

Belpo BRAIN-be

FLEXPUB: Developing a Strategy for Flexible and Innovative Public e-Services



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Problem Statement → Challenges

Numerous technological innovations

More demanding stakeholders + Higher expectations to public services

- Better and more individualized public solutions and services
- Efficient and effective service delivery
- Burden reduction
- Transparency

Economic and budgetary pressures

- Efficiency
- Cost reduction
- Competitive

Problem Statement

Significant steps already taken by federal government

- Adoption Law on federal service integrators
- Federal Service Bus
- E-services such as eHealth, eBirth, eDepot, eInvoicing, eBox etc.
- Investments in the developments as proposed in the Digital Agenda for Europe

These steps are Actions in the continuing process of the federal administration to adapt and innovate!

Research context

Need to tackle the complex and speedy challenges cutting across policy domains and administrations

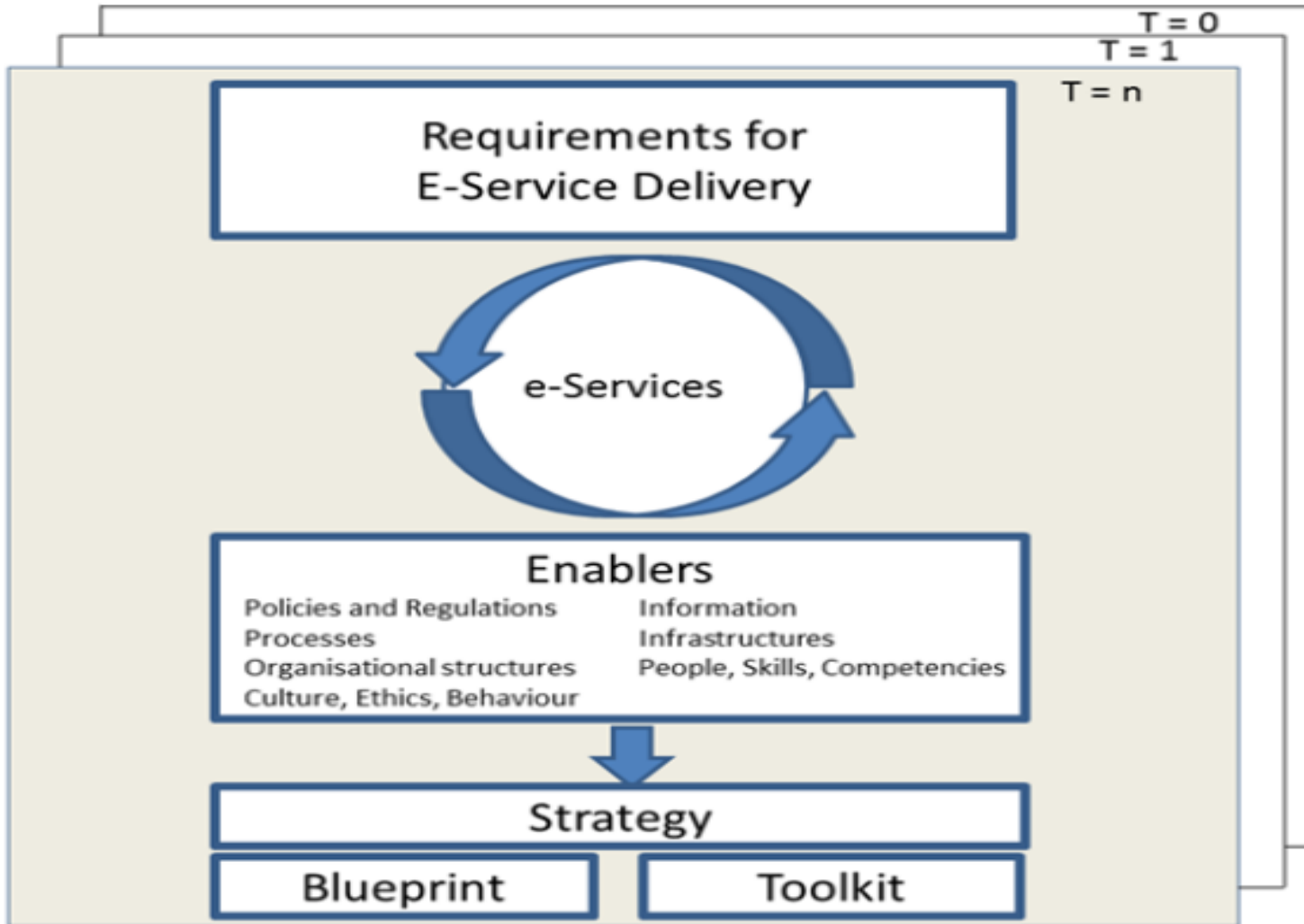


FLEXPUB aims to fill this gap



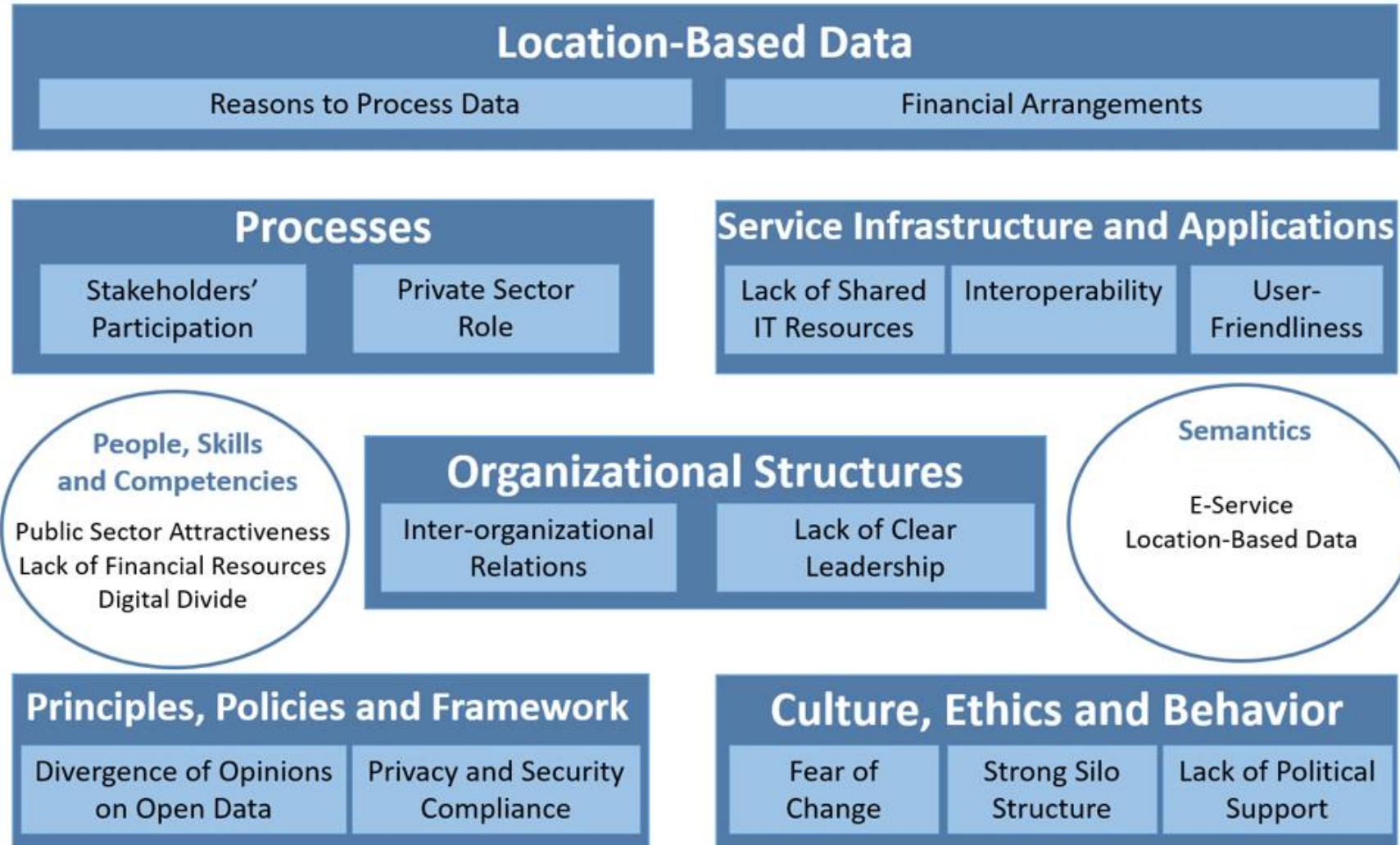
Develop a strategy for flexible and innovative public e-services

Methodology

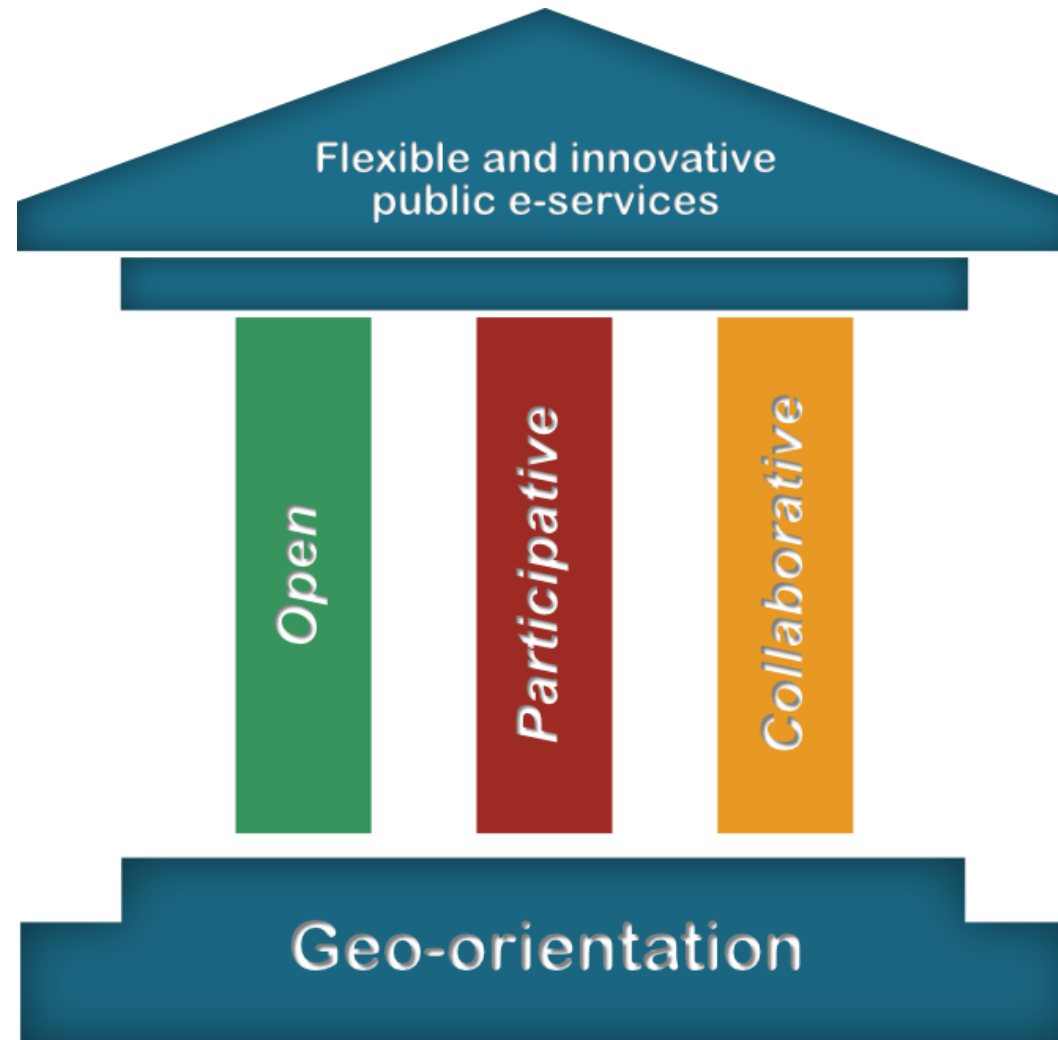


- WP1. Project Management
- WP2. Baseline Measurement
- WP3. Requirements for e-service delivery
- WP4. Enablers
- WP5. Case studies
- WP6. Strategy for flexible public geospatial e-services
- WP7. Blueprint for adaptive and innovative governments
- WP8. Toolkit
- WP9. Valorisation
- WP10. Outreach and Dissemination

Requirements' identification



Strategy – Overview



Strategy – Strategic Actions

Openness

Rethinking its information management system

Ensuring sustainable funding for public data quality and up-to-dateness

Guaranteeing personal data protection and security

Participation

Aligning with internal stakeholders

Integrating the input from citizens and external users

Developing the appropriate methods and tools

Collaboration

Rethinking organisational structures to actively serve the end-user

Strengthening coordination and sharing practices within a single administration

Building on common approaches to stimulate cooperation across governments

Ongoing work

Strategy Building = Iterative process



Refine the Strategy via three case studies:

Cadastral Information Sharing

Common Address Structure Development

Emergency Services



Triangulation via official documents' analysis, bilateral meetings with key actors and observation of daily practices

Today's activity → Discussion groups

Interviews

Representation in the project team

User workshops

Answer to surveys

Dedicated Software

Social Media

Innovation Ecosystem

Usability tests on prototypes

Many thanks for your attention!

Do you have any questions?

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