Towards an New Generation of Digital Public Services

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European Commission

Public Services

The Public Sector Transformation

"Transformation is about creating the future rather than perfecting the past... " D.M. Walker , US Comptroller General 1998-2008

TRANSFORMATION IS NOT A QUESTION OF STYLE.

Public sector in the EU: 50% of EU GDP, 17% of Employment, 20% of Purchasing Power, Largest Purchaser of IT, Great Influence on Market Dynamics

Public Services

Government = Vending Machine?

Challenges

- Economic and budgetary pressures force governments to be ever more efficient, effective and reduce costs

- Complex, inter-linked societal challenges

- Given the experience acquired from the private sector, expectations are rising for personalised, simplified or automated public services

- Expectations are also rising for greater transparency and participation in public policy- and decision-making
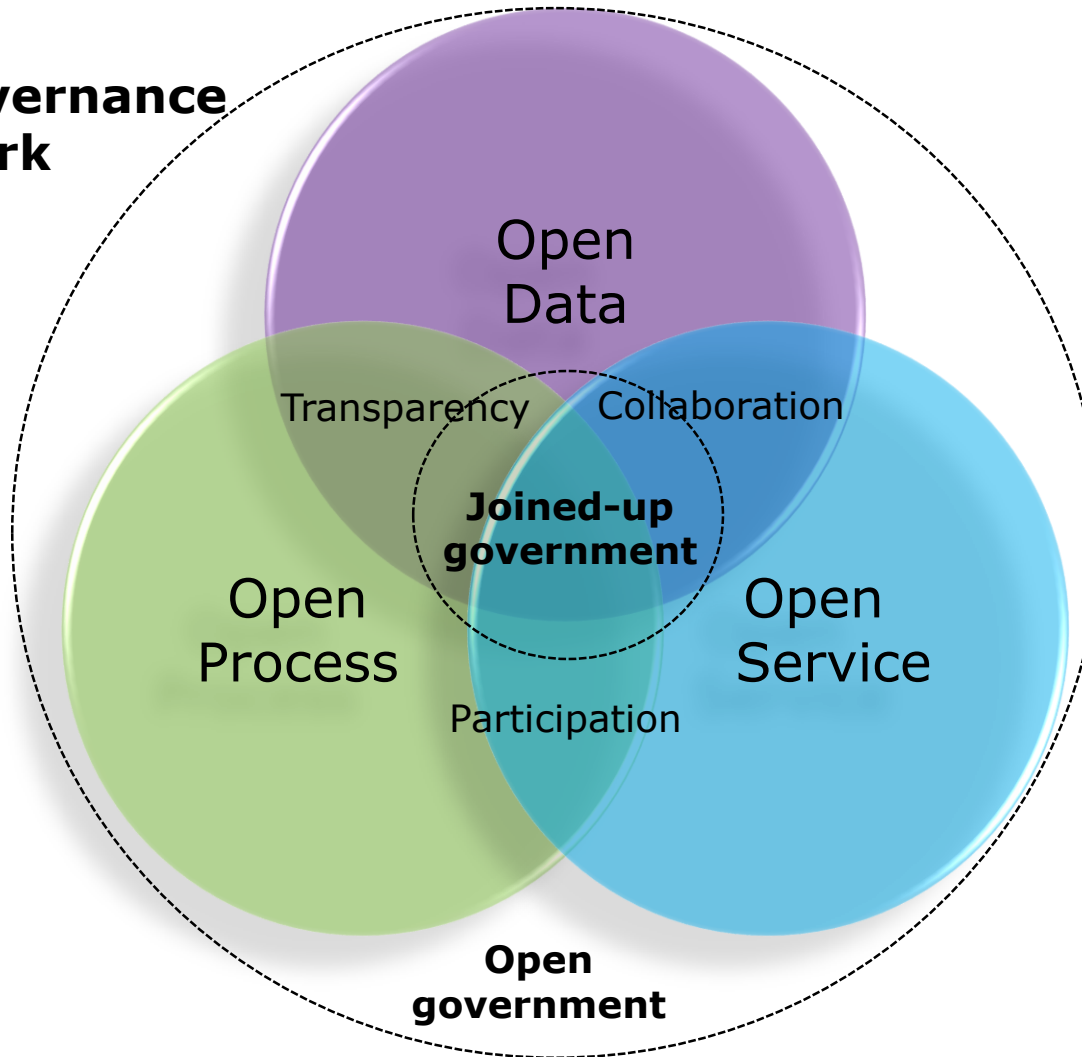
Public Services

- Efficiency gains by re-using assets between different government organisations

- **Empowering stakeholders** to participate in policy-making

- **Collaborative service design and delivery for innovation**

- **Opening to third parties** can contribute to the emergence of new businesses

- **Transparency** to increase trust and accountability

Public Services

Open governance framework

Citizens

Private sector

Open Data

Transparency

Collaboration

Joined-up government

Open Process

Open Service

Participation

Open government

Users

Businesses

Civil society

Social partners

Source of diagram: http://www.govloop.com/profiles/blogs/three-dimensions-of-open-government

'Vision for Public Services':
https://ec.europa.eu/digital-agenda/en/ict-enabled-public-sector-innovation-through-open-government

Public Services

Open Data

Open Service

- **Rationale**:

- Achieving **efficiency** gains through **sharing data inside and between public administrations;**

- Potential for **re-use** in new products and services;

- **Addressing societal challenges** – having more data openly available will help us discover new and innovative solutions;

- **Fostering participation** in political and social life and increasing transparency of government.

- **Rationale**:

- Achieving **efficiency** gains through **re-using services inside and between public administrations;**

- Certain **components** can also be provided by different actors, resulting in new or **value added services**;

- **Open public services combined with data** can result in personalised or location-based service offerings;

- It also allows for **– individually or through intermediaries -** selecting and **creating one's own services**.

Public Services

Open Process

- **Rationale**:

- **Opening** up the **organisational structures and work processes** of the public sector allow for wider inputs;

- Increasing **transparency, legitimacy and accountability** of government;

- Fostering **participation of citizens** in political and social life.

Public Services

Open governance approach
- Fostering collaboration towards commonly agreed goals
- Ensuring transparency and accountability mechanisms
- Cooperation between different administrations through sharing

Changing roles for government
- Managing and coordinating societal assets (i.e. government as facilitator)
- Rule-setting, guiding, incentivising and supporting collaboration and co-creation
- Ensuring accountability, authenticity, reliability

Cultural change and the human factor
- Users' skills
- Empowered civil servants
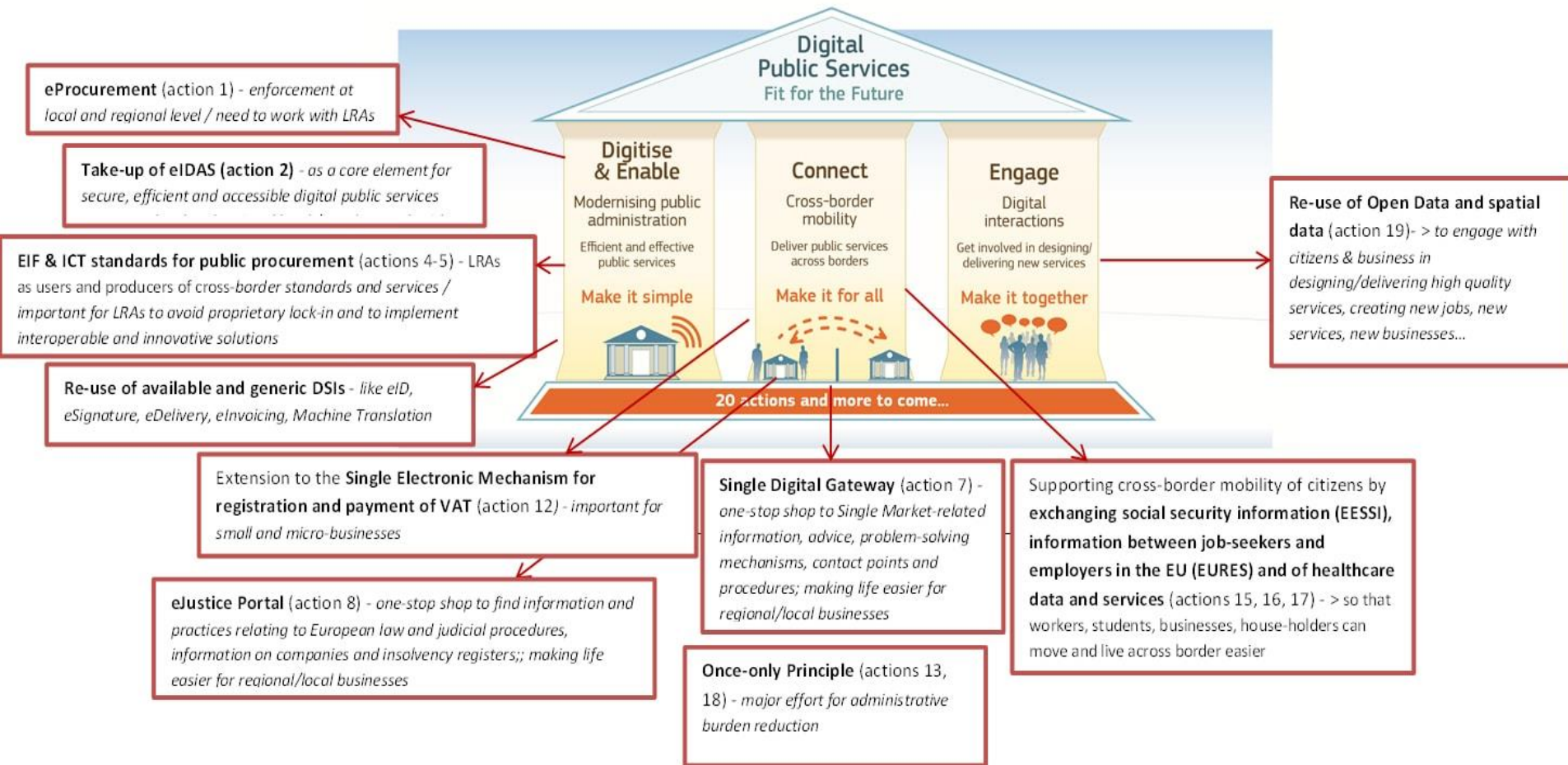- Culture of openness

Public Services

Public services in Europe have embraced new technologies to varying degrees but more can be done to **modernise public administration, achieve cross-border interoperability and facilitate easy interaction with citizens**.
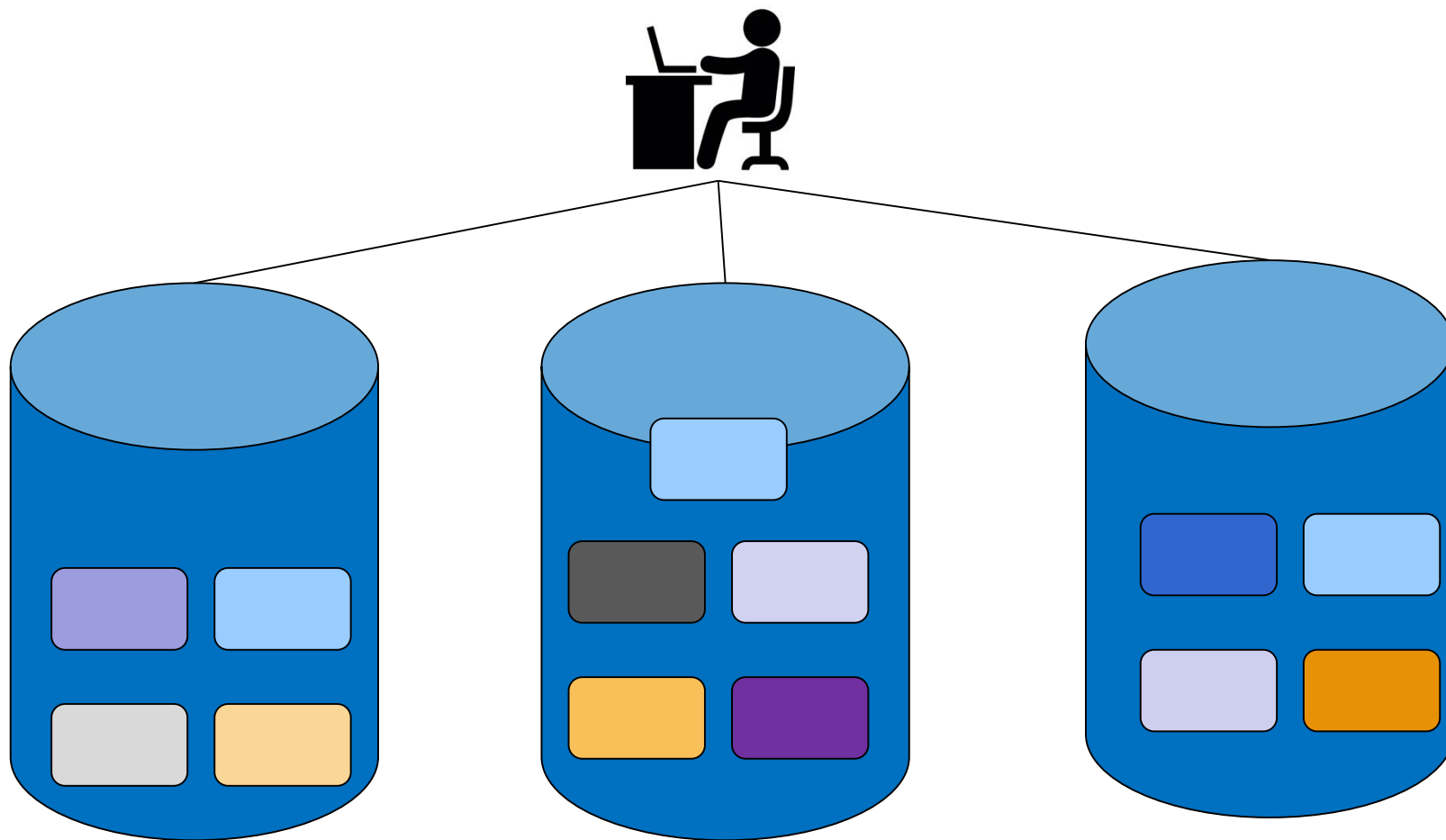
The Commission has issued an
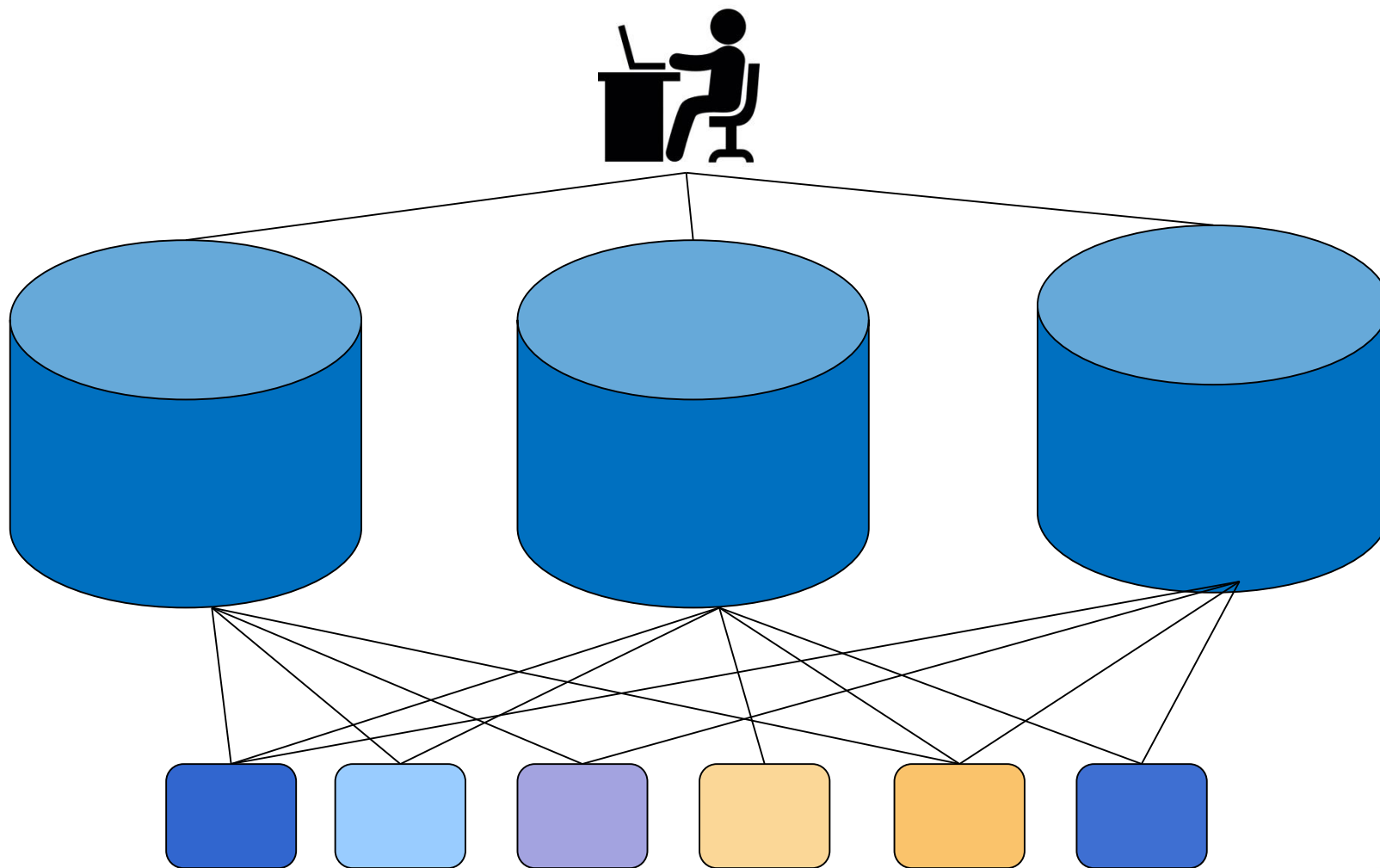**e-Government Action Plan 2016-2020**

Public Services

eGovernment Action Plan 2016–2020
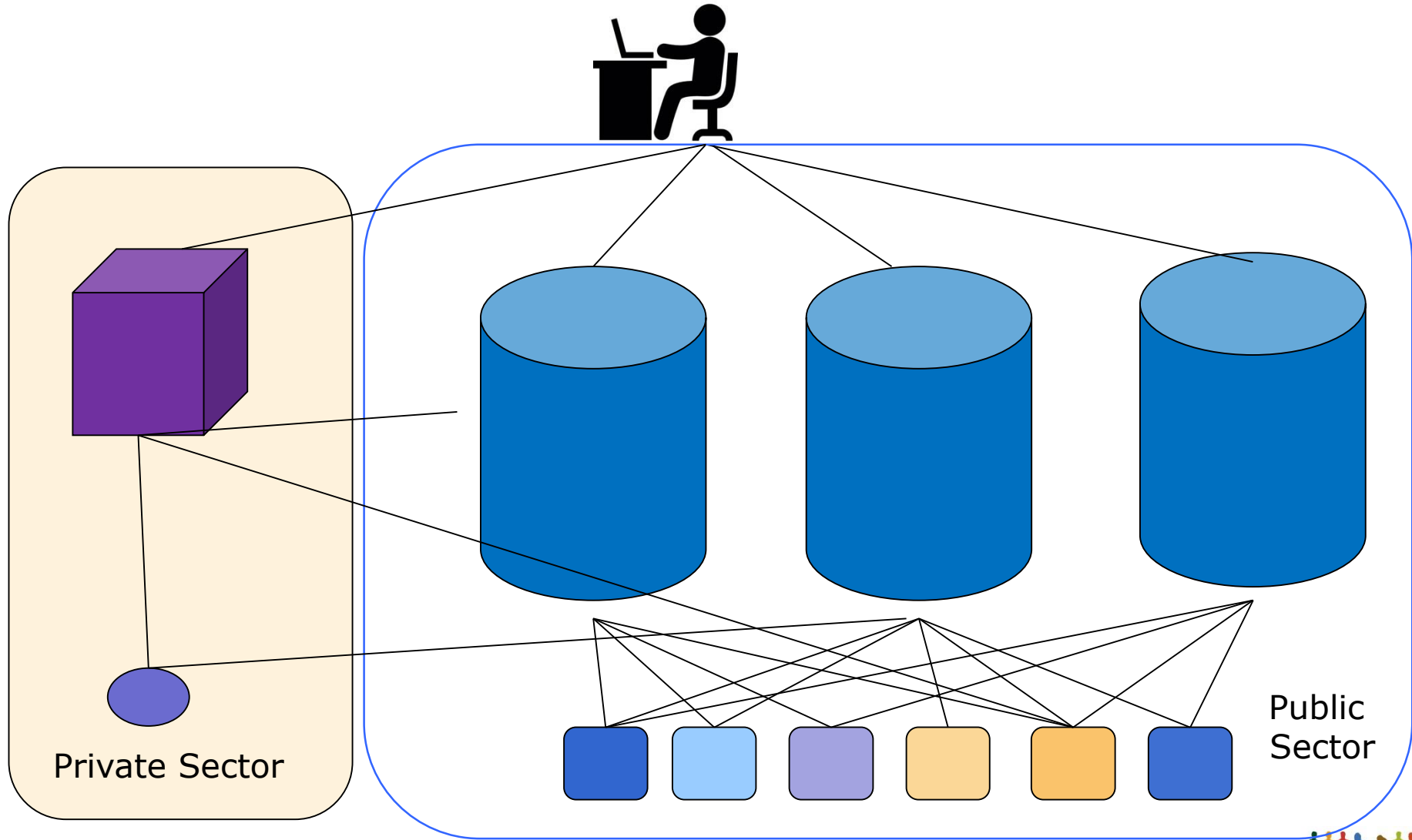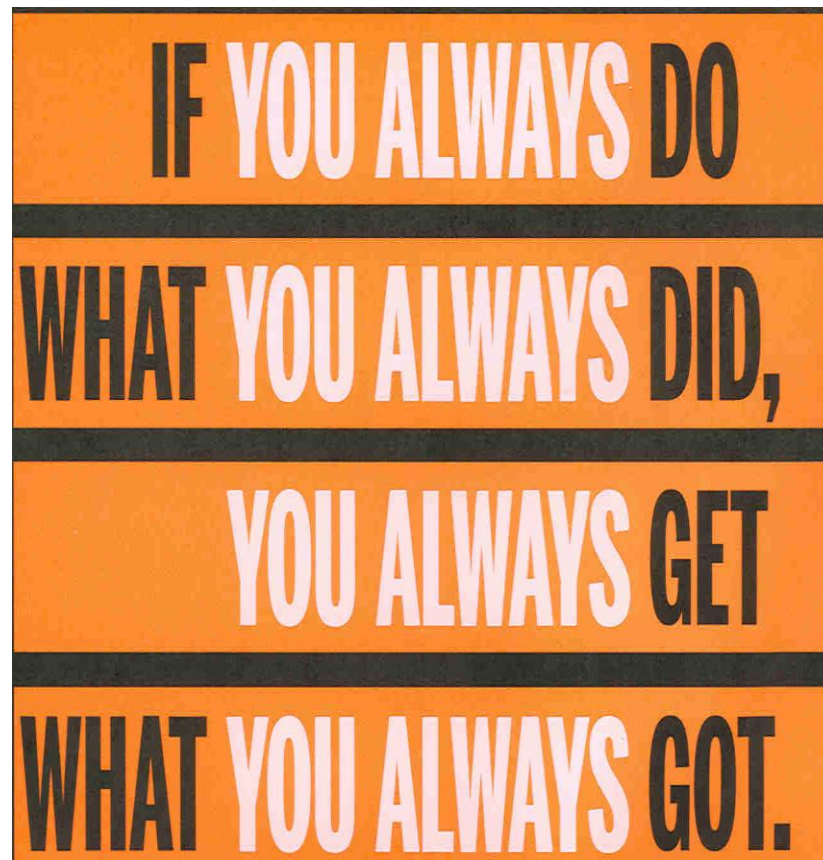Accelerating the digital transformation of Government

Digital Public Services
Fit for the Future

Digitise & Enable
Modernising public administration
Efficient and effective public services
Make it simple

Connect
Cross-border mobility
Deliver public services across borders
Make it for all

Engage
Digital interactions
Get involved in designing/delivering new services
Make it together

20 actions and more to come...

eProcurement (action 1) - enforcement at local and regional level / need to work with LRAs

Take-up of eIDAS (action 2) - as a core element for secure, efficient and accessible digital public services

EIF & ICT standards for public procurement (actions 4-5) - LRAs as users and producers of cross-border standards and services / important for LRAs to avoid proprietary lock-in and to implement interoperable and innovative solutions

Re-use of available and generic DSIs - like eID, eSignature, eDelivery, eInvoicing, Machine Translation

Extension to the Single Electronic Mechanism for registration and payment of VAT (action 12) - important for small and micro-businesses

eJustice Portal (action 8) - one-stop shop to find information and practices relating to European law and judicial procedures, information on companies and insolvency registers;; making life easier for regional/local businesses

Single Digital Gateway (action 7) - one-stop shop to Single Market-related information, advice, problem-solving mechanisms, contact points and procedures; making life easier for regional/local businesses

Once-only Principle (actions 13, 18) - major effort for administrative burden reduction

Supporting cross-border mobility of citizens by exchanging social security information (EESSI), information between job-seekers and employers in the EU (EURES) and of healthcare data and services (actions 15, 16, 17) - > so that workers, students, businesses, house-holders can move and live across border easier

Re-use of Open Data and spatial data (action 19)- > to engage with citizens & business in designing/delivering high quality services, creating new jobs, new services, new businesses...

Public Services

Private Sector

Public Sector

Public Services

THANK YOU !!!!

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