



# Public Sector Tech Watch Best Cases Award 2024

Emerging Technologies in EU Public Sector

Procedure guide

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**PUBLIC  
SECTOR  
TECH  
WATCH**



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## 1. Purpose of this document

The purpose of this document is to provide practical information about the PSTW Best Cases Award. It includes the information on eligibility and selection criteria, step-by-step submission guidelines, important dates, useful links, and contact information. Please read this document carefully before filling in the application form. It is important that you provide a thorough description of your solution or initiative.

## 2. About Public Sector Tech Watch and the PSTW Best Cases Award

**The Public Sector Tech Watch (PSTW)** is an observatory dedicated to monitoring, analysing and disseminating the use of emerging technologies (e.g., Blockchain, Artificial Intelligence, etc.) within the public sector in Europe. It aims to become the “one stop” for all stakeholders – public sector officials, policy makers, private companies, academia – interested on the latest technological developments to improve public sector operations and service delivery. PSTW is managed by the European Commission.

The **2024 PSTW Best Cases Award**, launched in the context of the Public Sector Tech Watch (PSTW) observatory, celebrates exceptional applications of emerging technologies in the public sector. These awards will spotlight **public sector actors** – whether national, regional, or local – and technology providers – SMEs, startups, etc. – that have successfully implemented AI, blockchain, and other emerging technology solutions to enhance public services for citizens or to improve their internal processes.

## 3. Award Categories

The PSTW 2024 Best Cases Award is divided into two main categories:

- **Best Government-to-Government (G2G) solution** enhancing efficiency within the administrations.
- **Best Government-to-Citizen (G2C) solution** improving public services for citizens.

## 4. Eligibility Criteria

The following admission criteria define the rules of participation in the Award:

- **European implementation:** The submitted solution must have been implemented in an European country (i.e., Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France, Georgia, Germany, Greece, Hungary, Iceland, Ireland, Italy, Kazakhstan, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Moldova, Monaco, Montenegro, Netherlands, North Macedonia, Norway, Poland, Portugal, Romania, Russia, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine, United Kingdom, Vatican City).

- **Public sector impact:** The submitted solution must have been implemented by a public administration, either at national, regional, or local level. The solution can be an in-house development or supplied by external providers.
- **Joinup member account:** The applicant organisation must be registered on the Joinup platform. This is a requirement as only registered users will be able to fill in the submission form.
- **Submission tool:** Through the [self-reporting form](#), Joinup registered users can submit their emerging technologies use cases to: 1) be added to the PSTW database and 2) to be considered for the Best Cases Award. To participate in the award, each solution must be submitted to the self-reporting tool, even if the case is already available in the database.
- **Development phase:** Submitted solutions must be at least in the development or pilot stage – projects that only exist ‘on paper’ will not be accepted.

**Submissions from the technological providers are also welcome** –GovTech companies, etc., that supported the public administration in developing the solution. In these cases, the submissions must include a reference of the public administration/s where the solution was tested or implemented. Independently from the award competition, all submitted cases will be added to the PSTW case collection. **Cases that are already in the PSTW case collection** can also be submitted and run for the Best Cases Award. (Note: If the case is not submitted, it will not be eligible for the award).

## 5. Evaluation Criteria

The eligible solutions and initiatives will be assessed against the following criteria, according to the related weights:

- **(30%) Public value creation and technology adoption:** The criterion assesses the extent to which the solution enhances public services quality and administrative capacity and efficiency, and the extent to which it has been adopted. The assessment of the criteria should be supported by consideration of quantitative and qualitative information on the solution’s efficiency, effectiveness, impact, and adoption.
- **(15%) Openness and transparency:** The criterion considers how the solution enhances the openness and transparency of administration processes and operations after its implementation.
- **(15%) User-Centricity, engagement, and collaboration:** The criterion considers if and how the solution has prioritised the user needs: from the solution design to the process of involvement and consultation with the target users of the service for its development and implementation. It also considers the procurement and development process, the engagement of market actors such as SMEs and innovative collaboration processes (e.g., academia, EU community of buyers etc.).

- **(20%) Scalability and reusability:** The criterion gauges the potential and feasibility of the solution to be escalated and/or replicated in other public administrations, sectors, etc. It also considers reusability and availability in an open-source format.
- **(20%) Technology's innovativeness:** This criterion refers to what extent the solution is novel with respect to the market's existent solutions and solves a problem in an efficient and effective way. Some examples of highly innovative technology applications may be AI neural networks, blockchain solutions for international trade, blockchain-based smart contracts, cross-technology applications (e.g., computer vision and machine learning), AI predictive models, AR/VR for training in high-risk settings, inclusive and accessible applications, among others.

## 6. Benefits of Participation

The Awards are the European Commission's recognition of the most impactful solutions and initiatives in the application of emerging technologies for the public sector. Awarded teams will attract visibility, as they will be invited to present their achievements at the Best Cases Award event during Autumn 2024. This will increase their potential for further development, scalability, networking, and collaboration opportunities.

The winners will receive an official certificate issued by the European Commission. Additionally, the awarded projects or initiatives will be promoted on the PSTW website, in newsletters, and on social media. While the Awards are non-monetary, they aim to support the uptake of the best emerging technology use cases in the European Union.

## 7. Application Procedure and Timeline

The steps of the application process are the following:

1. **Submission:** The owner of the case (the public sector or technology provider side) shall submit the case through the [self-reporting tool](#) until the 30/08/2024.
2. **Evaluation Committee assessment:** The eligible cases are evaluated against the evaluation criteria by the Evaluation Committee.
3. **Winner announcement:** The winning cases will be awarded during the formal awarding ceremony during the Autumn 2024.

## 8. Contact Us

If you have any questions, please contact us at [DIGIT-PUBLIC-SECTOR-TECH-WATCH@ec.europa.eu](mailto:DIGIT-PUBLIC-SECTOR-TECH-WATCH@ec.europa.eu).