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

- **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
Which digital technologies have transformed an organization’s processes, talent engagement, and citizen service models?
Agility, entrepreneurial spirit, and technological literacy as the three skills most lacking in relation to digital transformation.
Barriers to Digital Transformation

<table>
<thead>
<tr>
<th>Barrier</th>
<th>Leaders</th>
<th>Followers</th>
<th>Laggards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inability to experiment quickly</td>
<td>29</td>
<td>50</td>
<td>60</td>
</tr>
<tr>
<td>Change management capabilities</td>
<td>23</td>
<td>38</td>
<td>52</td>
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<tr>
<td>Inability to work across silos</td>
<td>23</td>
<td>39</td>
<td>50</td>
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<tr>
<td>Risk-averse culture</td>
<td>32</td>
<td>43</td>
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<tr>
<td>Legacy systems</td>
<td>39</td>
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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

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)

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

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
Today, we are assigning the contractual agreement for Document Management System with remote signing functionality. The Ministry will serve as a 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
New Law (4487/2017) comes into effect on January 1\textsuperscript{st} 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.
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.

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
Takeaway points – Mindset Transformation

- Citizen – centric public administration.
- Digitization vs Digitalization
- The power of collaboration
Thank You!

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