Managing the Public Sector Digital Transformation

A Corporate Information Management Framework for the European Public Sector

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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
- Digital Single Market
- Efficiency and effectiveness
- Internet of things
- High Performance computing
- Single access point
- Industry 4.0
- Security
- Reduce administrative burden
- Public sector modernisation
- Interoperability
- Standards
- Once-only principle
- Open data
- Transparency
- Accountability
- Seamless, end-to-end digital public services
- Implementation of EU policies
- Cross-border by default
- Tackling global complex challenges
European Public Sector

- Public Sector Information Directive (2013)
- ISA² programme (2015)
- EU eGovernment Action Plans (.....2016)
- 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
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
"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
“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 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)
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

CIO – Catalyst for a Data-Driven Administration
Today’s Workshop

• Objectives & Enablers for each Principle
• Implementation Issues
• A model for a data-driven administration
Vice-President Ansip in the U.S. March 10 & 11, 2016

“Data is the foundation of our digital future”
References

Joinup: https://joinup.ec.europa.eu

• https://ec.europa.eu/isa2/eif_en