

Digital Public Administration - an opportunity for Europe



Mário Campolargo
Deputy Director General
DIGIT Directorate-General for Informatics
European Commission

Managing the Public Sector
Digital Transformation

Thessaloniki
10th October 2017

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

Public Sector

management McKinsey: A public sector rethink could save \$3.5 trillion worldwide

By Chase Gunter Apr 19, 2017

Governments around the world stand to save \$3.5 trillion annually within the next five years if they improve the efficiency and effectiveness of their spending, according to a new study from the McKinsey Center for Government.

This figure -- "equivalent to the entire global fiscal gap" between receipts and expenditures -- could be



DSM Digital Single Market

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

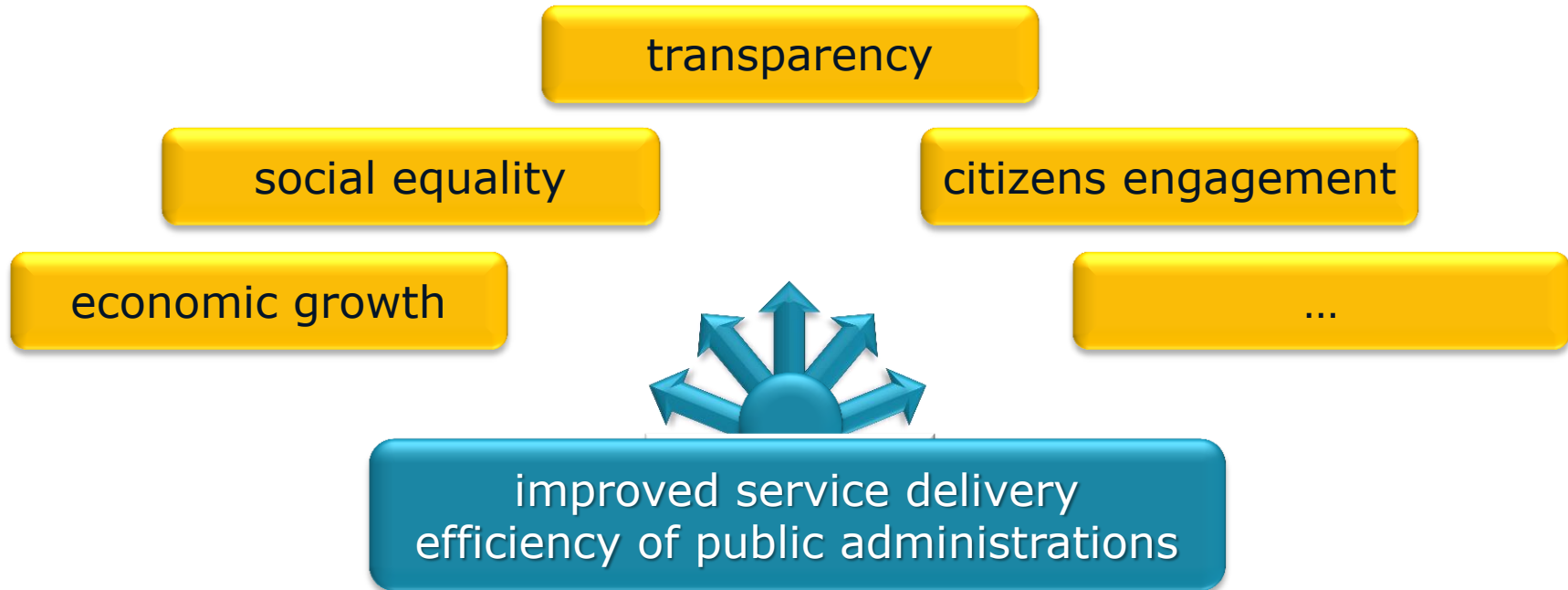
once-only
principle
5 billion/year

open data
market value
40 billion/year

e-Procurement
50 billion/year

e-Invoicing
2.3 billion/year

public sector - delivering public value



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



Tallinn Declaration
on eGovernment

at the ministerial meeting during
Estonian Presidency of the Council
of the EU on 6 October 2017

interoperability

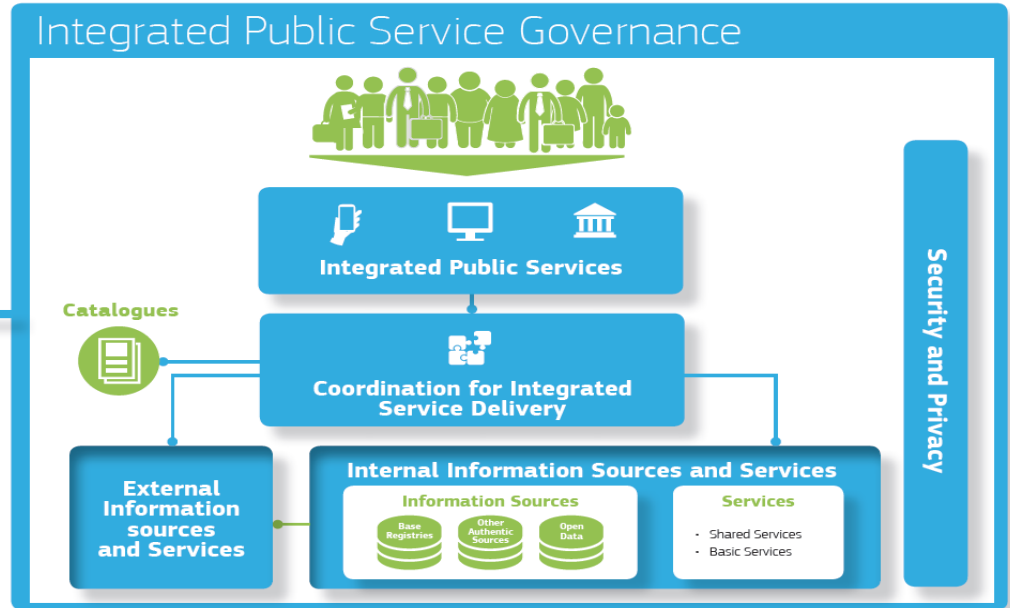


EIF interoperability framework

Interoperability Governance



Integrated Public Service Governance



Interoperability Principles

policy dialogue

Foresight

Future of Government

Tools

JoinUP

Research funding

OPSI

Regulation

Single Digital Gateway
E-procurement directive

Analysis & Studies

European Semester Factsheet
Single Market Scoreboard
E-government
Justice Scoreboard, etc

Soft Standards

eGovernment Action Plan
CEF Building Blocks

Peer Support

TAIEX
FISCALIS
ESF Transnational

Technical Support

SRSP

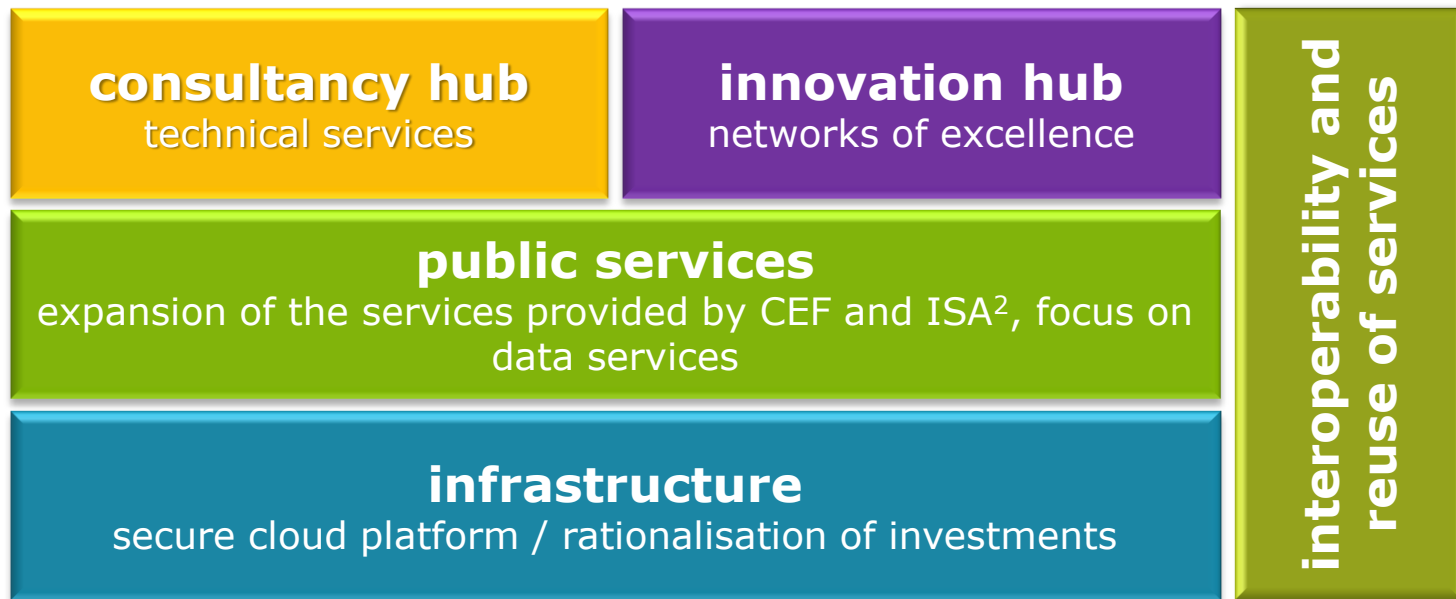
Guidance

Quality Administration
Toolbox

Investment

ESIF TO2, TO11
CEF, ISA, etc.

cooperation between public administrations in EU



thank you



mario.campolargo@ec.europa.eu

Join ISA initiatives at: ec.europa.eu/isa2 and joinup.ec.europa.eu



joinup