

Scenario Workshop

How Can the Public Sector Become an Agent of Innovation?

When: Thursday, 31 May 2016

Where: European Commission, DG CONNECT

Avenue de Beaulieu 25, 1160 Auderghem (Brussels)

The workshop aims to **generate collective insight into public sector innovation** for Open eGovernment Services (OGS). It is clear that **OGS require a deep change in the machinery of government**, but also they act as an incentive for change through for example increased transparency and collaboration. The study has analysed several cases in order to understand the key costs and benefits of OGS. The workshop now aims **to analyse in depth the rationale and drivers behind these cases, in order to draw lessons and develop future scenarios**.

The event is strategically positioned at the beginning of the third and final phase of the study.

- The first phase aimed at defining **WHAT are Open eGovernment Services**, providing a definition and taxonomy.
- The second phase aimed at analysing **WHY OGS are important**, in terms of benefits achieved.
- The third phase aims to understand **HOW this innovation happens** and how we can accelerate it with appropriate policy measures.

The workshop will be organised in two main sessions:

- The first session will be more presentation-oriented and will outline the state of the art as to inspire the development of future scenarios.
 - The state of the art will be covered by a presentation from the study team based on the long list of cases, the literature review and the survey.
 - The inspiration on future scenarios will be fostered by the case studies. They will provide hands on presentation about HOW the cases happened. They will focus on issues such as culture, organisational change, incentives, sustainability and communication.
- The second session will be highly interactive. Participants will be divided into several panels.
 - In the first part of the session participants will seek to describe the main features of future scenarios where the full upscaling of such cases becomes the norm across the government. They will particularly focus on HOW upscaling can happen. The output of these group discussions will be a set of elements of future scenarios of public sector innovation in OGS.
 - In the second part, each parallel panel will try to elaborate policy recommendations based on these future scenarios and how to stimulate these conditions for public sector innovation to happen.
- Finally, the wrapping up will gather the main results from each group and discuss them in a final joint session.

AGENDA

First Session - Morning

10:00-10:30 Welcome coffee and registration

10:30-10:40 Opening Greetings

Speaker: Mechthild Rohen - Head of Unit for “Public Services” - DG CONNECT

10:40-11:00 Keynote speech: Co-delivery of public services and promoting public sector innovation

Speaker: Representative from the OECD division “Reform of the Public Sector”

11:00-11:20 The value of Open eGovernment Services and the public sector’s role innovating them: overall presentation of the study, definitions & taxonomy

Giovanna Galasso will make an introductory presentation on the project structure and goals, while Francesco Mureddu will focus on of what is meant by “Open eGovernment Services”.

Speakers: Giovanna Galasso, Senior Manager - PwC, Digital Innovation Team & Francesco Mureddu, Senior Researcher - Open Evidence

11:20-12:30 The value of delivering Open eGovernment Services: presentation of selected cases

Giancarlo Senatore will moderate a session with case representatives, sharing insights collected through the Cost Benefit Analysis (CBA) on concrete cases of Open eGovernment Services; a plenary discussion and Q&As with all case representatives will close this session.

Moderator: Giancarlo Senatore, Partner - PwC, Government & Public Sector

Case 1: IoPartecipo+

IoPartecipo+ is a co-created platform for collaborative decision making and idea sharing, operating at the regional and local level.

Speaker: Sabrina Franceschini - Regione Emilia Romagna - Italy

Case 2: NemID

The eIDM system in Denmark introduces a general open, scalable and transparent security infrastructure based on PKI, controlled by the State and operated by private Certificate authorities.

Speaker: Charlotte Jacoby - Danish Agency for Digitization - Denmark

Case 3: FixMyStreet

FixMyStreet is a service that allows citizens to report and provide feedback to public authorities, while making the public sector save time and money.

Speaker: Benjamin Nickolls - MySociety - UK

Case 4: Di@vgeia

Di@vgeia is an online platform where both central and local public administrations can upload documents and processes to enable citizens and businesses to access them in a user friendly way.

Speaker: Nancy Routzouni - Ministry of the Interior and Administrative Reform - Greece

12:30-12:45 Open eGovernment Services and Social Welfare

Gianluca Misuraca will briefly present four additional cases of Open eGovernment Services applied to the social welfare domain. The cases have been analysed within the scope of the project *IESI - ICT-Enabled Social Innovation in support to the implementation of the EU Social Investment Package*.

Speaker: Gianluca Misuraca - Senior Scientist - JRC-IPTS

12:45-13:00 **What are people saying about Open eGovernment Services and how the public sector can innovate them: first outcomes from the web-survey & the interviews**

In this session the results of the interviews and the web-survey will be presented. These were organised to gather stakeholders' perception on Open eGovernment Services, namely around the responders' view of the drivers and barriers for the adoption of Open eGovernment Services.

Speaker: David Brunelleschi, Assistant Manager - PwC, Government & Public Sector

13:00-14:00 **Buffet lunch**

Second Session - Afternoon

14:00-14:15 **Public Sector Innovation and the future of Open eGovernment Services: Presentation of the “future scenarios”**

David Osimo will present some possible “future scenarios” on the potential adoption of Open eGovernment Services. This introduction will open the way towards the group discussion over these scenarios.

Moderator and Speaker: David Osimo, Scientific Director, Open Evidence

14:15-15:15 **Focus group discussions on the “future scenarios” and initial ideas on possible “policy recommendations”**

The participants will be divided into several panels. Each member of the group will be invited to provide inputs and discuss his/her views with the other group members, while a facilitator in each group will make sure to keep on track the discussion.

Following, the same groups will be challenged to share some initial ideas on possible relevant policy recommendations; it will be particularly relevant to highlight HOW the upscaling can happen.

15:15 -15:30 **Coffee break**

15:30-15:55 **Plenary discussion on “future scenarios”**

All the participants will get together for the final plenary session. The main results - including initial ideas emerged on policy recommendations from each group - will be outlined.

Moderator and Speaker: David Osimo, Scientific Director, Open Evidence

15:55-16:00 **Wrap up, next steps and final greetings**

As a concluding remark of the event there will be a wrap-up of the whole scenario workshop. Finally, next steps will be disclosed concerning in particular publishing proposed “policy recommendations” open to an iterative discussion and online validation process with stakeholders.

**Speakers: Giovanna Galasso, Senior Manager - PwC, Digital Innovation Team
Representative from European Commission - DG CONNECT (tbc)**

VENUE INFORMATION

The Workshop will take place at the **DG CONNECT premises**, located in Brussels, **Avenue de Beaulieu 25**, 5-minute walk away from **Beaulieu** metro station:

**Avenue de Beaulieu 25,
1160, Brussels, Belgium**



[CLICKABLE MAP](#)



How to reach us:

Arriving by plane, landing at Brussels National Airport (Zaventem): It is about 25 minutes by taxi (but allow 35-45 minutes during rush hours). Alternatively, you can take bus number 12 outside the airport and get off at the Schuman stop. There are also regular trains from the airport to Brussels Gare Centrale/Centraal Station, which take about 20 minutes. You may then either take a taxi from there (about 20 minutes) or take the metro to Beaulieu.

Arriving by train (including Eurostar and Thalys) at Brussels Gare du Midi/Zuidstation: You could either take a taxi (allow at least 20 minutes) or take the metro to **Beaulieu**.

For further information on the project and to **register to the event**, please visit our **joinup website** at:

https://joinup.ec.europa.eu/community/opengov/og_page/ogs-study

For any question, please contact:

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