Digital Public Administration - an opportunity for Europe

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Managing the Public Sector Digital Transformation
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hyper-connected society

- digitally enabled citizens and business challenge the government:
  - new forms of public engagement
  - more collaborative and participatory relationships
  - the emergence of new stakeholders (civil society, startups, NGOs)
- new processes shaping political priorities emerge, eDemocracy
- new actors collaborate in the design of public services
- need for more coherent and integrated solutions for complex challenges
challenges on governments

- changing expectations on governments ability to deliver public value
  - success of the policies carried at local, regional, national or European level depends on a modern and efficient public sector

- from e-government to digital government
  - not just use ICT to achieve better government but integrate ICT in the core of public sector modernisation, changing processes

- from user-centric to user-driven approaches
  - from governments anticipating citizens and business needs to their engagement in partnerships to co-create and deliver solutions
digital transformation

- collaboration and partnership
- digital ecosystem, service delivery across organisation silos
- organisation reengineering and workforce skills
- adoption of reference architectures and standards (interoperability, integration, information exchange)
- digital data to optimize, transform or create entirely new services, open data
- new business processes, innovative technologies
OECD recommendations

openness and engagement
- Openness, transparency and inclusiveness
- Engagement and participation in multi-actor context in policy making and service delivery
- Creation of a data driven culture
- Protecting privacy and ensuring security

governance and coordination
- Leadership and political commitment
- Coherent use of digital technology across policy areas
- Effective organisational and governance frameworks to coordinate
- Strengthen international cooperation with other governments

capacities to support implementation
- Development of clear business cases
- Reinforced institutional capacities
- Procurement of digital technologies
- Legal and regulatory framework
public administration modernisation

- 50% EU GDP
- Public procurement 19% of EU GDP
- 25% of total employment in EU
DSM Digital Single Market

- Online (digital) services
- Digital networks
- Cyber security
- Sharing of info
- Big data
- Cloud
- e-Government
- Standards & interoperability

- once-only principle
  5 billion/year

- open data market value
  40 billion/year

- e-Procurement
  50 billion/year

- e-Invoicing
  2.3 billion/year
public sector - delivering public value

- transparency
- social equality
- citizens engagement
- economic growth
- improved service delivery
efficiency of public administrations

...
digital transformation journey

- strategic priorities of DIGIT
- synergies and efficiencies
digital transformation journey

Modernised public administrations
- Automation of core corporate processes
- Big Data and data analytics solutions
- Architecture components
- Optimised IT investments
- Interoperability

Digital workplace of the future
- Digital workplace of the future
- Centralised management of IT equipment

Data centre of the future
- Modernised DC operations (cloud)
- DC consolidation

Better IT security
- Cyber resilience
- IT security operations
- Better IT security decision making
- (Partial) Centralisation of LISO

Optimised delivery
- Customer focus
- Optimised resources management
data, information and knowledge management

- corporate strategy to unlock the power of information
  - improving information retrieval and delivery
  - collaborative working and knowledge sharing
  - maximizing use of data for better policy making
  - creating a culture of knowledge sharing and learning
innovation factors

- new business models
  - business intelligence
  - distributed ledgers
  - self organising communities

- novel technologies
  - cloud
  - IoT
  - data analytics
  - blockchains
  - Artificial Intelligence AI
Tallinn declaration

- digital-by-default, inclusiveness and accessibility
- once only
- trustworthiness and security
- openness and transparency
- interoperability by default
- horizontal enabling policy steps
interoperability
EIF interoperability framework

Interoperability Governance

- Legal Interoperability
- Organisational Interoperability
- Semantic Interoperability
- Technical Interoperability

Integrated Public Service Governance

- Coordination for Integrated Service Delivery
- Integrated Public Services
- Catalogues

External Information Sources and Services

Internal Information Sources and Services

- Information Sources
  - Base Registries
  - Other Public Sources
  - Open Data
- Services
  - Shared Services
  - Basic Services

Interoperability Principles
cooperation between public administrations in EU

consultancy hub
- technical services

innovation hub
- networks of excellence

public services
- expansion of the services provided by CEF and ISA², focus on data services

infrastructure
- secure cloud platform / rationalisation of investments

interoperability and reuse of services
thank you

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