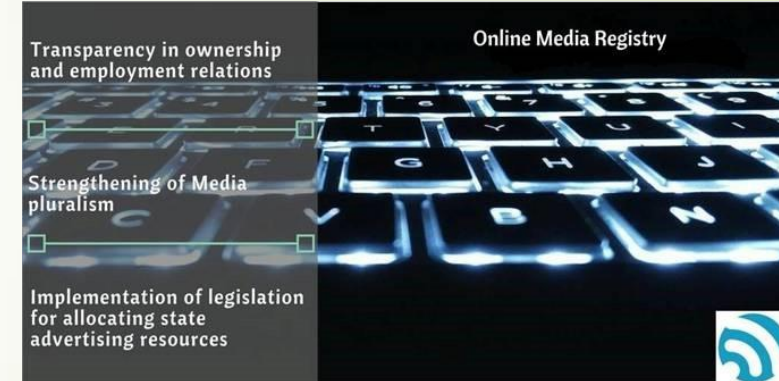
- Funding movie, TV series and documentary productions by up to 80% of the overall production cost
- Offering a cash rebate of 25% and up to 5 million Euros of expenses realized on Greek territory
- Reimbursing producers within 4 months of submission of the final project
- Spectrum extending beyond film production, including TV High-End Dramas and Video Games

Initiative to create a **major film studio** in Greece

- Fast track licensing processes
- Stable taxation for 12 years for investments of over 20 million Euros

Online Media
Plagiarism Detection & Transparency in news coverage

- Registry for On Line Media, regulating the minimum standards for online media companies.

- Access to state resources allocated towards online advertising, free access to specially designed plagiarism software, partnership with the National Centre for Audiovisual Media, and accreditation of journalists.

WHY SHOULD KIDS LEARN HOW TO CODE?

1. Ideas become reality.

2. Code is one of the world's most used languages.

3. Kids learn faster when they are young.

4. Coding encourages critical thinking and problem solving.

5. Open your child to possibilities.

www.educents.com

Digital Opportunity Pilot Project 2018-2020

- Plan to launch an awareness campaign for students to apply to the program.

- The paid 4-5 months internships will be available for students of all disciplines.

- Students of all disciplines will gain experience in fields that are demanded by companies, especially small and medium businesses.

Takeaway points – Mindset Transformation

Citizen – centric public administration.

Digitization vs Digita**li**zation

The power of collaboration

Thank You!

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