




interoperable
europe
Academy
2024



11-12 April **Leuven**, Belgium



An abstract graphic featuring several overlapping, rounded lines in shades of blue, green, and yellow. Two small, multi-colored hexagonal shapes are positioned at the top-right and bottom-left corners of the central area.

**Breaking the barriers by unleashing
innovation through interoperable
digital solutions**

Agenda

01

Welcome and context setting

Interoperability, the role of AI, GovTech

02

Interoperability, the role of AI, GovTech

with questions and answers

03

Breakout sessions

on selected questions

04

Reporting back

and plenary discussion



Policy context

Policy context

01

Interoperable Europe Act

It aims to deliver more efficient public services through public sector innovation and public-private “GovTech” projects, and promoting the development and uptake of innovative interoperability solutions

02

Artificial Intelligence (AI) Act

It aims to ensure better conditions for the development and use of AI, It establishes obligations for AI based on its potential risks and impact level, sanctions, and measures to support innovation and SMEs.



Interoperability

Interoperability

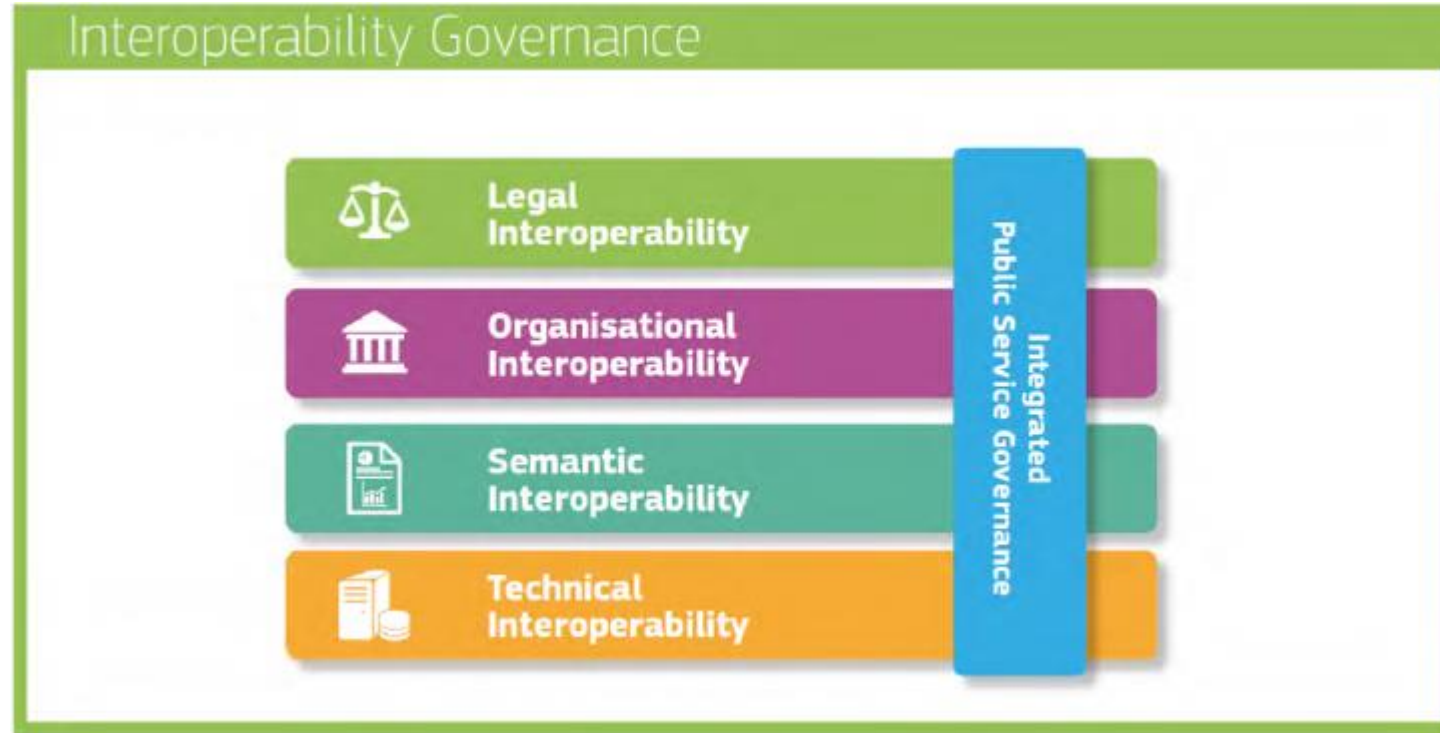
In the European Interoperability Framework (EIF), Interoperability is:

the ability of disparate and diverse organisations to interact towards mutually beneficial and agreed common goals, involving the sharing of information and knowledge between the organisations, through the business processes they support, by means of the exchange of data between their respective ICT systems.

In the public sector, interoperability can lead to:

- **Improved service delivery** via a single point of access for several public services
- **Increased transparency and accountability** by tracking and monitoring processes and outcomes
- **Enhanced data quality**, ensuring seamless data exchange and correcting errors
- **Greater efficiency and cost saving** by avoiding duplications and optimising resources
- **Facilitated cross-border and sector collaboration**

Interoperability –European Interoperability Framework (EIF)



Legal: connection of legal systems via common frameworks complying with legal requirements (e.g., GDPR)

Organisational: cooperation between organisations via shared governance models, common approaches to data management

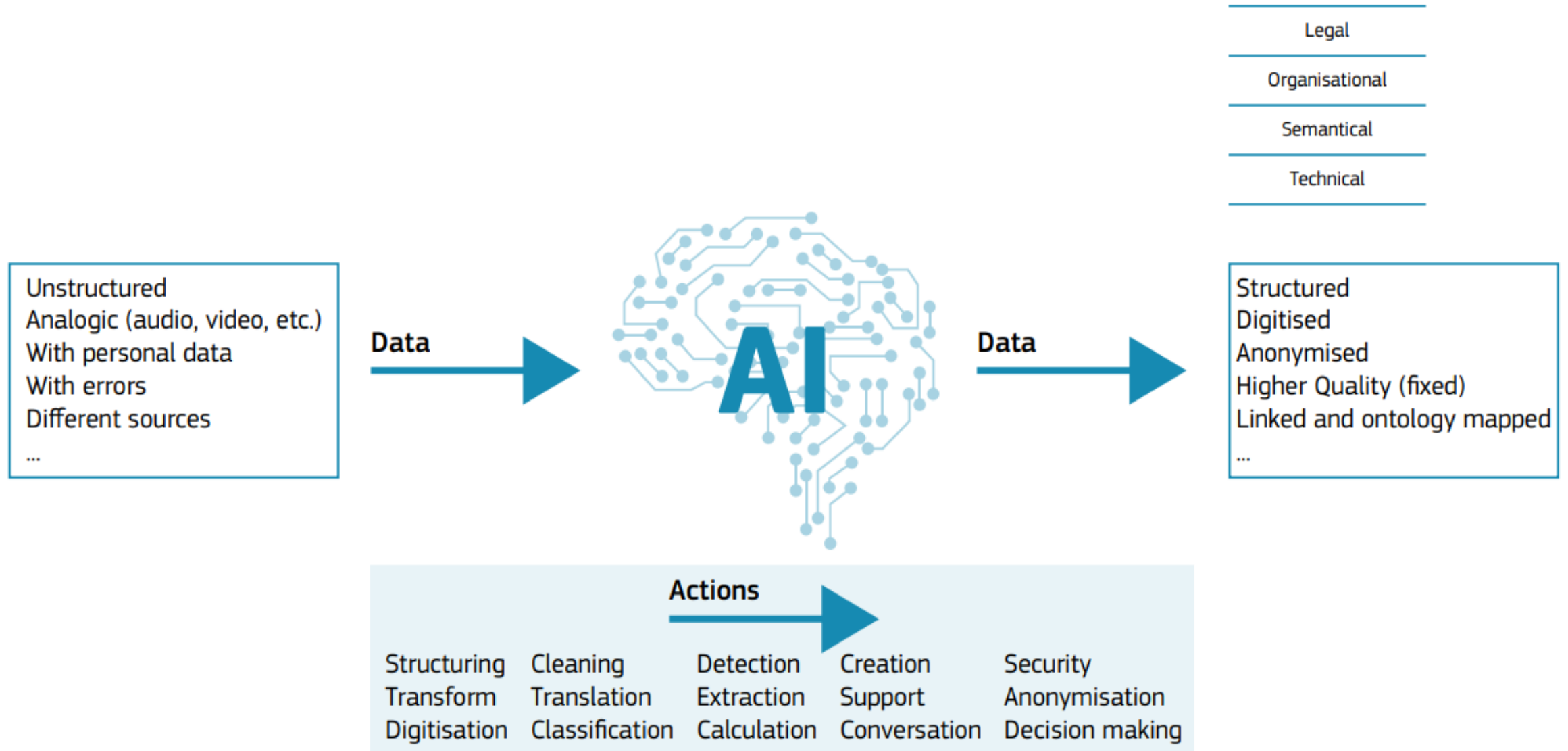
Semantic: common understanding of data via usage of common models, vocabularies etc.

Technical: interconnection of systems via applications and infrastructures that transform and combine data from different sources



Interoperability and the role of AI

Interoperability and the role of AI



AI is a tool for doing “actions” over data

Interoperability and the role of AI

‘AI for interoperability’ study

- The study analyses 720 cases collected in 2022 under the AI Watch (by our Joint Research Centre - JRC)
- 26% of cases support interoperability
- Relativeness of the interoperability layers:
 - 91% with semantic layer
 - 35% with legal layer
 - 33% with organisational
 - 23% with technical
- The most common application area for supporting interoperability is **internal management processes** (36% of cases)
- The main EIF principle that is driving the development and adoption AI-based solutions that support interoperability is **administrative simplification**, (59% of cases), followed by **assessment of effectiveness and efficiency** (35% of cases) and **preservation of information** (27% of cases)
- The three most common actions that AI-based systems perform to enhance interoperability are: **Detect (22%)**, **Structure (22%)** and **Classify (16%)**



Interoperability and the role of AI

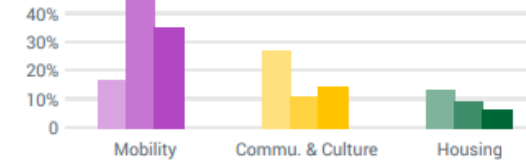
Use of AI for improving policy making

- Detecting social issues more quickly
- Estimating potential effects of policy actions
- Improving and accelerating decision making
- Monitoring ongoing implementation of policy
- Evaluating existing policy
- Engaging citizens in policy making

AI for making public policy more data-driven, thus more effective and efficient

Most discussed topics

Dublin City

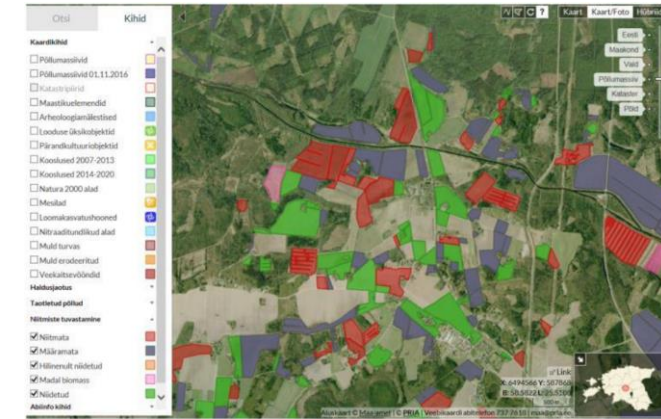


Mobility dominated the civic conversation due to #VeloCity2019 and very proactive cyclists. The council's affordable **Housing** scheme stood out for Dubliners, as well as **Community**, which was higher in May due to the European elections.

The Dublin Beat analyses citizen tweets



Object Detection, Amsterdam



SATIKAS to detect mowed grass of farmers, Estonia



CitizenLab to analyse citizen input

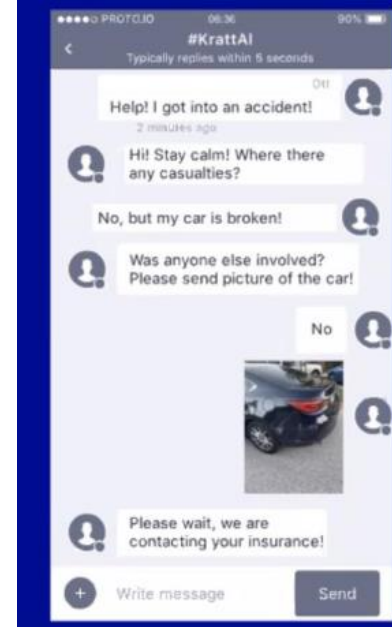
Interoperability and the role of AI

AI for improving public service delivery to citizens and businesses

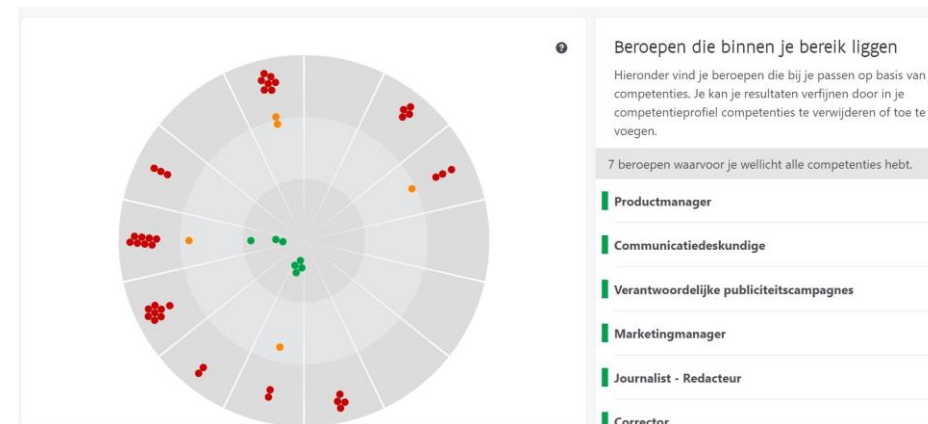
- Enhancing information delivery about government services
- Improving user centricity through personalisation
- Automating processes and reducing f2f
- Developing new services with AI
- Improving transparency and enhancing trust
- Empowering civil servants through decision support tools



Misty II to assist the elderly in Barcelona



BüroKrat AI, Estonian Government



JobBereik to assist in reskilling, VDAB, Belgium

Interoperability and the role of AI

AI for improving internal operations

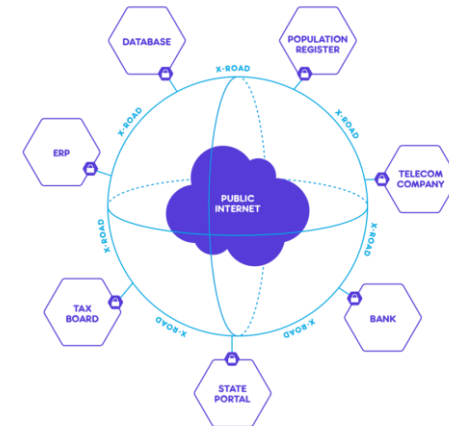
- Improving recruiting services
- More efficient allocation of human resources
- Improving financial management
- Improving risk management
- Strengthening cybersecurity
- Applying predictive maintenance
- Modernising public procurement processes
- Improving fraud detection
- Improving energy/water consumption and distribution



Tengai interviewing job applicants, Sweden



VeriPol to detect false police reports, Spain



AI to detect anomalies in X-Road, Estonia

Interoperability and the role of AI

Policy Recommendations



Raise internal awareness

On the AI possibilities and benefits



Experiment

Develop PoC and pilots with other public administrations for exploring AI benefits



It is a complex task

Focus both collaboratively and individually on system and data integration, law and ethics



Upskilling

Train staff on AI and interoperability and invest in specialists



Collaboration

Enhance dialogue and collaborate with public agencies reaching common understandings and goals



Semantics

Promote and use semantic standards and taxonomies for creating a common ground on which AI can thrive



Law

Getting early on board with new legislations. Participate in regulatory sandboxes for testing the technology vs regulation



Q&A



GovTech

the GovTech ecosystem

Public Sector Tech Watch

a central **observatory** for citizens, policy makers etc. to gain visibility of the use cases on emerging technologies, and to share and promote their own cases.

interoperable Act europe

the IOP Act supports the investment in innovative measures (Article 10) with the creation of a GovTech community and a platform for presenting related activities and promoting use cases and best practices. At the same time encourages the experimentation and the participation in innovative sandboxes (Article 12) for piloting GovTech solutions.

GovTech Connect

a community that brings together GovTech actors for seizing opportunities, mitigate risks and share experiences. The community provides further support by creating guidelines and studies to further support the GovTech actors.

GovTech4all Incubator

a testing arena that provides the opportunity to public administrations to experiment, test and pilot GovTech solution in safe environments and sandboxes

GovTech

The Public Sector Tech Watch



What is it? The EC observatory on the use of emerging technologies (AI, blockchain, etc.) in the EU Public Sector



For whom is it? Public sector officials, policy makers, companies, and academia, interested in the latest public innovation trends



Why has it been created? To establish a community for discussing opportunities on the use of emerging technologies for the public sector, to pool and disseminate knowledge about it

Yesterday

AI WATCH

Former JRC observatory landscaping AI use and impact in the public sector

Innovative Public Sector Observatory

The ancestor collection of PSTW on Joinup

Scientific & Technical reports

Publications of the JRC on public sector innovation

PUBLIC SECTOR TECH WATCH

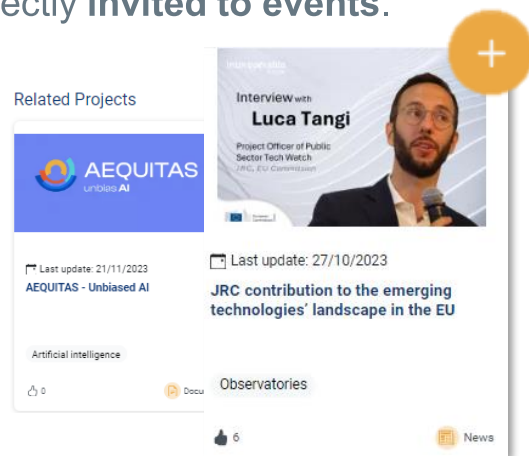
Today and tomorrow

The Observatory on tech adoption in EU public sector

Single access to data, reports and info on PS innovation

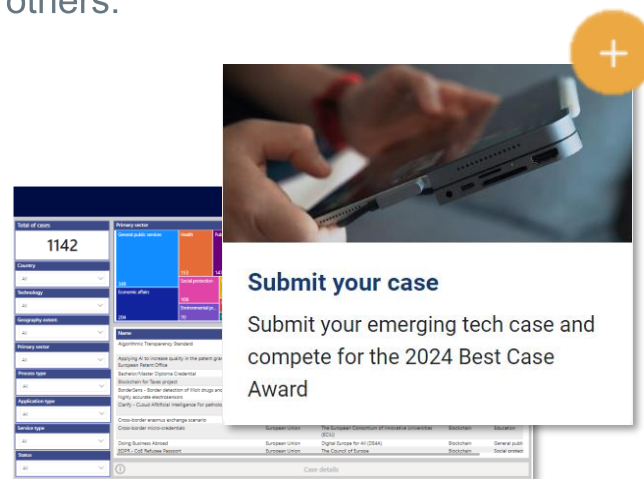
Join the community

To **suggest content to be showcased** (related news, reports, etc.), **receive notifications** and be **directly invited to events**.



Report your Cases

As service providers and public sector official you can **submit your own use case** of emerging technologies to inspire others.



Compete for “Best Cases Award”

The most innovative and impactful cases will be recognised with the **“Best Cases Award”** in the **Summer 2024**.



Public Sector Tech Watch: Mapping Innovation in the EU Public Services

Expected publication
mid April



Learn more here: <https://joinup.ec.europa.eu/collection/public-sector-tech-watch>

Vision



Objectives



Duration



- Support public bodies across the EU in the adoption of cost-effective digital solutions by developing and fostering the European GovTech ecosystem
- Help SMEs and start-ups in the public procurement journey

- Study **GovTech market trends** in Europe
- Develop a **catalogue of European GovTech initiatives**
- Implement **Design thinking methodology** and citizen engagement for GovTech solutions development
- Organise four European bootcamps for GovTech startups acceleration and methodology test
- Create an ecosystem/community of Public Sector organisations and European GovTech players

- Two-year European Commission DG CONNECT project
- Activities were kicked off in Jan 2023 and will run until the end of 2024

Learn more here: <https://joinup.ec.europa.eu/collection/govtechconnect>

- EC grant under the Digital Europe Programme of total value of EUR 7 million
- A Framework Partnership Agreement (FPA) of 4-year period, in which digital future solutions are developed and tested/piloted to innovate the way governments deliver services to citizens.
- Participation of 21 partners from 15 European countries
- Signed on 15/05/2023, providing 50% co-financing

- The **first Specific Grant Agreement with budget of EUR 3 million** was launched on 01/07/2023 and will run for two years (until 2025)
- 14 partners from 9 countries are involved in the first SGA
- 3 pilots under the first SGA:
 - Secure information in cross-border data spaces (with 5 partners)
 - Helping EU citizens obtain social benefits with personal regulation assistants (with 3 partners)
 - Startup challenge (with 7 partners)

- The **second SGA** will cover the period 2025-2027 and will co-finance up to EUR 4 million
- The goal is to develop 5-7 pilots
- National digital agencies are invited to participate by contacting: govtech4all@lisboncouncil.net.

Learn more here: <https://joinup.ec.europa.eu/collection/govtechconnect/govtech4all>



Q&A



Thank you!

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European Commission
Directorate General for Digital Services (DIGIT)
Unit B2, Interoperability and Digital Government



Breakout sessions

Breakout sessions

01

Considering emerging tech applications:

- Imagine PSTW will be the ideal observatory, how should we (i) gather and (ii) share 'cases' of emerging technology applications? How to improve/promote adoption of such solutions?
- Think of a 'top 5' emerging/disruptive technologies.

02

How should we enhance the relationship of academia, the public and private sectors for AI adoption and use in the public sector?

- What would be the main challenges for further enhancing these relationships?
- How can existing synergies be improved?
- How could we increase interest and buy-in from existing communities, such as *GovTech Connect*?

03

What should be done to enhance the uptake of funding from EU and national sources for public sector innovation actors (private sector/companies)?

- Are there any common needs between actors, including when they cooperate?
- Are there any specific barriers to participation in funding for any/all of the actors?
- In an ideal world, how should public sector innovation be funded for (i) experimentation and (ii) knowledge transfer to production environments? Are there any cross-border cooperation opportunities?

Lastly...



Based on this workshop, what are the top three digital skills and competences you (people in your domain, but also other stakeholders) would like/need to further develop?

Breakout sessions

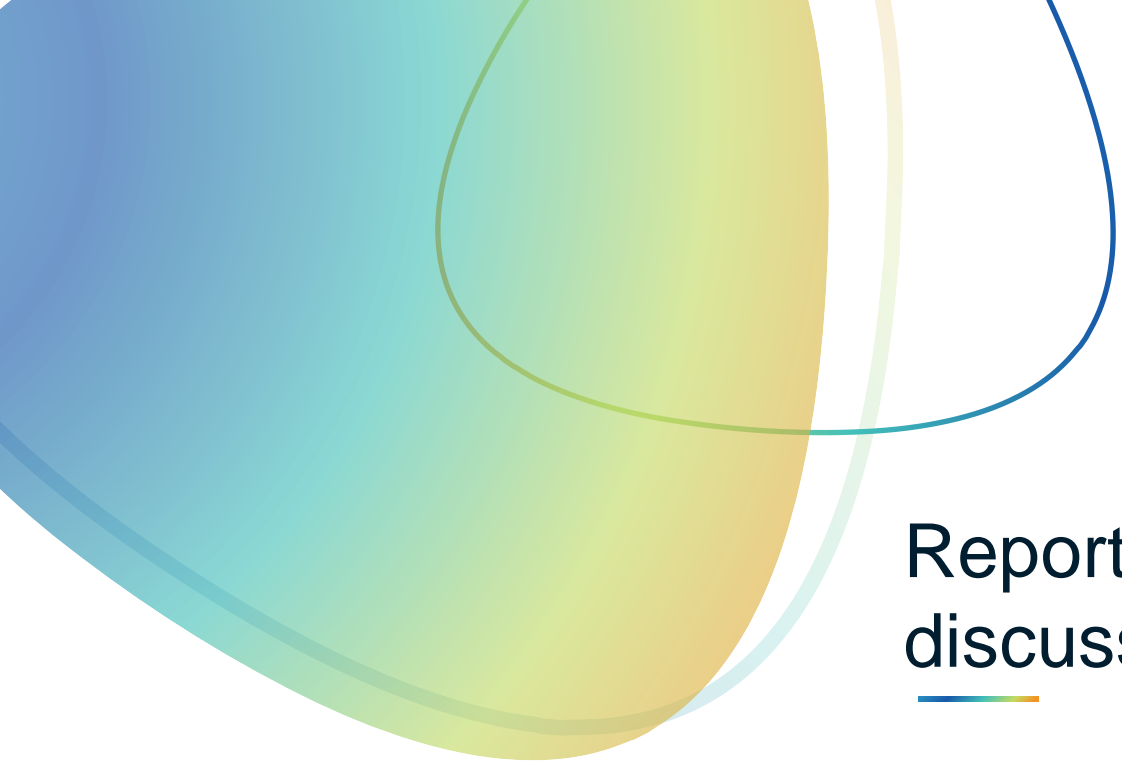
Select your favorite topic/questions, but if a group is too crowded then consider taking your

second choice

There are no right or wrong answers - just be brief, to the point, and constructive... please!

Please select a **rapporteur**, to be ready to present main findings to the plenary

We have 25 minutes for the entire discussion, with 10, 5 and 1 minute warnings



Reporting back and plenary discussion

The background features a complex, symmetrical pattern of glowing green and blue lines and particles. The lines form a central, diamond-like shape with four points extending towards the corners. The particles are scattered around these lines, creating a sense of movement and depth. The overall color palette is dominated by dark blue, with vibrant green and blue highlights.

Thank you