

PUBLIC SECTOR INNOVATION from an institutional perspective BELGIUM

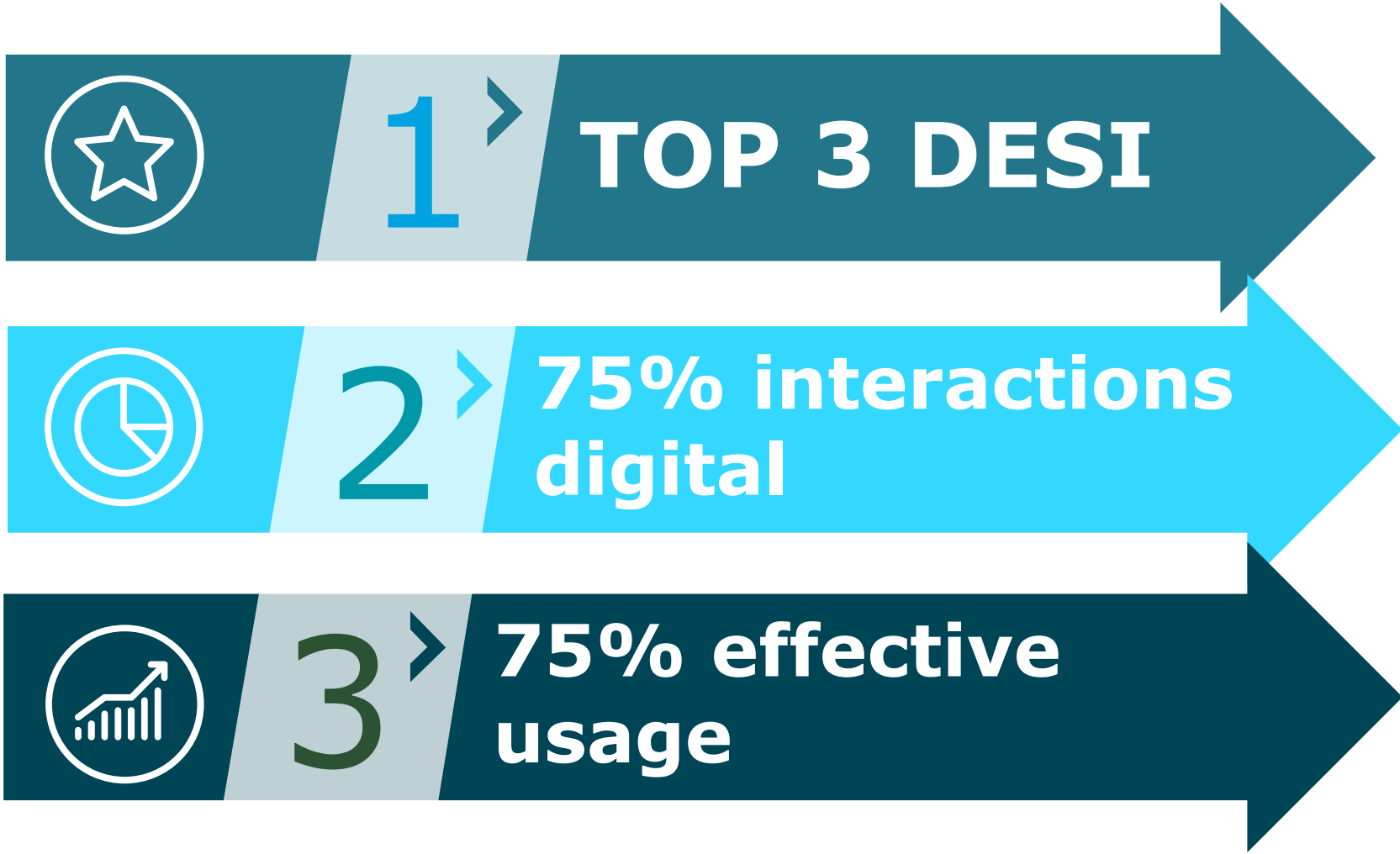
INTEROPERABILITY ACADEMY – WINTER SCHOOL 2019

KUL Leuven - 12/12/2019

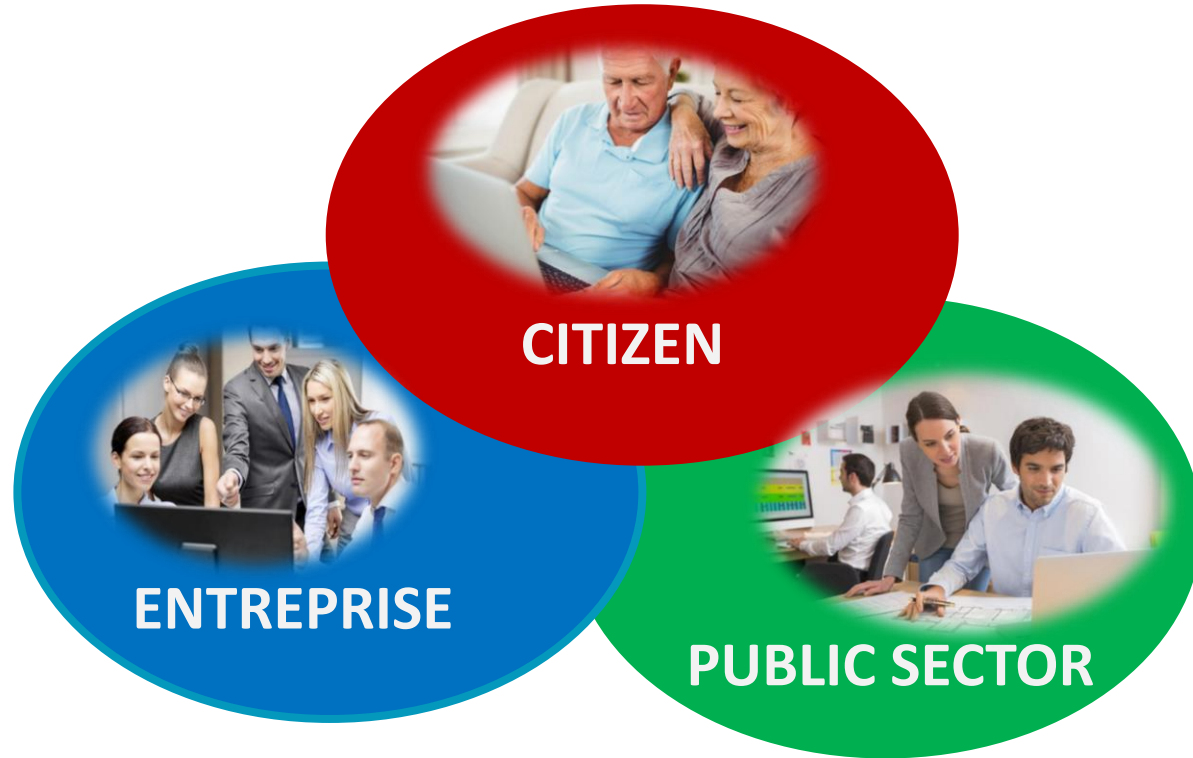
Frank LEYMAN

BOSA.be

DIGITAL BELGIUM



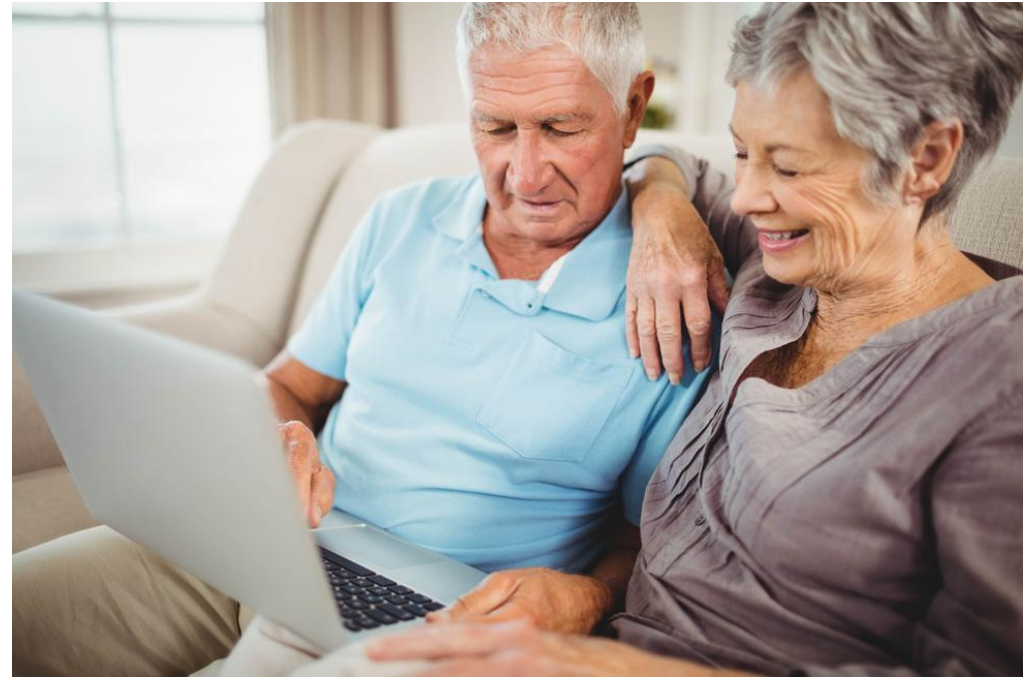
WHAT OUR CUSTOMERS WANT



- **Digital**
- **Safe**
- **Mobile**
- **User-friendly**
- **Transparent**
- **Staff**
- **Real time**
- **Minimum cost**
- **Correct data**
- **Pro-active (previously completed)**
- **Only Once**
- **Digital divide**
- **Support**
- **Communication**
- **Interaction with public authorities**
- **Reliable and reliable**
- **Accessible**

WHAT CITIZENS WANT

- To be able to:
 - Ask something
 - Say something
 - Suggest something
 - Participate
 - Complain
 - Compliment
- To be taken serious
 - Answer within a reasonable time
- Interact with Government
 - Person instead of a service



SWOT of DG Digital Transformation

Where are our opportunities and threats?

STRENGTHS

- Formal transversal assignment to facilitate Digital Transformation across the government
- Existing relationships and networks from the current service provision
- Technical expertise

WEAKNESSES

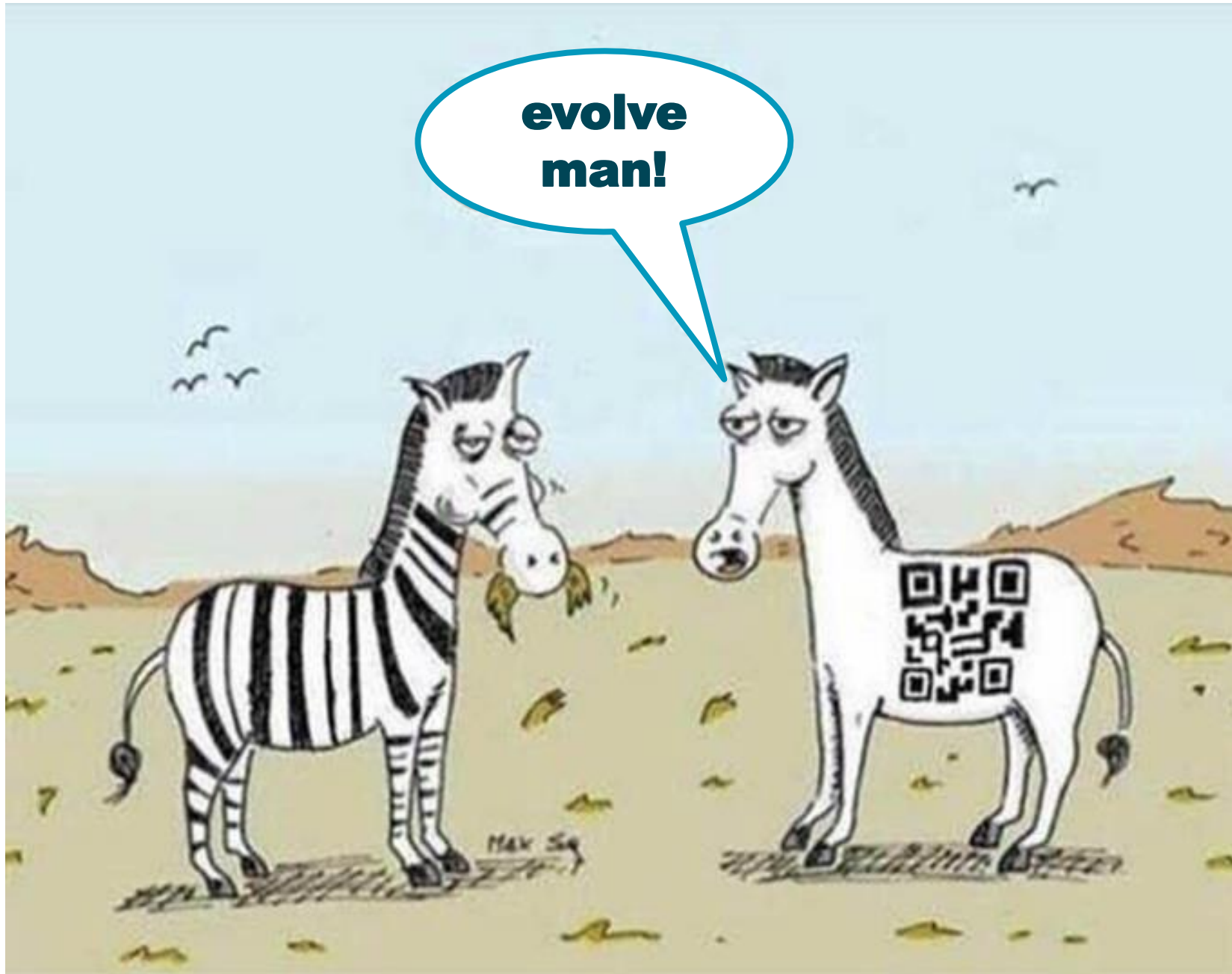
- Dependencies on supporting processes within FPS BOSA.
- Lack of knowledge sharing and documentation, internal communication
- Little experience in providing services to citizens
- Network
- No proactive evaluation of new technologies

OPPORTUNITIES

- Developing new services around innovation and transformation
- Developing employees' competencies towards innovation and transformation
- Communication on the added value of DT must be further developed.
- External competencies
- EU initiatives

THREATS

- Limited human resources and available budget
- Difficulty to be recognized as a reference
- Complex governance
- Increasing complexity, expectations and obligations (GDPR, security)
- Insufficient guarantees in terms of quality and continuity of the services offered



Objectives of Digital Transformation Strategy

MANAGE the existing

DIGITALISE services => Digital-by-Default

ENHANCE e-Services

EVALUATE & TEST new technologies/tools



OUR DIGITAL OFFERING

GaaS / PaaS

A hand in a dark suit sleeve is holding a silver tablet. From the right side of the tablet, several glowing, wireframe-style envelope icons are floating outwards, some appearing to be in motion. The background is a blurred, blue-tinted image of a modern office building with many windows.

Status G-Cloud Service Portfolio

SOFTWARE - STANDAARD COMPONENTEN EN TOEPASSINGEN

BABELFED	UCC SHAREPOINT BASIC O365	REGISTER	IT SERVICE MANAGEMENT
BECONNECTED	SHAREPOINT COMMUNITY PLATFORM	CSAM AANMELDEN	IWF INTELLIGENT WEB FORMS
WEB CONTENT MANAGEMENT			

PLATFORM - ONTWIKKELING EN GESPECIALISEERDE TECHNISCHE TOOLS

GREENSHIFT OPEN SOURCE PAAS	YELLOWSHIFT MICROSOFT PAAS	BLUE STACK DB IBM DB	SERVICE PLATFORM
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INFRASTRUCTUUR - SERVICES ("ZACHTE" INFRA)

UCC VOICE/IM	UCC EXCHANGE ON PREMISE	SHAD SHARED DIRECTORY	ARCHIVING
UCC CONTACT CENTER	UCC EXCHANGE O365	INTERNET ACCESS PROTECTION	BACKUP
UCC MOBILE DEVICE MANAGEMENT			

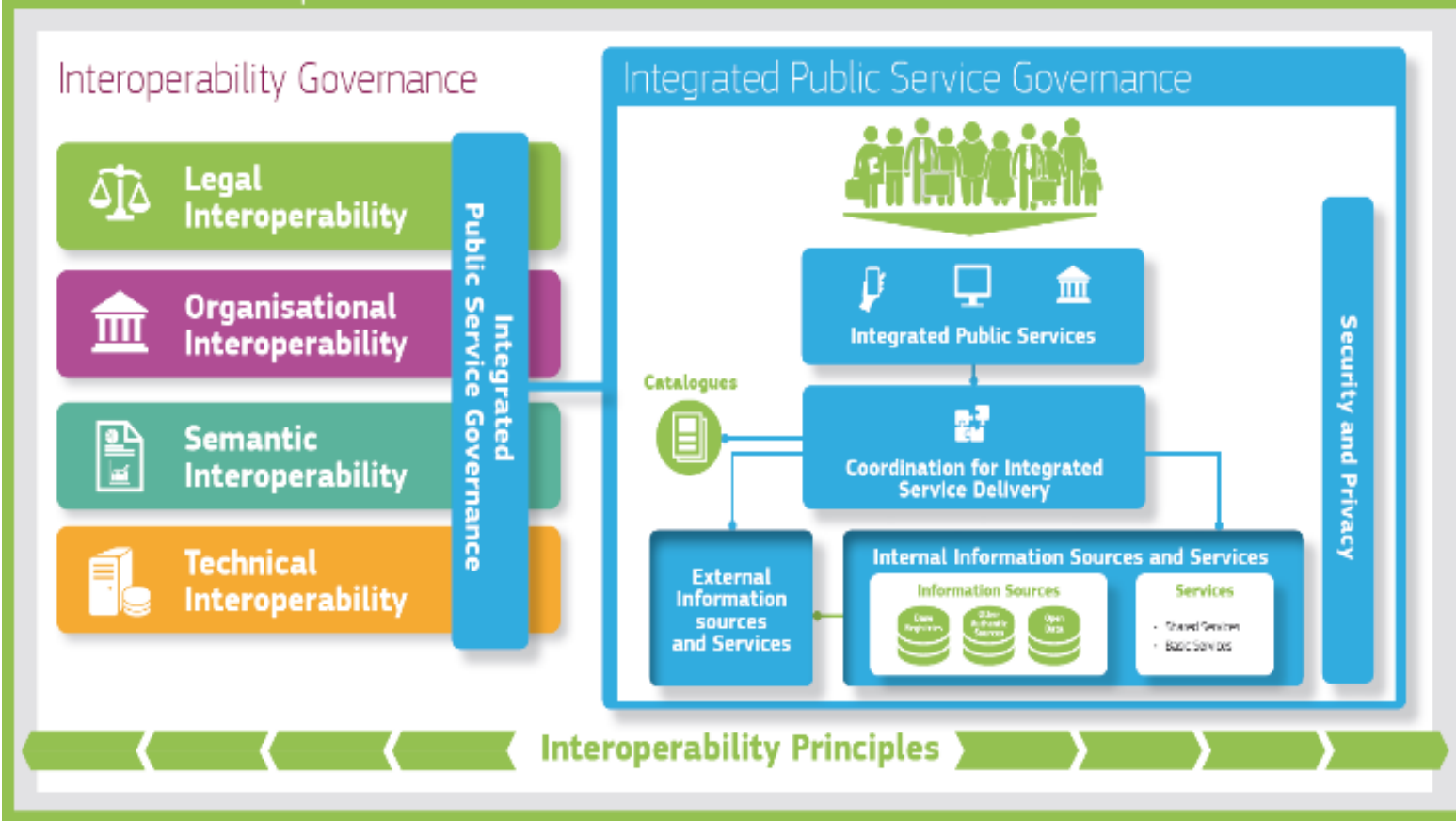
INFRASTRUCTUUR - FUNDAMENTEN ("HARDE" INFRA)

COMPUTE VIRTUAL MACHINE	HOUSING	FEDWAN	STORAGE
COMPUTE HYPERVISOR		FEDMAN	

LEGENDE

IN VOORBEREIDING	IN UITWERKING	IN SERVICE MODUS	ON HOLD
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EIF Conceptual Model

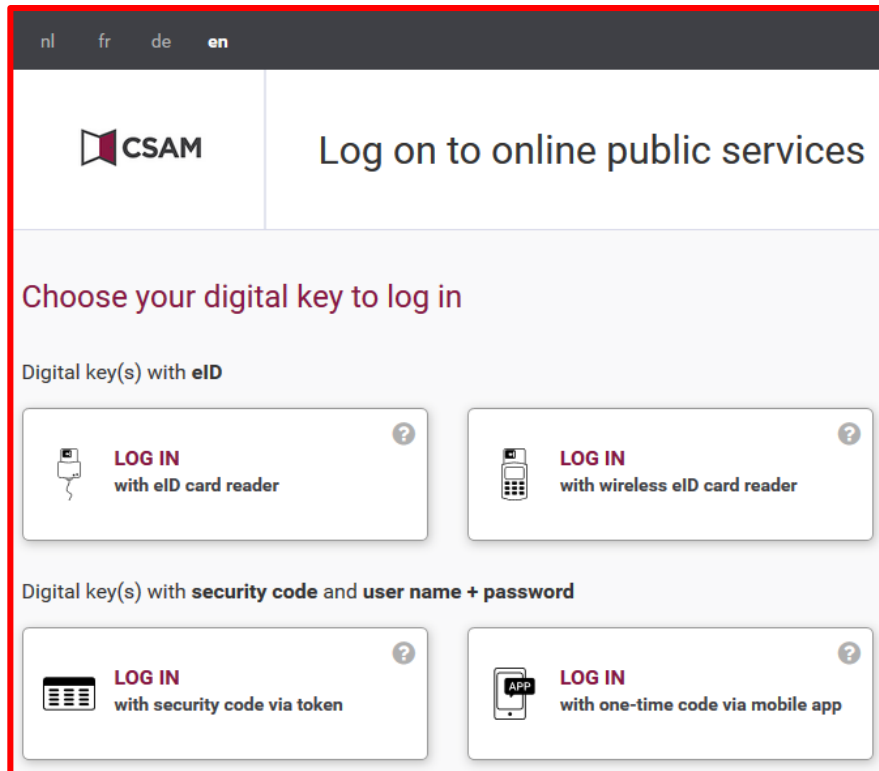


EIF

- #1** conceptual model
- #4** levels of interoperability
- #12** underlying principles
- #47** recommendations

IDENTITY MANAGEMENT

CSAM



The screenshot shows the CSAM login page with the following elements:

- Language selection: nl, fr, de, en
- CSAM logo and title: Log on to online public services
- Section: Choose your digital key to log in
- Category: Digital key(s) with eID
- Buttons:
 - LOG IN with eID card reader
 - LOG IN with wireless eID card reader
- Category: Digital key(s) with security code and user name + password
- Buttons:
 - LOG IN with security code via token
 - LOG IN with one-time code via mobile app

Mobile ID



PERSONALISATION OF SERVICES

My Kadaster

My Digital Keys

My Enterprise

My Social Security

My Medical File

My Belgium



ibz

Mijn Dossier

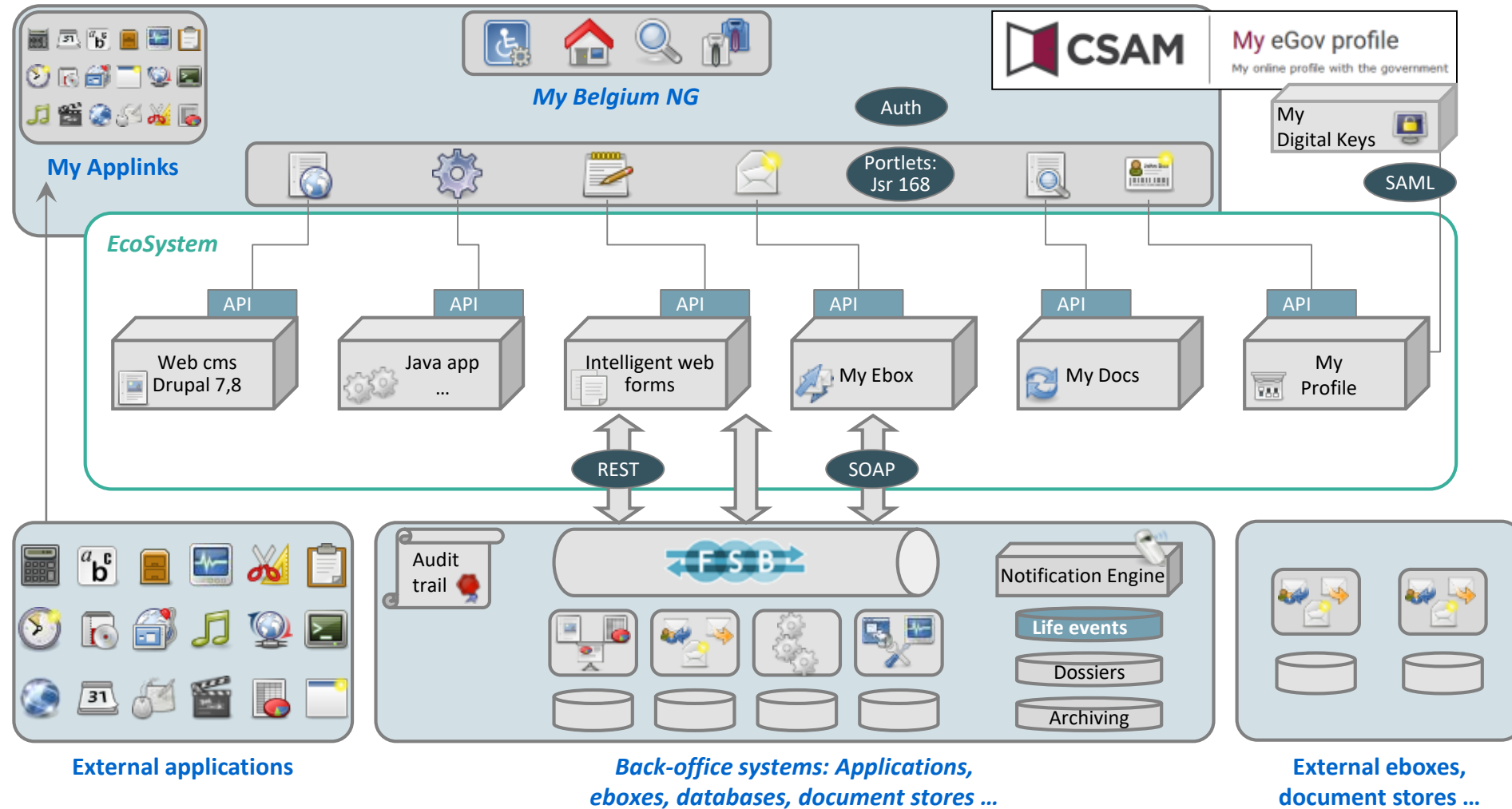


my pension.be

my career.be

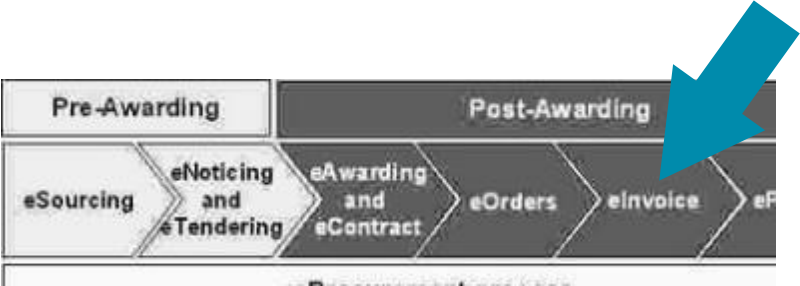
www.  RENT.be

ECOSYSTEM



eINVOICING

PROCUREMENT:



INVOICE:



GOVERNMENT INNOVATION LAB



➤ Learn about ➡ test ➡ develop ➡ implement

- Management of 'nano degrees' for civil servants through e-Badges, ledger technology,
- Involving **chatbot** for enhanced service delivery
- **Next Generation chatbots**: reinforcement learning
- **Semantic analysis** of large amounts of unstructured data
- Biometric (face) recognition
- Blockchain coalition
- ...

➤ Partnership with SE and PT

➤ Create a virtual EU network of eGovLabs

- Focus on Government services

**ACTIVATION OF
CITIZEN PARTICIPATION**

5 LEVELS OF PARTICIPATIONS

INFORMATION

CONSULTATION

CONCERTATION

CO-DECISION

EVALUATION

Team Event DT
Lund 25 November 2019

BOSA.be

BO
SA

be

A person in outdoor gear stands on a rocky mountain peak, looking out over a vast mountain range. The scene is overlaid with a teal tint. The text "ACCOMPANYING DIGITAL TRANSFORMATION IN PRACTICE" is centered in white, sans-serif font.

ACCOMPANYING
DIGITAL
TRANSFORMATION
IN PRACTICE

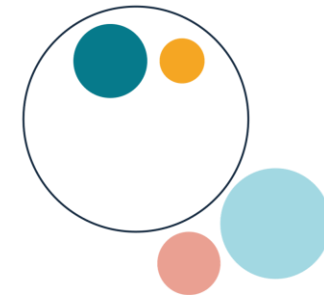
What do we offer?



**Digital
Playbook**



**BOSA
Digital
Open**



**Expertise
User
Centered
Design**

Embedding user-centric design within the government

Digital Playbook

Challenge

Need for a collaborative approach and knowledge building with regard to digital transformation from a user-centric perspective.

Approach

Publication of cases and testimonials

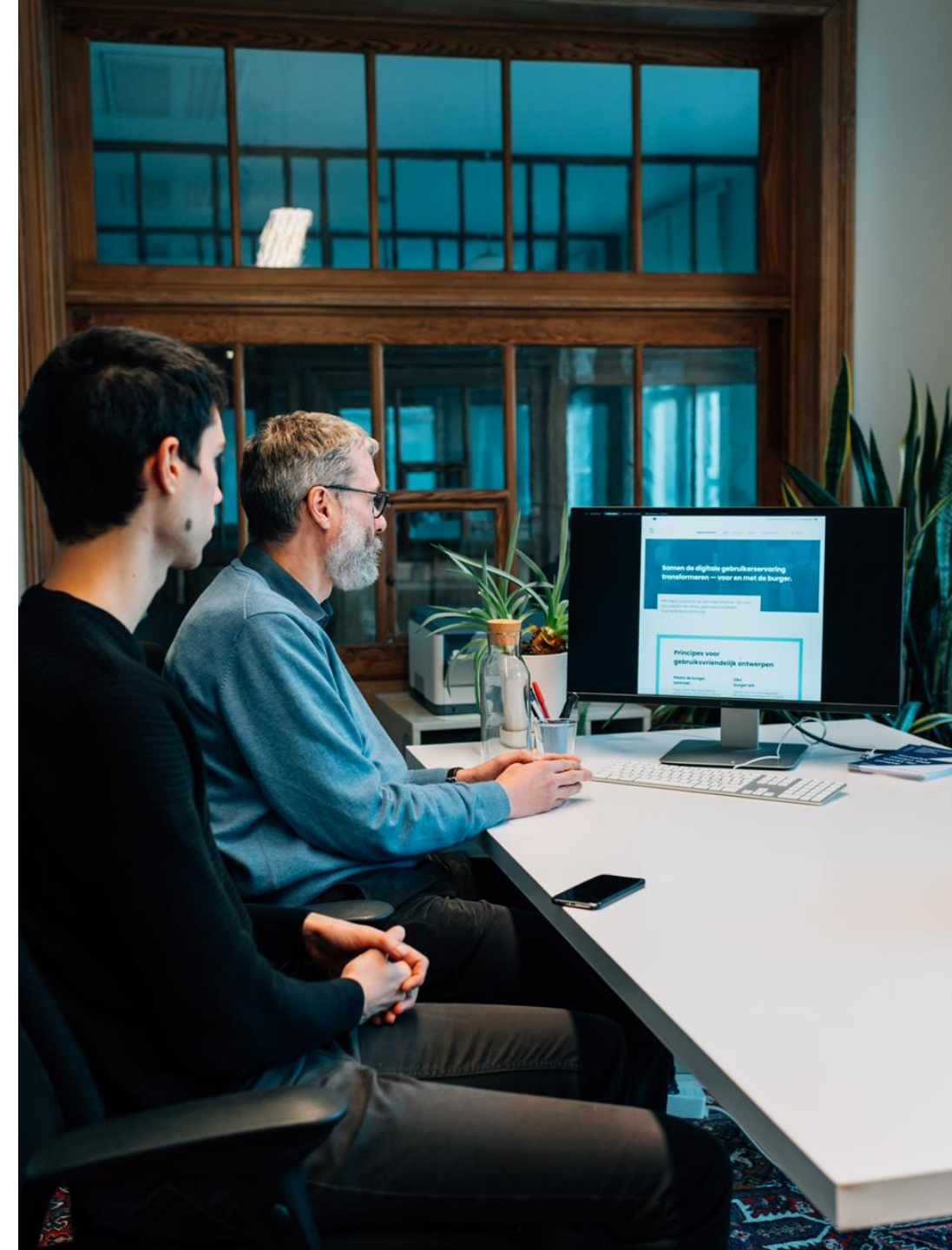
Collecting tools to concretely apply user-centric principles

Providing services to work with experts

Expected impact

Facilitate connections, provide inspiration and useful tools, concretise abstract concepts in order to stimulate action and embed user-centric principles.

<https://digitalplaybook.belgium.be/nl>



Where to start with your digital transformation?

Quick scan

Challenge

Barriers to digital transformation: versatility, complexity and size mean that people do not know where to start.

Approach

Accessible and interactive element in the playbook

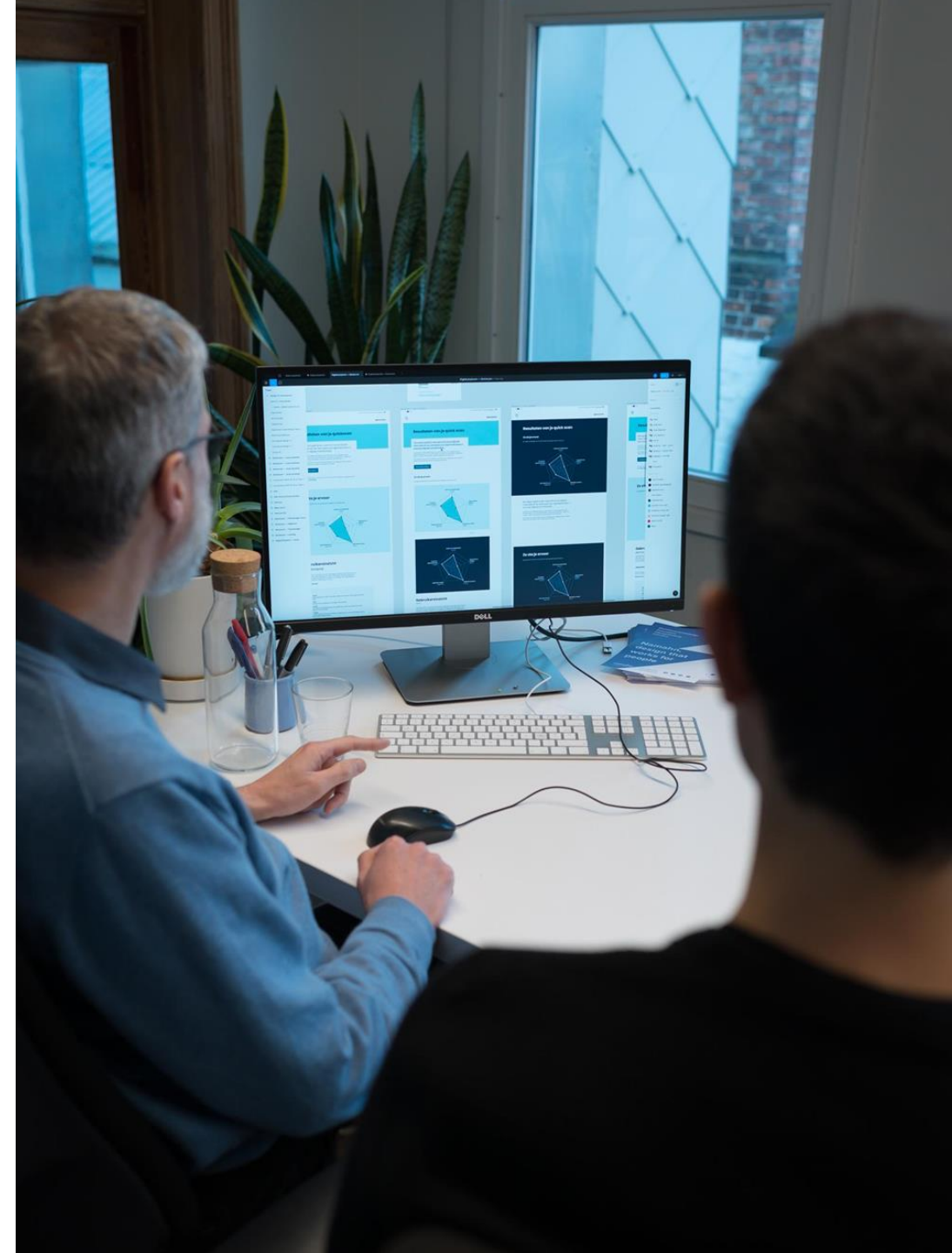
Short survey grouped around 5 themes

Feedback in the form of a report with a maturity score and recommendations

Expected impact

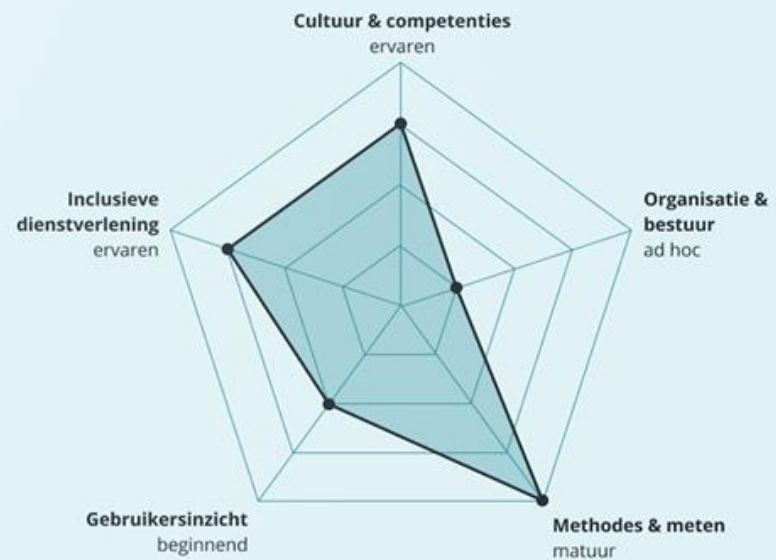
To provide a starting point for digital transformation projects within organisations, based on their maturity score.

<https://quicksan.digitalplaybook.belgium.be/nl/>



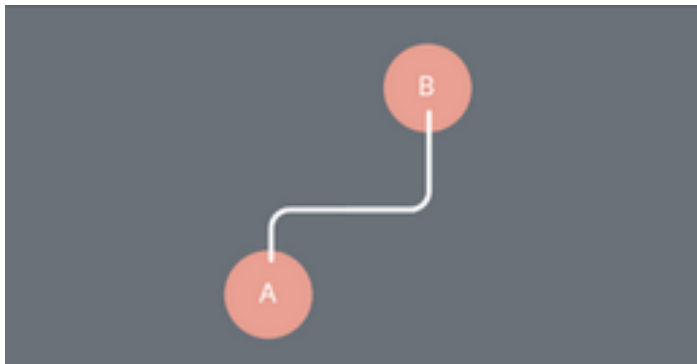
Zo sta je ervoor

Je organisatie behaalt voor de vijf thema's de volgende maturiteitsscores.



BOSA Digital Open

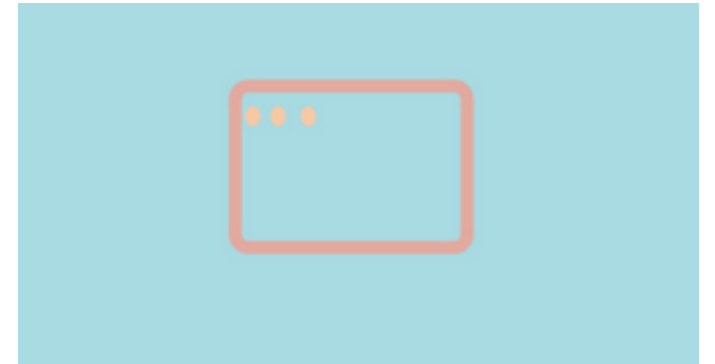
Service Design



Stakeholder management



Search Engine Optimisation



3 thematic days on user-friendly design to stimulate the development of knowledge among interested parties. **Interactive and practice-oriented**, so that participants can immediately use the knowledge they have acquired.

EXAMPLES OF UX - DESIGN



- A website tailored to various target groups (FPS Mobility)
- From stand-alone initiatives to a supported strategy (FPS Labour)
- Integrating a digital mindset with a concrete action plan (Royal Library)
- Smooth file management for employees and end users (FPS Health)
- Creating a positive visitor experience (Royal museum of Art and History)
- Adapt eBOX to user needs (FPS BOSA)

PS: more details in attachment

**SINGLE
DIGITAL
GATEWAY
REGULATION**

Moving



Residence



Retiring



Studying



Birth



Working



**Starting, operating
& closing a business**



**Support to transversal
Collaboration around
7 LIFE EVENTS**





Thank you

Frank LEYMAN

BOSA – DG DIGITAL TRANSFORMATION

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A website tailored to various target groups

FPS Mobility

Challenge

How to serve the various specific target groups of FPS Mobility in a user-friendly manner with a new website?

Approach

Insights gathering workshops & interviews with citizens, internal and external stakeholders

- Task & content analysis
- Information Architecture
- Wireframing & UI design

Expected impact

By thinking outside-in, the available information is tailored to the different target groups..



From stand-alone initiatives to a supported strategy

FPS Employment, Labour and Social Dialogue

Challenge

Strategic reflection on the future management of all FPS WASO websites and social media.

Activities

- 3 workshops on digital strategy, each with its own theme (channels, processes, roadmap)
- Digital strategy document as output

Expected impact

- A well thought-out strategy on digital communication, as a guideline for the coming years
- Concrete processes and a clear plan for the use of different channels, today and in the future.



Integrating a digital mindset with a concrete action plan

Koninklijke Bibliotheek van België

Challenge

There is a need for an action plan to concretise KBR's new vision and to strengthen its digital operation.

Activities

- Analysis
- Co-creative workshops
- Visualisation of the results

Expected impact

- Introducing user-oriented thinking
- Creating a digital mindset among employees
- Commemorate the role of scientist



Smooth file management for employees and end users

FPS Health

Challenge

Absenteeism on appointments, complexity of file management for users and high internal workload at Medex.

Approach

- User and stakeholder interviews to focus on problem definition
- Co-creation and iterative prototypes

Expected impact

- Intuitive digital planning tool
- Optimization of the flow and interface
- Optimal use of existing systems such as eBox
- Empowering users with control and reducing internal workload



Creating a positive visitor experience

Royal Musea for Art and History

Challenge

Undersized visitor experience on many fronts, e.g. in terms of signage, reception and inappropriate objects in the showrooms.

Approach

- Building public knowledge
- Drawing of visitors journeys
- Prioritising and prototyping, e.g. in the area of wayfinding

Expected impact

Positive impact on visitor experience, which translates into higher visitor numbers



An opportunity for User Centered Design

Single Digital Gateway

Opportunities

- Single digital gateway = legal framework for user-centered design
 - Shows importance of user experience and needs for
 - Facilitates introduction to tools User Centered Design
- => Expansion of expertise centre in the field of user-oriented service design

Impact

Need for transversal cooperation
Citizen-centric as leading principle

