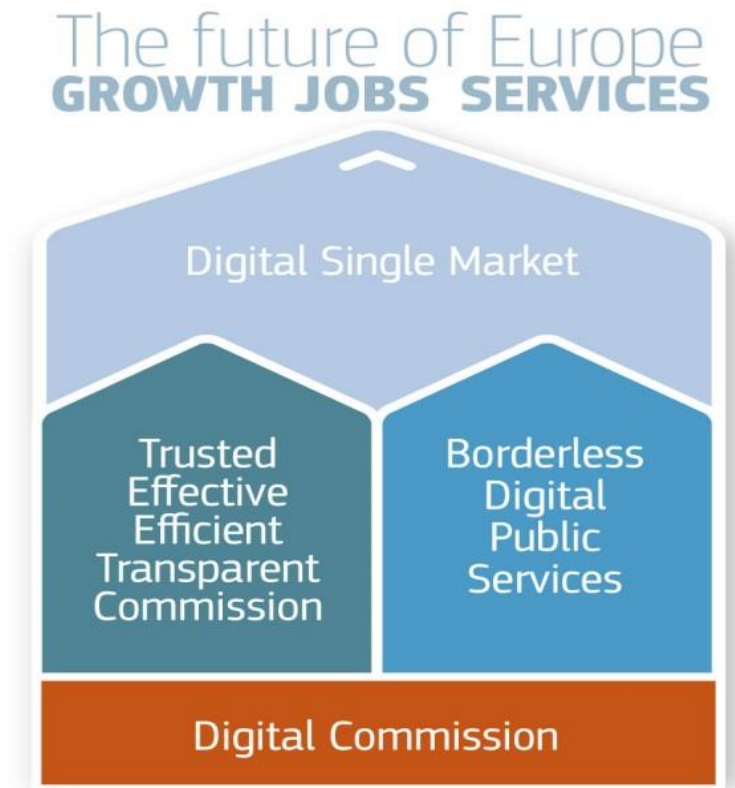# The Practitioners' View on Digital Transformation – Outline

A double Transformation Agenda –
The Commission's internal transformation fully embedded into Europe's public sector digital transition effort:

Co-creative, data driven and user centric, the Commission's own transformation agenda

Towards a common European Government Interoperability mechanism

Digitally Transforming the Commission - 1

The logic:

Data Driven
User centric
Reusable components
Cybersecure

The path:

An integrated Digital Strategy
Streamlined Governance
Skills & Co-creation

DATA ECOSYSTEM

A data ecosystem including a set of interoperable data repositories, corporate base registries, associated tools and frameworks for data analytics, sharing and reuse between DGs and external stakeholders.

**REUSABLE SOLUTIONS FOR THE COMMISSION'S IT COMMUNITY**

A reusable solutions platform for the Commission's IT community to develop and operate cost-effective, interoperable and trustworthy digital solutions for use within the Commission and in its EU-wide interactions.

CYBERSECURITY

THE ONLY WAY IS TO DO IT TOGETHER

Co-deliver
Co-develop
Co-secure
Co-govern
Co-finance
Co-innovate

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Digitally Transforming the Commission - 2

The European Commission Digital Strategy
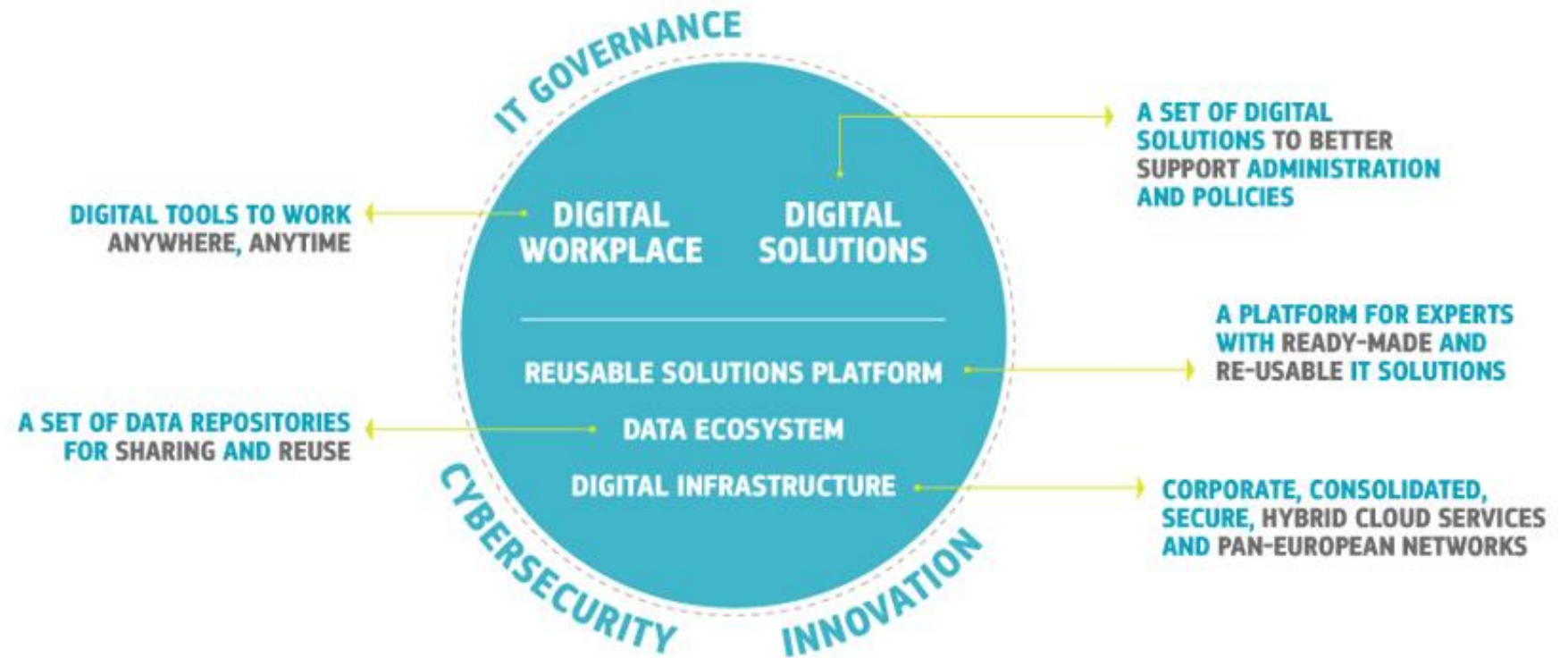
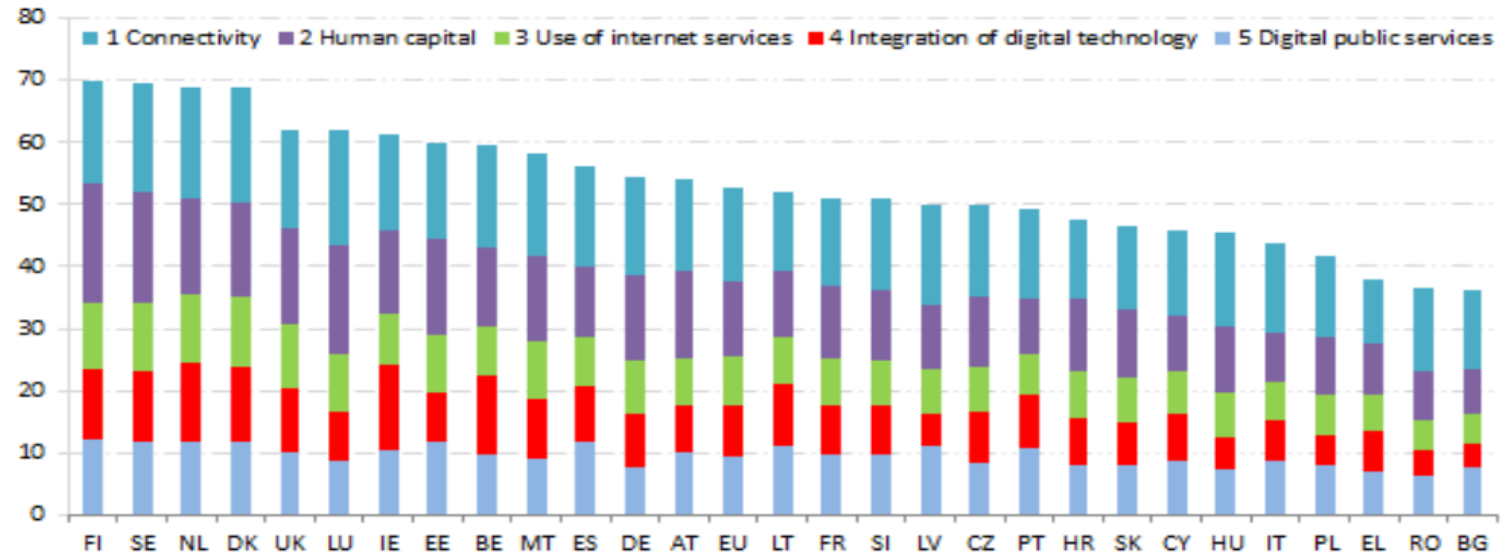# Towards a European Government Interoperability mechanism - 1

The picture:
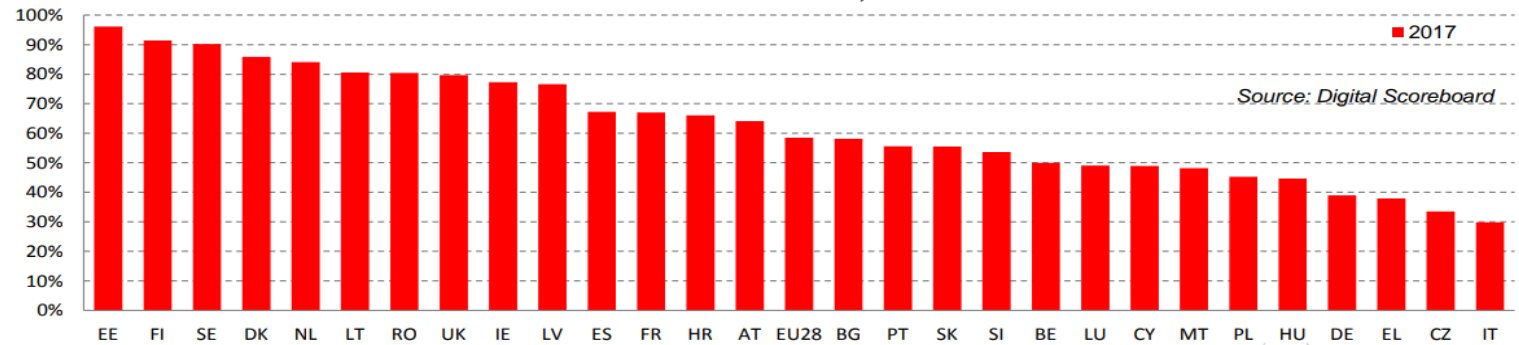
Uneven public sector progress across EU

The value:

Once-Only could save €5 billion/year for people and businesses in the EU

Digital Economy and Society Index (DESI) 2019 ranking

1 Connectivity 2 Human capital 3 Use of internet services 4 Integration of digital technology 5 Digital public services

FI SE NL DK UK LU IE EE BE MT ES DE AT EU LT FR SI LV CZ PT HR SK CY HU IT PL EL RO BG

eGovernment Users, 2017

2017

Source: Digital Scoreboard

EE FI SE DK NL LT RO UK IE LV ES FR HR AT EU28 BG PT SK SI BE LU CY MT PL HU DE EL CZ IT

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Towards a European Government Interoperability mechanism - 2

A joint commitment by EU Member States:

- ...

- eGovernment is significant for the development of the data economy and the Digital Single Market, especially for ensuring the secure and free movement of data as an enabler for digital innovation in Europe and for reducing the costs of and barriers to seamless functioning of the Single Market.

- ...

- The digital transformation of the public administration is our collective endeavour at national, regional and local levels within our countries as well as by the EU institutions5, respecting the division of competences. Our efforts can be greatly facilitated by collaboration, interoperable solutions and sharing of good practices throughout public administrations and across borders.

- ...

Annex: User-centricity principles for design and delivery of digital public services

We, the ministers in charge of policy and coordination of digital public services in the countries of the European Union (EU) and the European Free Trade Area (EFTA), recognise the needs and expectations of our citizens and businesses as they interact with public administrations. We commit that the design and delivery of our services will be guided by the following principles of user-centricity.

EU2017.EE

Digital Interaction

Accessibility, security, availability and usability

Reduction of the administrative burden

Digital delivery of public services

Citizen engagement

Incentives for digital service use

Protection of personal data and privacy

Redress and complaint mechanisms

Tallinn Declaration on eGovernment

at the ministerial meeting during Estonian Presidency of the Council of the EU on 6 October 2017

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Towards a European Government Interoperability mechanism - 3
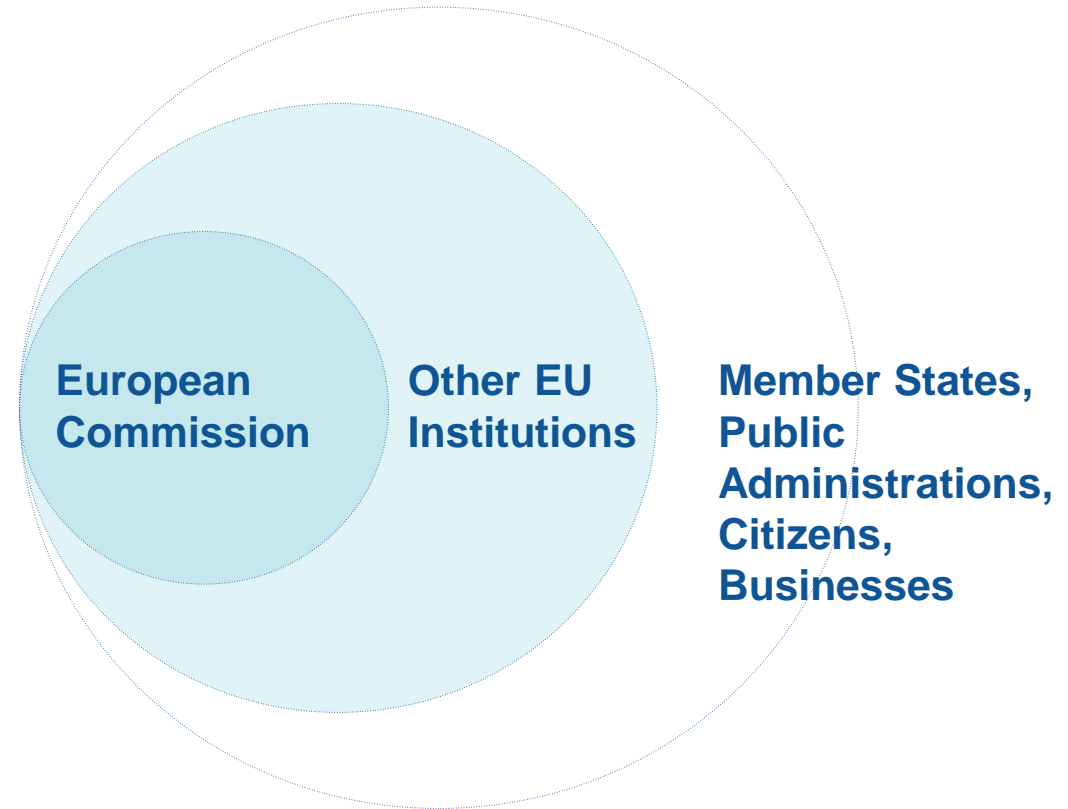
The way …

Distributed setup

Common tools & rules

Reusable components

Skills and Innovation

GovTech

…. Forward: Focus on **Interoperability** & Common **Governance**

European Commission

Other EU Institutions

Member States, Public Administrations, Citizens, Businesses

Towards a European Government Interoperability mechanism - 4

Skills matter:

Advanced *and* basic

Data capabilities for all

eLeadership —
like this Winter School

Digital Economy and Society Index (DESI) 2019, Human Capital

Source: DESI 2019, European Commission

DESI Report 2019 – Human Capital

The budget matters:

Will the 2020-2026 budget be digital?