eGovERA© PoC

30/06/2020

eGovERA©

for eGovernment and digital transformation

EUROPEAN COMMISSION

Directorate-General for Informatics (DIGIT)

Dr. Raul M. Abril

European Commission

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Agenda

1. **eGovERA© PoC**

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for
eGovernment
and digital
transformation

European
Commission

What is eGovERA© ?

eGovERA© is a **solution** *for* **eGovernment** portfolio management decision and **digital transformation** support in European Public administrations

eGovERA© **supports the next generation** (for 2030) **of European digital public services** enabling **business continuity**, **transformation**, and **co-existence** with the current state of affairs.

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Who is eGovERA© for?

The users of eGovERA© are:

The **CIO of a Member State** (e.g. Head of MS's Digital Agency), who needs to plan and optimise the investment in e-Government for the following years, to be distributed in different policy areas, while focusing on the modernisation of the MS's digital public services.

The **public administrations' services Portfolio Manager**, working on planning the long-term modernisation programmes of specific digital public services for citizens and businesses or of infrastructure services, who needs to have guidance in identifying the priority actions and their sequence.
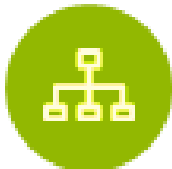
The **enterprise or solution architect** working in the implementation of digital public services in a specific policy domain or in cross-domain infrastructure services, who needs to have a European reference model to plan the implementation phases.
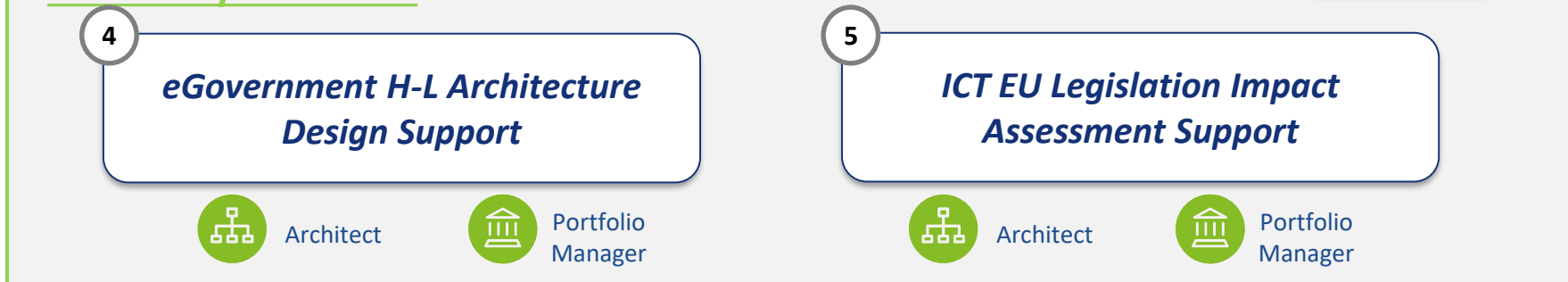
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eGovERA© use cases

In scope of the PoC

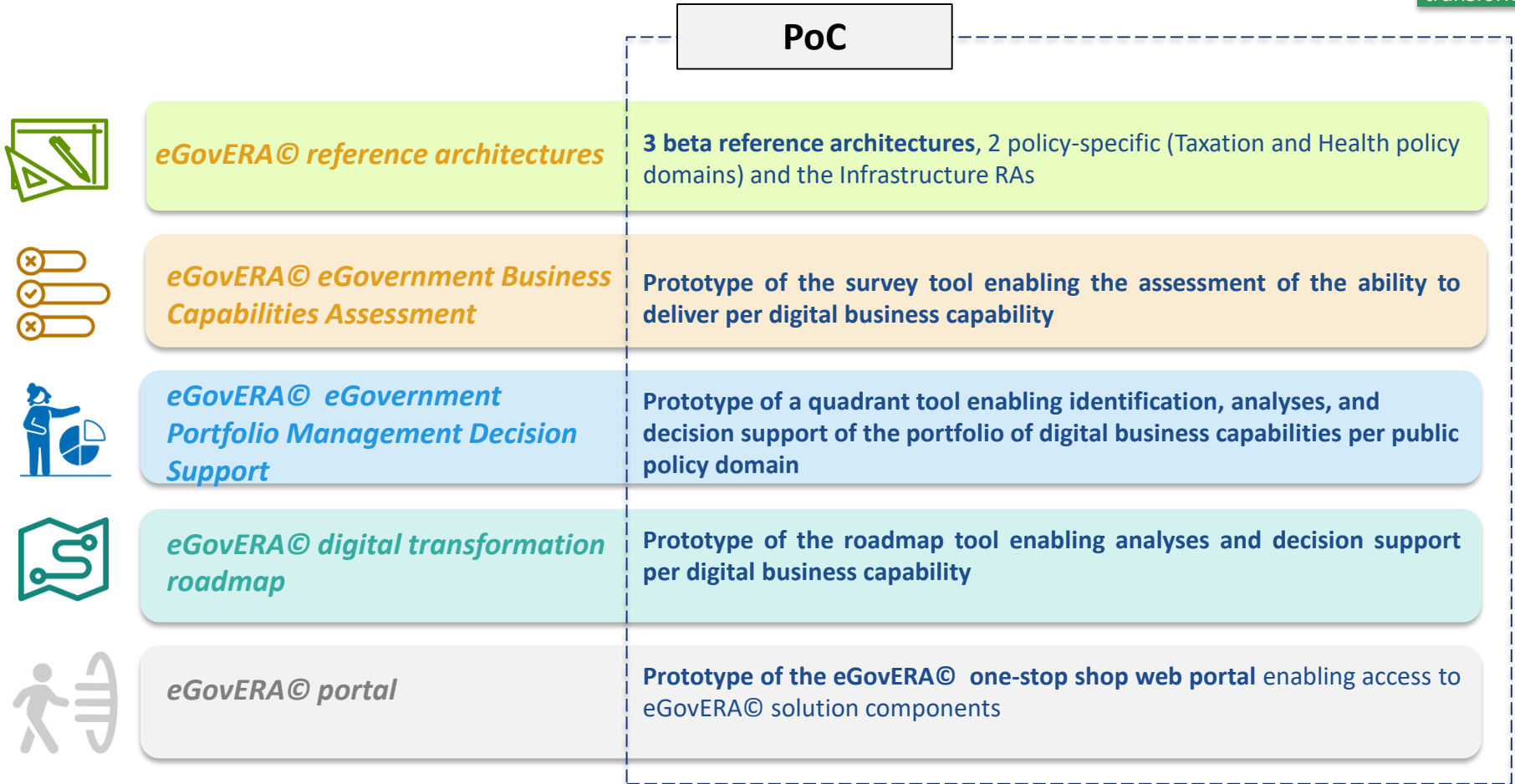## Primary Use Cases

1 *Digital Public Services Portfolio Management Decision Support*

CIO — Portfolio Manager

2 *Applying for EU Funds Support in eGovernment and digital transformation*

CIO — Portfolio Manager

3 *National Digital Agenda Support*

CIO — Portfolio Manager

Out of scope of the PoC

Secondary Use Cases

4 *eGovernment H-L Architecture Design Support*

Architect — Portfolio Manager

5 *ICT EU Legislation Impact Assessment Support*

Architect — Portfolio Manager

eGovERA© solution components

eGovERA©

for
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and digital
transformation

PoC

| | eGovERA© reference architectures | **3 beta reference architectures**, 2 policy-specific (Taxation and Health policy domains) and the Infrastructure RAs |

| | eGovERA© eGovernment Business Capabilities Assessment | **Prototype of the survey tool enabling the assessment of the ability to deliver per digital business capability** |

| | eGovERA© eGovernment Portfolio Management Decision Support | **Prototype of a quadrant tool enabling identification, analyses, and decision support of the portfolio of digital business capabilities per public policy domain** |

| | eGovERA© digital transformation roadmap | **Prototype of the roadmap tool enabling analyses and decision support per digital business capability** |

| | eGovERA© portal | **Prototype of the eGovERA© one-stop shop web portal** enabling access to eGovERA© solution components |

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PoC eGovERA© accessible solution components

Primary Use Cases:

① Digital Public Services Portfolio Management Decision Support	② National Digital Agenda Support	③ Applying for EU Funds Support in eGoverment & digital transformation

Solution Components:

Solution Component	①	②	③
eGovERA© reference architecctures			
eGovERA© eGovernment Business Capabilities Assessment	✓	✓	✓
eGovERA© eGovernment Portfolio Management Decision Support	✓	✓	✓
eGovERA© digital transformation roadmap	✓	✓	✓
eGovERA© portal	✓	✓	✓

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PoC eGovERA© accessible solution components

Secondary Use Cases:

	4 eGovernment HL Architecture Design Support	**5** ICT EU legislation impact assessment Support
Solution Components:		
eGovERA© reference architectures	√	√
eGovERA© © eGovernment Business Capabilities Assessment	√	√
eGovERA© © eGovernment Portfolio Management Decision Support		
eGovERA© © digital transformation roadmap	√	√
eGovERA© portal	√	√

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2. **eGovERA© primary use case value proposition**

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Overview of eGovERA© use case 1

1

Digital Public Services Portfolio Management Decision Support

Business need

?

- What are the state-of-the –art digital business capabilities?
- How do we benchmark w respect them?
- What are our priorities?
- What is our ability to deliver?

Target personas

CIO

Portfolio Manager

Solution

- eGovERA© eGov. Business Capabilities Assessment and the eGovERA© eGov. transformation roadmap can be used to prioritise the digital business capabilities to be developed/improved considering the specifics of the state-of-affairs in the MS.

Benefits

- Alignment with a European reference model
- Holistic approach (LOST)
- Quick assessment of strategic focus
- Enables group decision making

Value stream

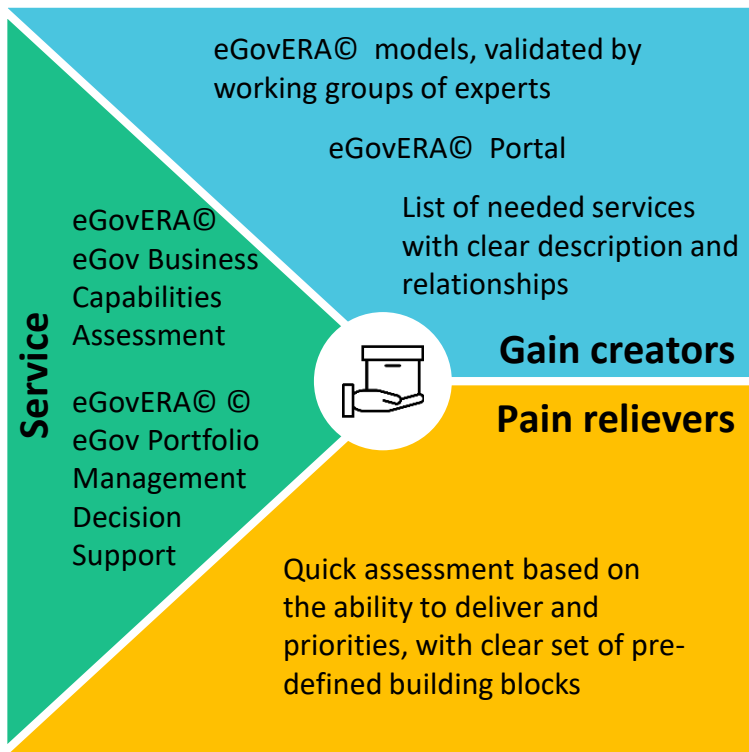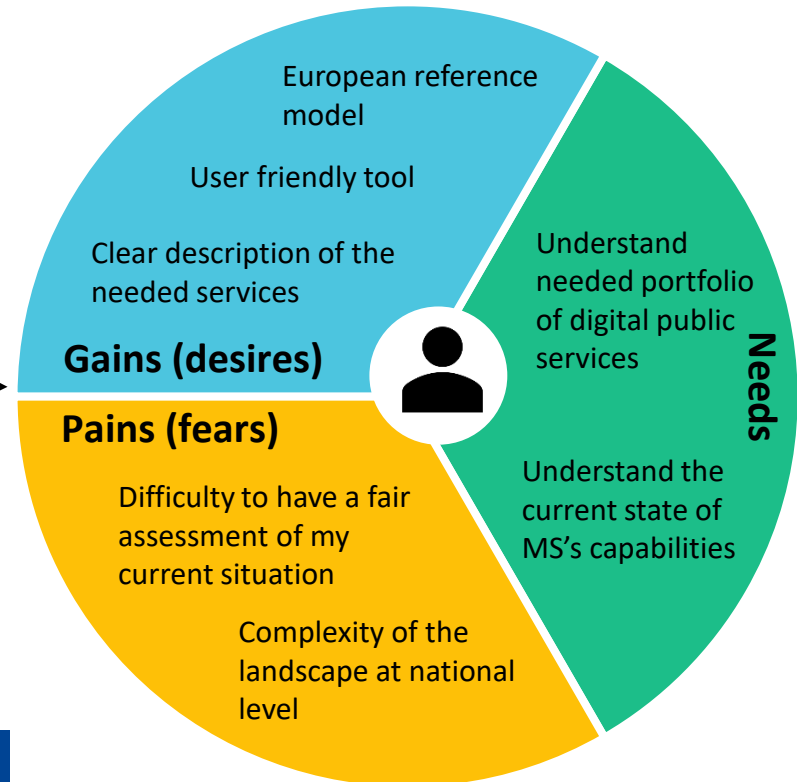| Prioritisation of the Member States' eGovernment business capabilities | Assessment of the current MS's capabilities and ability to deliver | Gap-analysis from current situation to future state | Visualisation of strategic assessment of the different capabilities |

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Value Proposition of eGovERA© use case 1

Value proposition

Member State

Service

eGovERA© models, validated by working groups of experts

eGovERA© Portal

List of needed services with clear description and relationships

eGovERA© eGov Business Capabilities Assessment

eGovERA© © eGov Portfolio Management Decision Support

Gain creators

Pain relievers

Quick assessment based on the ability to deliver and priorities, with clear set of pre-defined building blocks

F I T

European reference model

User friendly tool

Clear description of the needed services

Gains (desires)

Pains (fears)

Difficulty to have a fair assessment of my current situation

Complexity of the landscape at national level

Needs

Understand needed portfolio of digital public services

Understand the current state of MS's capabilities

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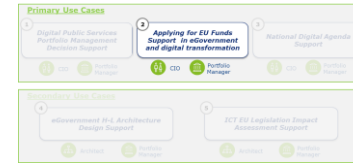
for eGovernment and digital transformation

Overview of eGovERA© use case 2

2

Applying for EU Funds Support in eGovernment and digital transformation

Business need

- How should I justify my application for EU funding to support the digital transformation journey of a digital business capability?
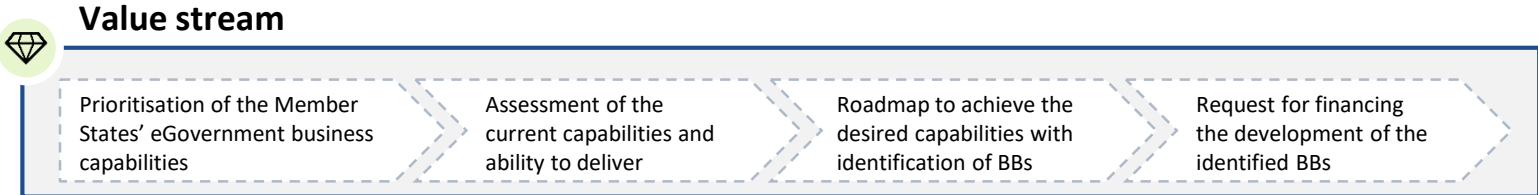
Target personas

CIO
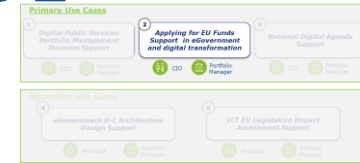
Portfolio Manager

Solution

- The eGovERA© eGov. Business Capabilities Assessment and the eGovERA© digital transformation roadmap help identifying the set of building blocks required by a digital business capabilities and the digital transformation roadmap in which they should be tackle, thus providing a strategic orientation for EU funds requests.

Benefits

- A clear set of steps to orient requests for EU funds
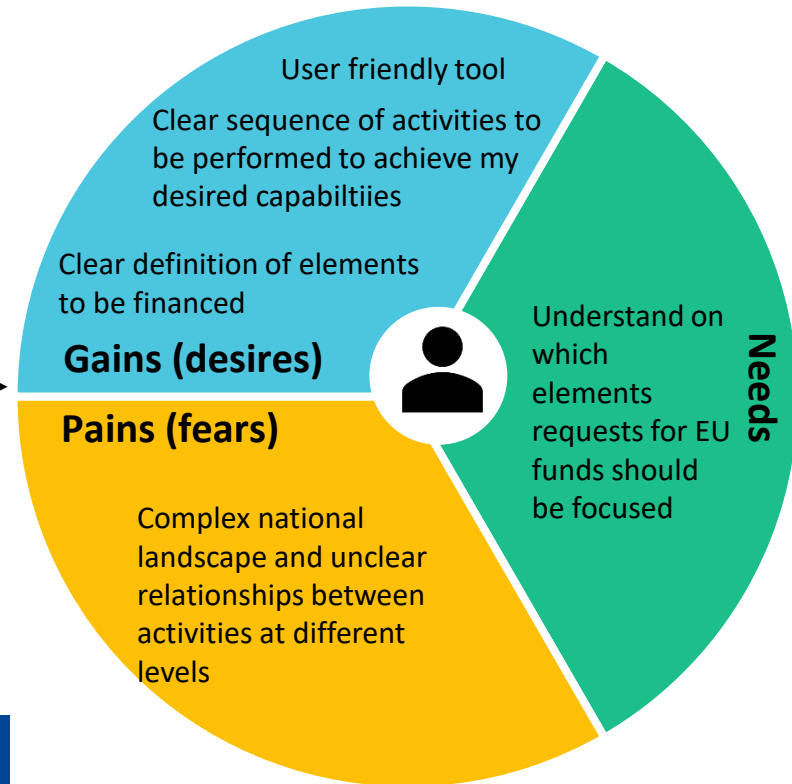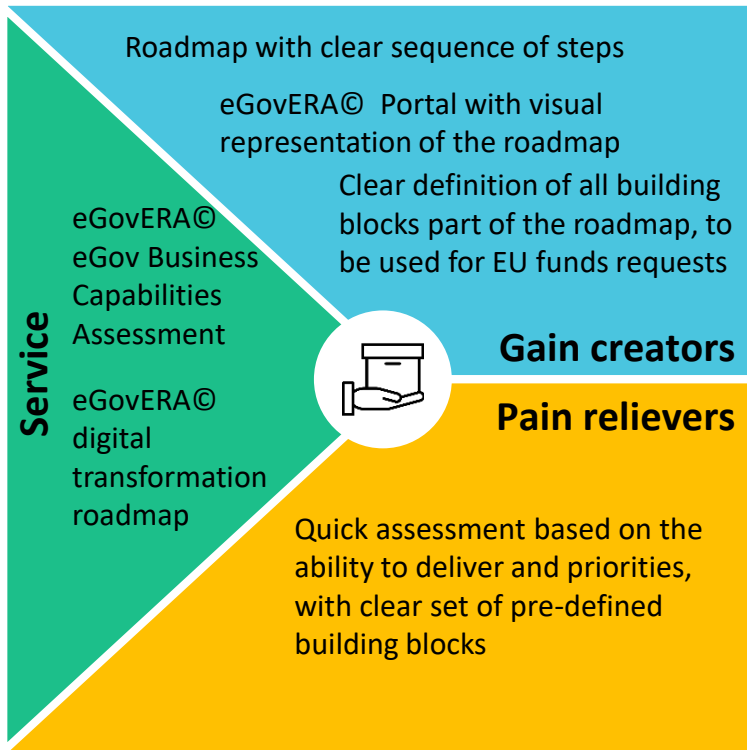- A clear definition of elements to be financed
- Enables group decision making

Value stream

| Prioritisation of the Member States' eGovernment business capabilities | Assessment of the current capabilities and ability to deliver | Roadmap to achieve the desired capabilities with identification of BBs | Request for financing the development of the identified BBs |

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Value Proposition of eGovERA© use case 2

Value proposition

Member State

Service

eGovERA© eGov Business Capabilities Assessment

eGovERA© digital transformation roadmap

Roadmap with clear sequence of steps

eGovERA© Portal with visual representation of the roadmap

Clear definition of all building blocks part of the roadmap, to be used for EU funds requests

Gain creators

Pain relievers

Quick assessment based on the ability to deliver and priorities, with clear set of pre-defined building blocks

F I T

User friendly tool

Clear sequence of activities to be performed to achieve my desired capabiltiies

Clear definition of elements to be financed

Gains (desires)

Pains (fears)

Complex national landscape and unclear relationships between activities at different levels

Needs

Understand on which elements requests for EU funds should be focused

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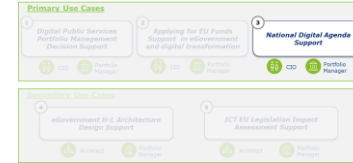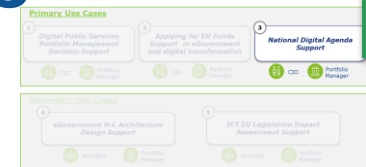
Overview of eGovERA© use case 3

3

National Digital Agenda Support

Business need ?

- How can I identify the objectives and priorities for our National Digital Agenda?

Target personas

CIO   Portfolio Manager

Solution

- eGovERA© eGov Portfolio Management Decision Support and the eGovERA© digital transformation roadmap roadmap will provide guidance to identify the objectives and the priorities on the digital transformation journey.

Benefits

- Alignment with a European reference model
- Holistic approach (LOST)
- Clear sequence of activities steps to be included in the National Digital Agenda
- Enables group decision making

Value stream

Prioritisation of the Member States' eGovernment business capabilities → Assessment of the current capabilities and ability to deliver → Roadmap to achieve the desired capabilities with identification of BBs → Planning implementation of identified BBs

eGovERA©

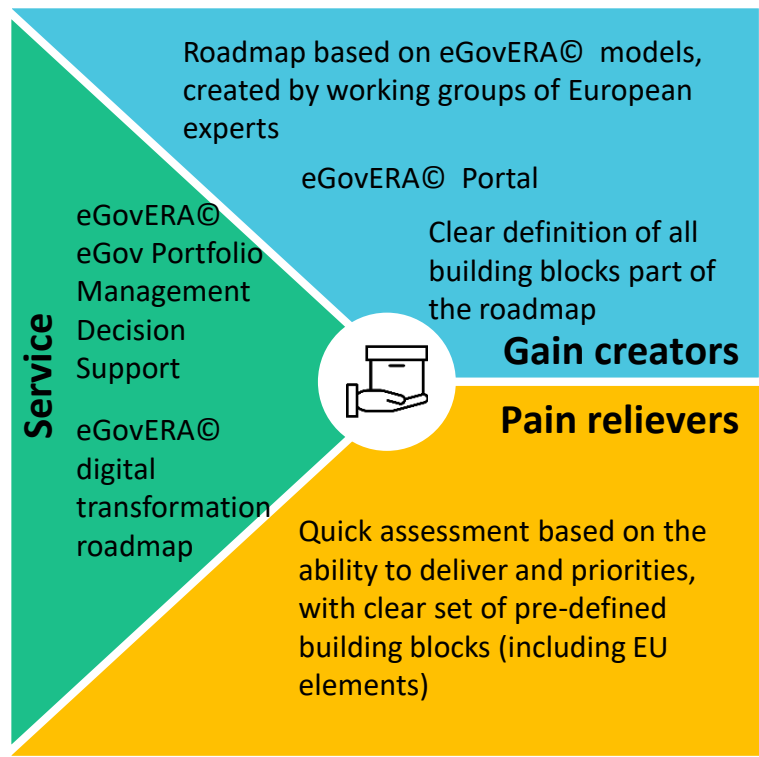*for* eGovernment and digital transformation

Value Proposition of eGovERA© use case 3

Value proposition

Member State

Service

eGovERA© eGov Portfolio Management Decision Support

eGovERA© digital transformation roadmap

Roadmap based on eGovERA© models, created by working groups of European experts

eGovERA© Portal

Clear definition of all building blocks part of the roadmap

Gain creators

Pain relievers

Quick assessment based on the ability to deliver and priorities, with clear set of pre-defined building blocks (including EU elements)

F I T

User friendly tool

Clear sequence of activities to be included in the National Digital Agenda

Definition of elements to be included in the plan

Gains (desires)

Pains (fears)

Complex national landscape

Complex landscape of EU legal bases and recommendations

Understand priority actions to include in the National Digital Agenda

Alignment with EU laws and frameworks

Needs

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3. eGovERA© primary use case value proposition

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Overview of eGovERA© use case 4

4

eGovernment H-L Architecture Design Support

Business need

?
- How can I design my digital public services?
- Which are the fundamental element I should implement in my digital public services?

Target personas

Architect

Portfolio Manager

Solution

The GovERA Reference Architectures can be used as a model to guide the development of digital public services (one or multiple in a specific policy area), starting from the needed organisational elements to be put in place, to base registries and systems to be developed or modernised.

Benefits

- European reference model, detailed per policy area and including infrastructure elements
- Holistic architecture view (LOST)
- Enables group decision making

Value stream

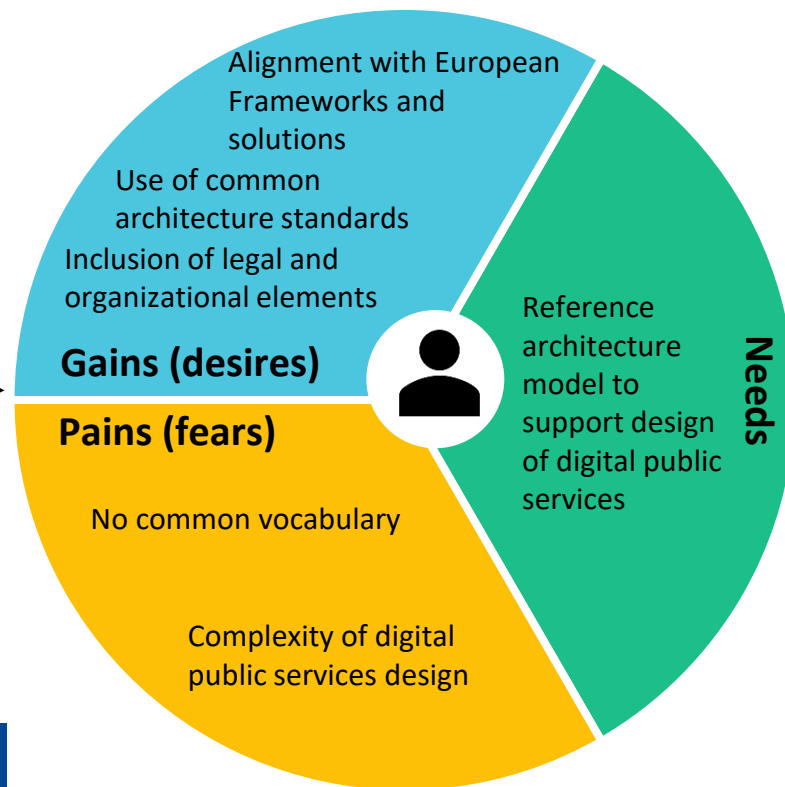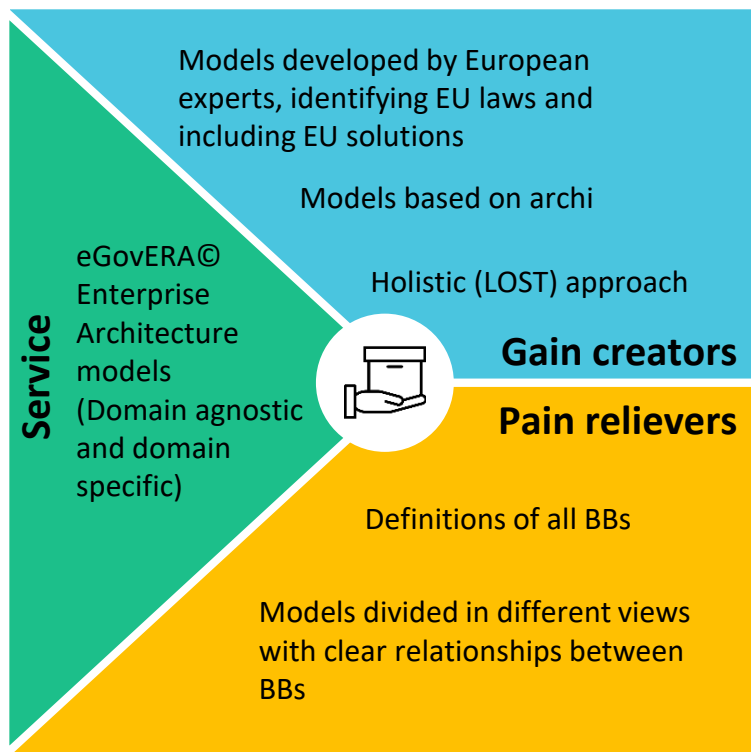| Selection of eGovERA© models, depending on policy area(s) and/or infrastructure | Identification of business capabilities to be implemented | Identification of related digital public services and building blocks | Creation of a tailored architecture based on reference architecture |

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Value Proposition of eGovERA© use case 4

Value proposition

Member State

Service

eGovERA© Enterprise Architecture models (Domain agnostic and domain specific)

Models developed by European experts, identifying EU laws and including EU solutions

Models based on archi

Holistic (LOST) approach

Gain creators

Pain relievers

Definitions of all BBs

Models divided in different views with clear relationships between BBs

FIT

Alignment with European Frameworks and solutions

Use of common architecture standards

Inclusion of legal and organizational elements

Gains (desires)

Pains (fears)

No common vocabulary

Complexity of digital public services design

Reference architecture model to support design of digital public services

Needs

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Overview of eGovERA© use case 5

5

ICT EU Legislation Impact Assessment Support

Business need

- Which are the legal implication related to the implementation of a specific public service?
- Which legislation should I take into account to design a digital public service?

Target personas

Architect

Portfolio Manager

Solution

The eGovERA© provides a set of reference architectures, per different policy area, where relevant legislation at EU level is taken into account. Using eGovERA© can help public administrations' officials understand the impact of such legislation when developing digital public services.

Benefits

- European reference model, detailed per policy area and including infrastructure elements
- Model includes relevant EU legislation and national legislation
- Enables group decision making

Value stream

Selection of eGovERA© models, depending on policy area(s) and/or infrastructure

Analysis of legal view of the relevant model, with details on EU legislation
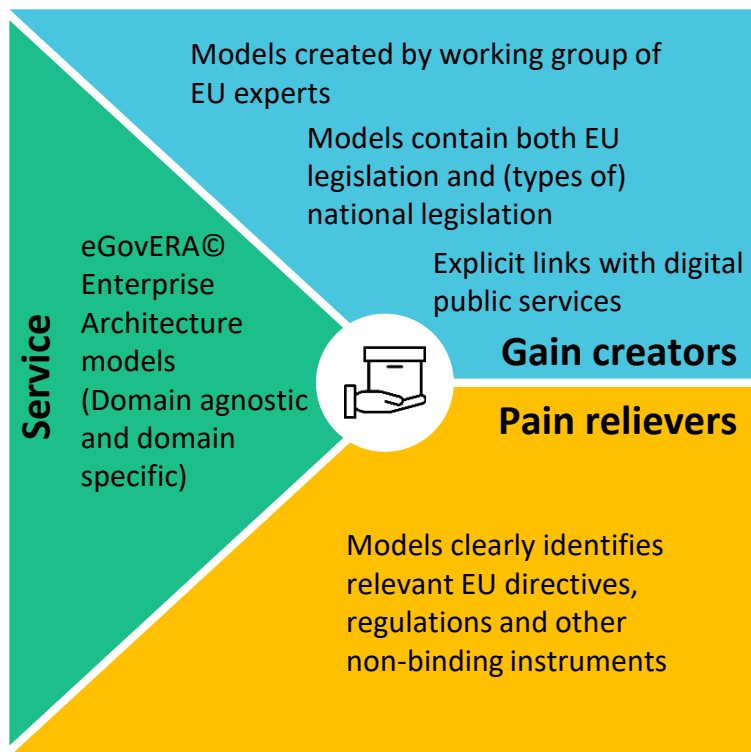
Identification of impacted digital public services

Plan activities on digital public services based on impact

Value Proposition of eGovERA© use case 5

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transformation

Value proposition

Member State

Service

eGovERA©
Enterprise
Architecture
models
(Domain agnostic
and domain
specific)

Models created by working group of
EU experts

Models contain both EU
legislation and (types of)
national legislation

Explicit links with digital
public services

Gain creators

Pain relievers

Models clearly identifies
relevant EU directives,
regulations and other
non-binding instruments

F I T

European reference
model

Links between EU and
national legislation

Easy analysis of links between
legislation and services

Gains (desires)

Pains (fears)

Understand
impact of
legislation on
digital public
services

Needs

Complexity of EU
legislation landscape

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4. eGovERA© solution components

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eGovERA© reference architectures sol. comp.

eGovERA© Requirements:

Family	Requirements
Business first	**Business capabilities driven**
	eGoverment portfolio management decision support (i.e. not technology)
	Digital transformation support
	Data visualisation (icons, precedence charts, etc.)
User Friendly	Data visualisation (icons, precedence charts, etc)
	Intuitive
	What-if
User centric	Value proposition per use case
	Co-creation with the users
	Validation by the users
	EIRA based RAs (interoperable digital public services by default)
	One RA per domain specific
Content	**Domain specific RAs leverage in domain agnostic Infrastructure RA**
	Open software
	Free license

eGovERA© reference architectures

The 3 beta Reference Architectures, 2 policy-specific (Taxation and Health policy domains) and the Infrastructure RAs

PoC	*PoC*	*Next Steps*	*Next Steps*
Tax eGovERA©	Health eGovERA©	Education eGovERA©	Environment eGovERA©
Next Steps	*Next Steps*		

PoC Infrastructure eGovERA© *Next Steps*
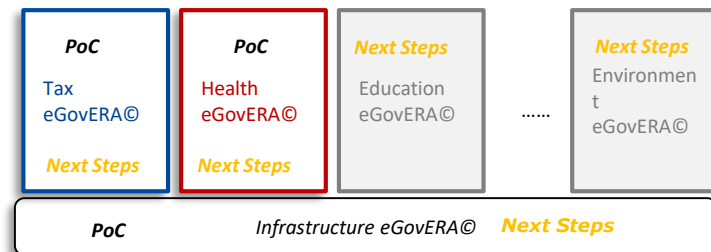
Microsoft Excel Worksheet

eGovERA_v0.11.archimate

eGovERA© eGovernment Business Capabilities Assessment sol. comp.

eGovERA© for eGovernment and digital transformation

eGovERA© Requirements:

Family	Requirements
Business first	**Business capabilities driven**
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	Open software
	Free license

eGovERA© eGovernment Business Capabilities Assessment

Prototype of the survey tool enabling the assessment of the ability to deliver per digital business capability

PoC	PoC	Next Steps	Next Steps
Tax eGovERA©	Health eGovERA©	Education eGovERA©	Environment eGovERA©
Next Steps	Next Steps	......	

PoC   Infrastructure eGovERA©   *Next Steps*

The survey will assess the ability to deliver each business capability

eGovERA© eGov. Portfolio Management Decision Support sol. comp.

eGovERA© Requirements:

Family	Requirements
Business first	**Business capabilities driven**
	eGoverment portfolio management decision support (i.e. not technology)
	Digital transformation support
User Friendly	**Data visualisation (icons, precedence charts, etc)**
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User centric	Value proposition per use case
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eGovERA© eGov. Portfolio Management Decision Support

Prototype of a quadrant tool enabling identification, analyses, and decision support of the portfolio of digital business capabilities per public policy domain

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eGovERA© Digital transformation roadmap sol. comp.

eGovERA© Requirements:

Family	Requirements
Business first	**Business capabilities driven**
	eGoverment portfolio management decision support (i.e. not technology)
	Digital transformation support
User Friendly	**Data visualisation (icons, precedence charts, etc)**
	Data visualisation (icons, precedence charts, etc)
	Intuitive
	What-if
User centric	Value proposition per use case
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eGovERA© digital transformation roadmap

Prototype of the roadmap tool enabling analyses and decision support per digital business capability

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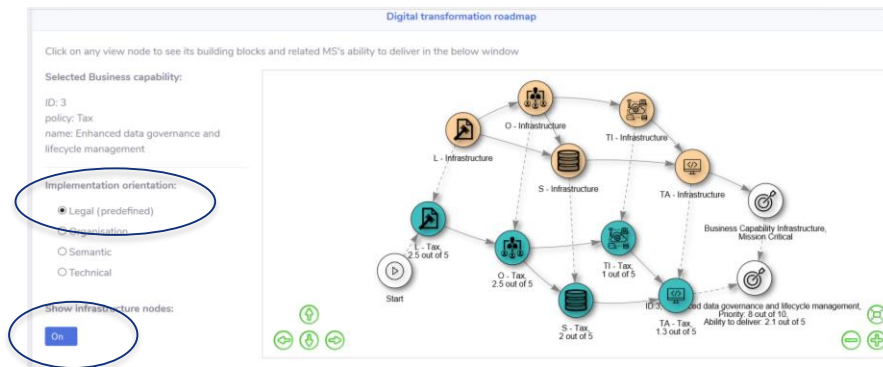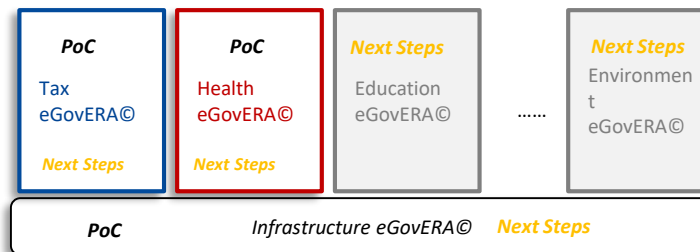
PoC Design Limitations

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eGovERA© reference architectures
- 2 domain specific
- Limited #BusCaps modelled
- Limited #ABBs specificity modelled per BusCap
- High-level granularity of the ABBs
- Modeling precedencies approach

eGovERA© eGovernment Business Capabilities Assessment
- No questions related to specific BusCap
- EU Survey vs. embedded
- The current sections can be more structured using, for example, subsections related to the views (LOST)

eGovERA© eGovernment Portfolio Management Decision Support
- What-if for the dimension "Ability to deliver" missing

eGovERA© digital transformation roadmap
- What-if also for the dimension "Ability to deliver" missing

eGovERA© portal
- *Backoffice functionalities to import updated rules missing (associations, new ABBs, etc)*
- *Multilingualism missing*
- *Export of the result features missing*

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