



GovTech, CivicTech and open data shaping the new era of digital public services

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Education / Qualifications

- **M.Sc. in Computation** from University of Oxford (UK).
- **B.Sc. in Computer Science** from University of London, Queen Mary and Westfield College (UK)
- Member of the **British Computer Society (BCS)**, the **Institute of Electrical and Electronic Engineers (IEEE)**.

Background

Currently working as a Special Advisor with the Hellenic Ministry of Digital Governance (Minister's Office, Mr. Kyriakos Pierrakakis), providing strategic consultancy in public policy design and implementation in the fields of digital government, open government and innovation in the public sector.

Managing Director of INNO and an experienced senior research and technical consultant. He has also been a frequent member of the technical and scientific programme committees. Since early 2011 he is the managing director of INNOSYSTEMS LTD. - Innovation Systems, a consulting services and high-end ICT technologies and solutions firm which provides innovative technologies as well as consulting and research services to companies, organizations and public administration houses.

Professional Experience

A scientific and technical advisor of various agencies and companies in the private and public sector in Information Technology, Telecommunications and New Technologies for Electronic Business, including, but not limited to: INTRASOFT International S.A., SingularLogic S.A., ANCO S.A., Athens Chamber of Commerce and Industry (ACCI), National Confederation of Hellenic Commerce (NCHC), Hellenic Copyright Organization (OPI), and others. He has been involved in the overall management and technical coordination of European co-funded research and development projects since 2000. He has been active in various research fields and has undertaken more than 45 European and national projects. His research activities concentrate in the areas of RFID, eCommerce, eGovernment, Business Process Re-engineering, Artificial Intelligence, Multimedia Systems, Databases, Ontologies, Information Systems, Systems Interoperability and Integration, Knowledge Management, Life Long e-Learning, eInclusion, Mobile Payments, Teleworking, Agent technology, Energy Efficiency & Carbon Footprint in the Supply Chain Management, etc.

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Building digital public services

Citizens at the center

The process

Digital transformation offers governments the opportunity to meet the citizens' aspirations for open, transparent and responsive governments. Governments need to provide services and processes that help citizens move forward as a society and as a civilisation.



1. Listen to the citizens

2. Design citizen-friendly government interfaces



3. Ensure leadership and determination

4. Connect government agencies and ensure data interoperability



5. Ensure re-use of public data

6. Build digital skills of public administration and citizens



The Challenge

Governments have been trying to solve problems in **isolation** rather than coming together to resolve them.

This has led to **fragmentation** across tech platforms, processes and citizen user experiences.

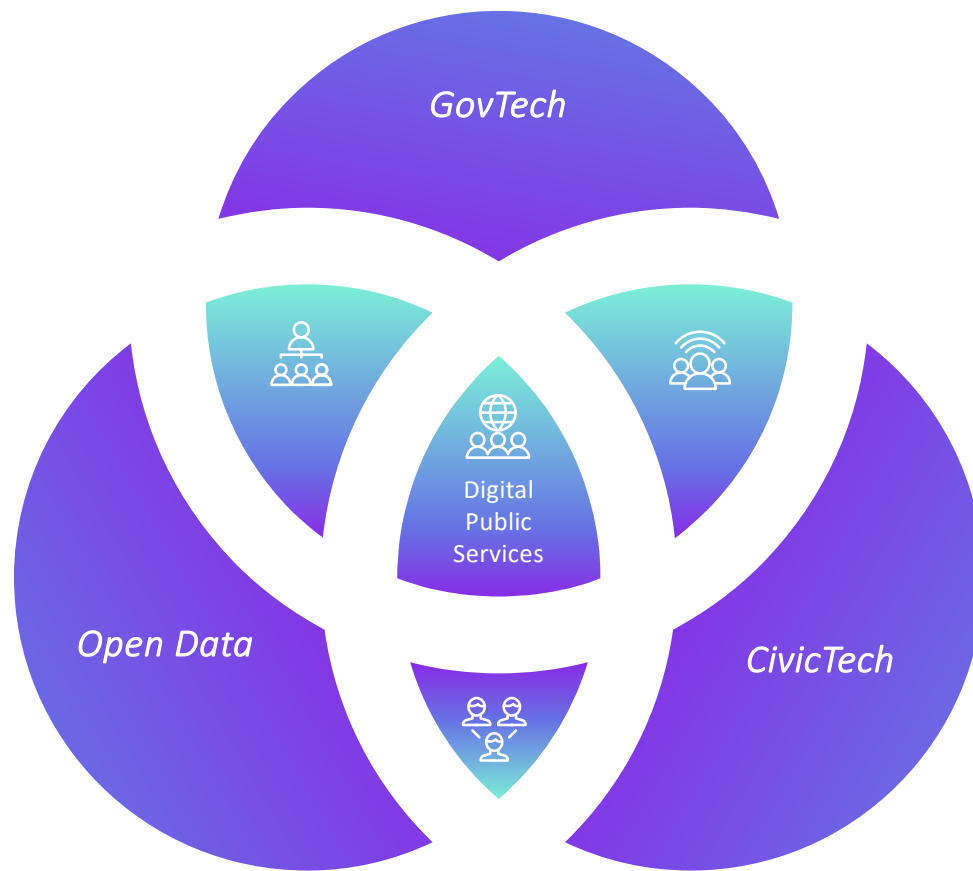
Different approaches and solutions across governments rely on proprietary technologies, resulting in vendor lock-in and prohibiting innovation.



Citizen-Oriented Digital Transformation in the Public Sector

- **Dynamic Capabilities in the Public Sector:** The Case of Digital Transformation.
- **Co-designing Digital Services with Users**
- **Digital Co-Production:** the “activities of citizens influence public agency outputs, objective community conditions, and citizen perceptions”
- **Open Government Data-Driven Co-Creation of Public Services**





Emerging Trends

Helping governments become more open, more connected and more consolidated.



More consolidated — less fragmented and therefore more efficient across platforms, people and processes.



More connected — able to better connect and engage with citizens, and able to better connect and engage with each other - other governments and jurisdictions.



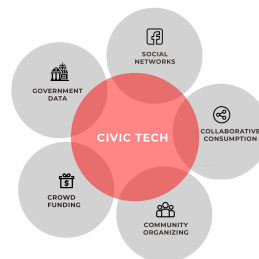
More open — opening up their datasets and adopting open source technologies to build greater trust and foster innovation by co-creating with citizens and industry.

What are these trends?



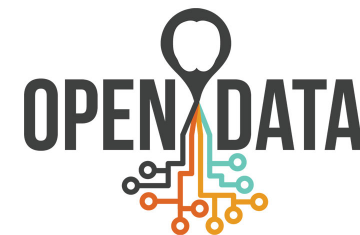
GovTech

GovTech is about using technology to optimise governments' internal operations to make them more efficient and more consolidated.



CivicTech

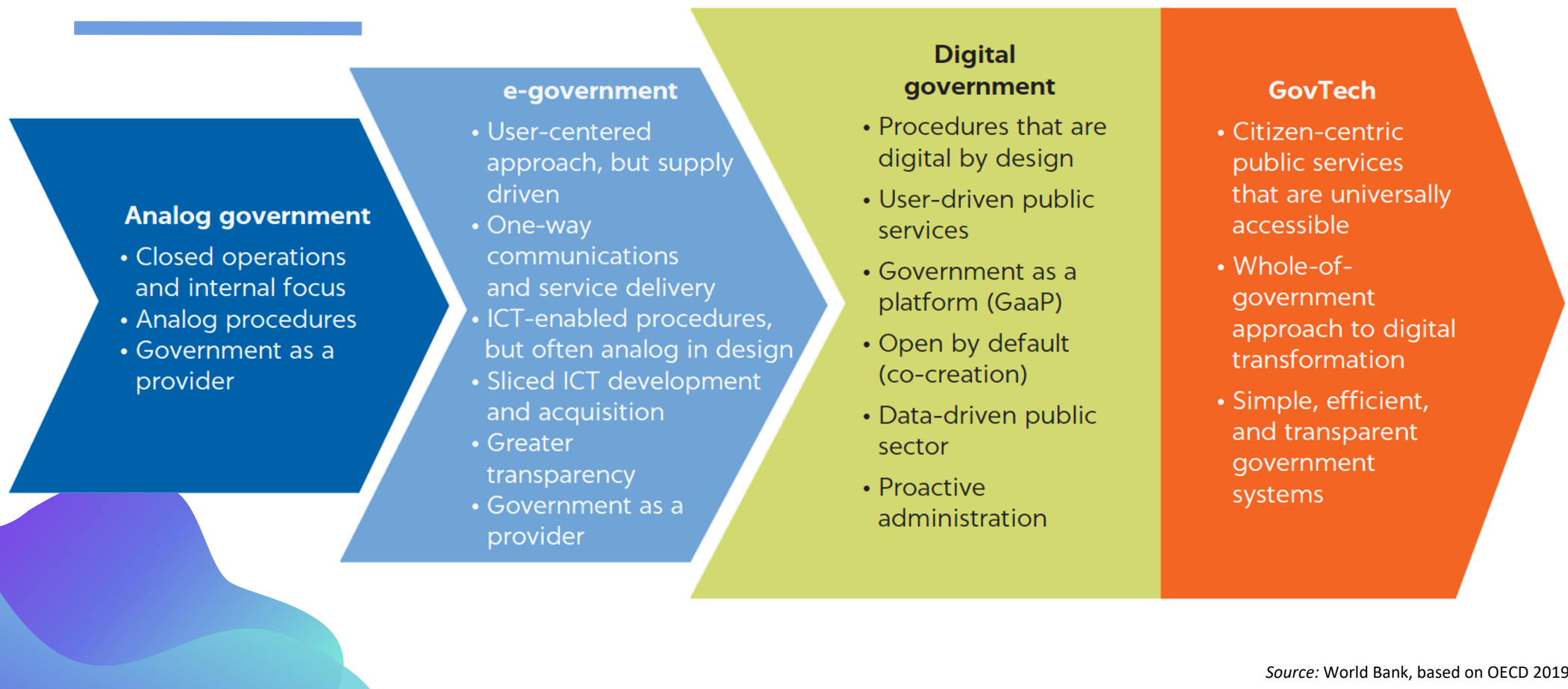
CivicTech is about using technology to help governments ultimately better engage and connect with their citizens.



Open Data

Open data is data that's freely available for anyone to use, reuse and redistribute as they wish. In the government space, open data is about opening up datasets so they can be used by others, i.e. citizens, industry.

Digital transformation of the public sector & GovTech



Source: World Bank, based on OECD 2019

GovTech Focus Areas

- **Supporting core government systems.** There is growing demand for modernizing and integrating government systems and for strengthening the GovTech approach.
- **Enhancing public service delivery.** GovTech projects support the design of human-centered online services that are simple, transparent, and universally accessible.
- **Mainstreaming citizen engagement.** CivicTech tools, including citizen feedback and complaint-handling mechanisms, can be developed and deployed in high- and low-connectivity countries using simple technology and free open-source applications.
- **Fostering GovTech enablers.** GovTech enablers are the cross-cutting drivers of the digital transformation agenda.



The Digital Transformation “bible” of Greece (2020-2025)

- Vision, specific goals and priorities
- Project management, financing and implementation model
- Key intervention pillars
- Key enablers for the implementation of the strategy
- 13 guidelines, common to all projects
- > 400 specific projects (horizontal and vertical)



to serve the needs of citizens directly and efficiently through a digital state



to promote the development of digital skills for all Greeks



to support and enhance digital innovation



to help every Greek business become a digital business



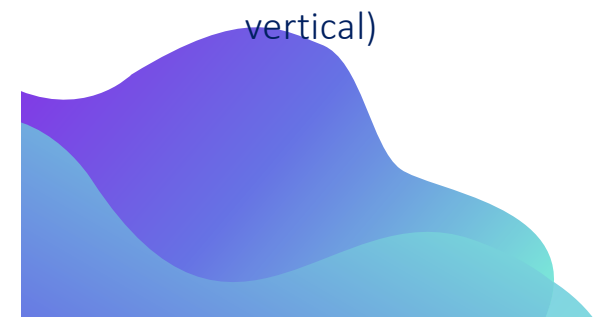
to help and utilize the productive value of public data



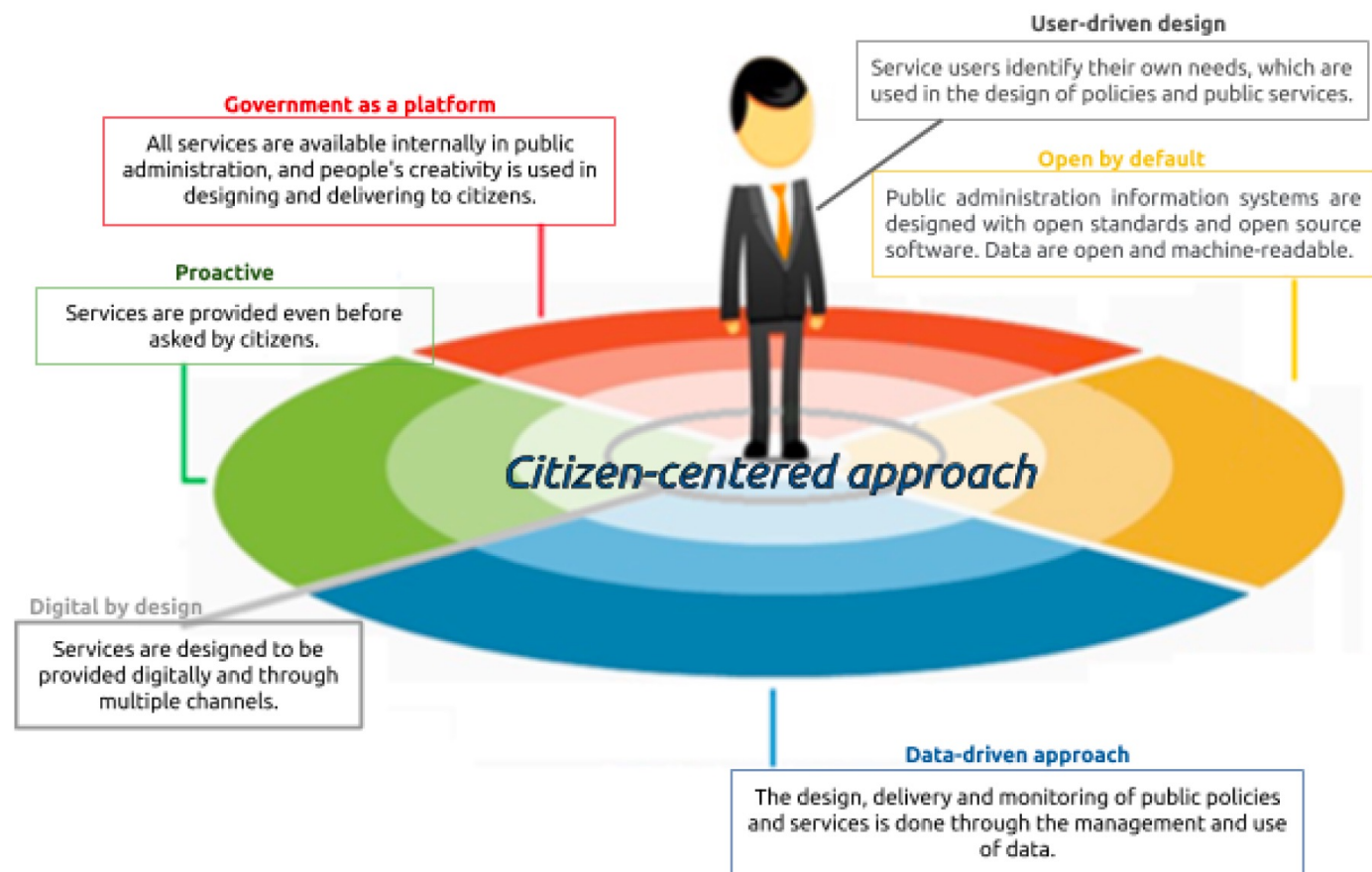
to enable every Greek to work quickly, reliably and safely on the internet



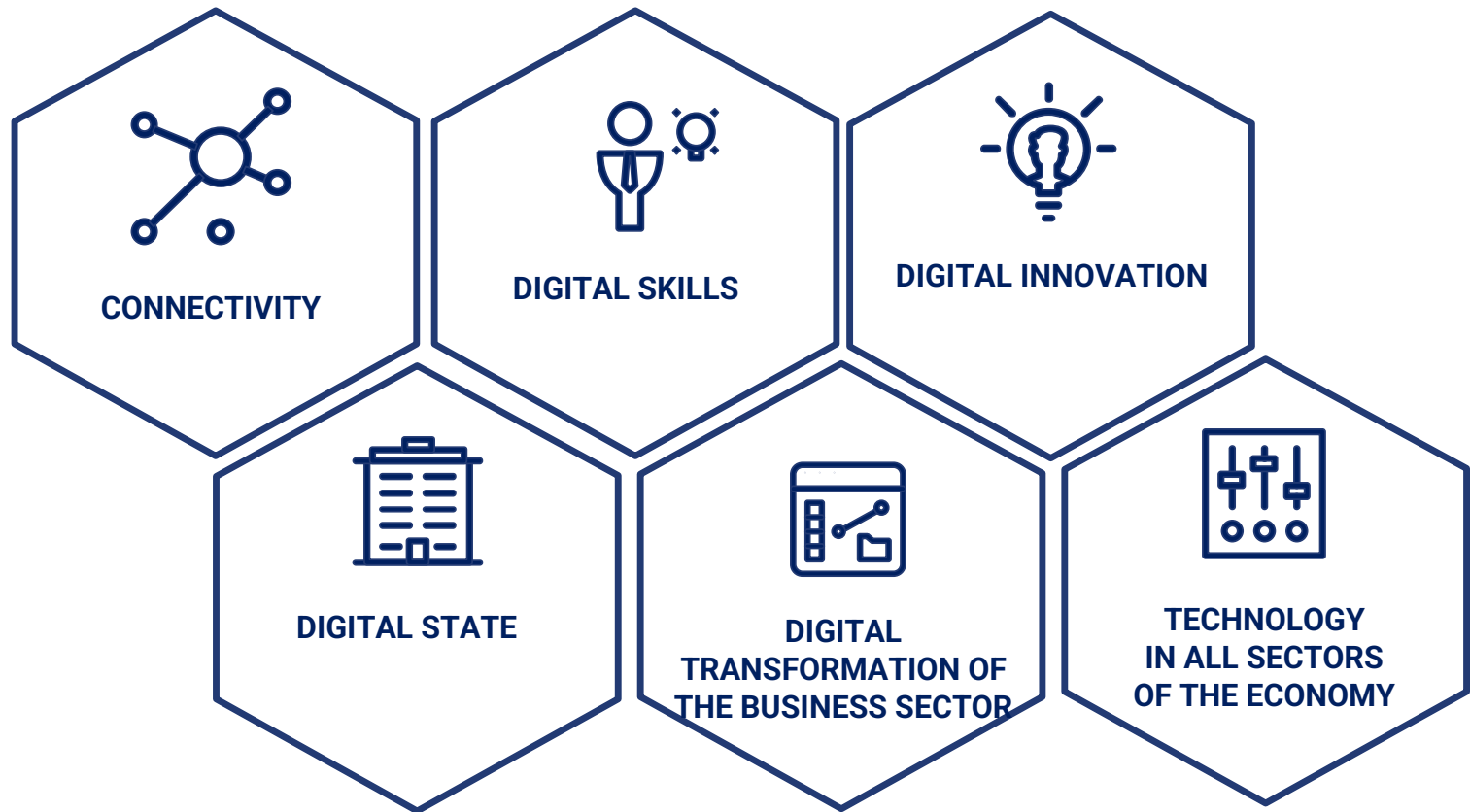
to integrate modern technologies in all sectors of the economy



User at the center of the Strategy



6 – Strategic Pillars



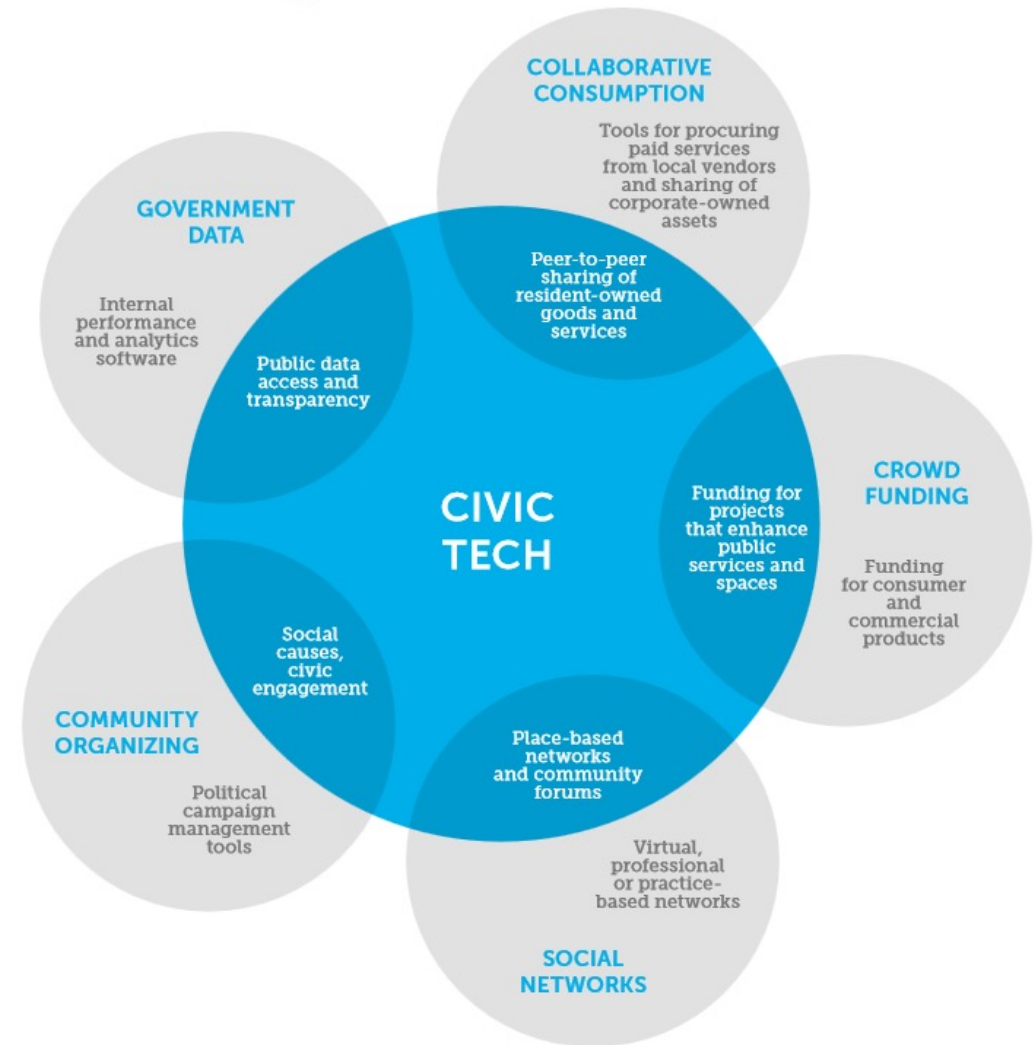
GovTech Lab @ GRNET

- The GovTech Lab is a reference centre for enhancing digital innovation in the public sector, applying modern practices for participatory design and flexible development of digital solutions.
- Through a flexible model of approaching, analysing and implementing digital transformation projects, GovTechLab delivers quick wins and integrates innovative solutions and practices in Public Administration.
- GovTech Lab is a laboratory environment for participatory design and development of innovative digital technology solutions, which combines the specialized experience of the public sector with the high know-how of the academic-research community and innovative companies.
- The GovTech Lab operates in the GRNET under the coordination of the Ministry of Digital Government and undertakes, among other things, the design of digital public sector services to solve specific problems utilizing modern methods and tools.

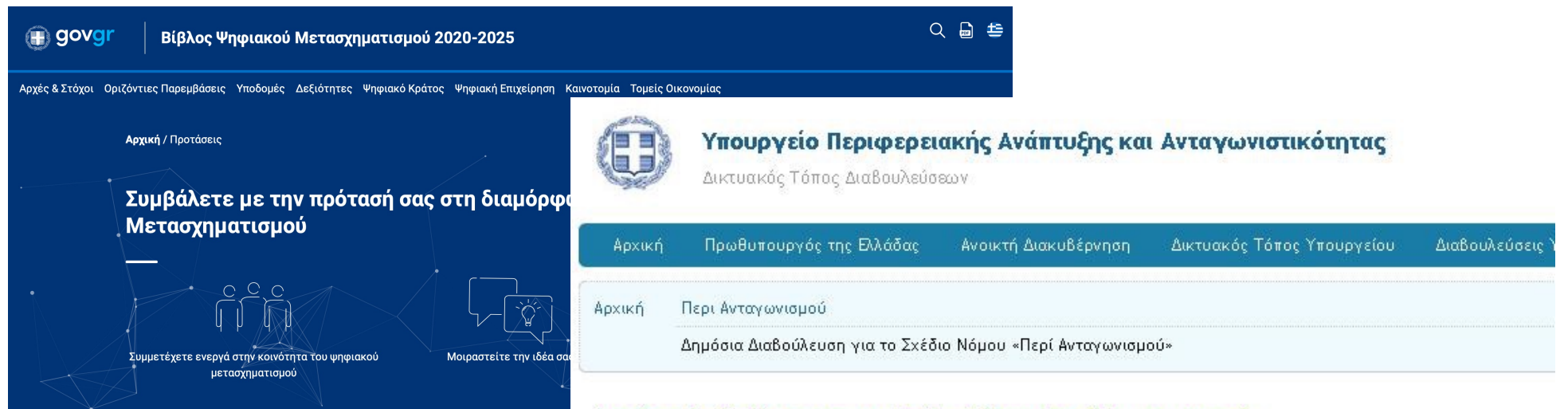


CivicTech for the Public Good

- Civic tech enhances the relationship between the people and the government with software for **communications, decision-making, service delivery, and political process.**
- Values of civic tech: **transparency, accountability, participation, citizen engagement.**



CivicTech in Greece



The screenshot displays the govgr website interface. At the top, the govgr logo is visible alongside the title 'Βίβλος Ψηφιακού Μετασχηματισμού 2020-2025'. A navigation bar includes links for 'Αρχές & Στόχοι', 'Οριζόντιες Παρεμβάσεις', 'Υποδομές', 'Δεξιότητες', 'Ψηφιακό Κράτος', 'Ψηφιακή Επιχείρηση', 'Καινοτομία', and 'Τομείς Οικονομίας'. The main content area features a dark blue background with a network diagram and the text 'Συμβάλετε με την πρότασή σας στη διαμόρφωση του Μετασχηματισμού'. Below this, it encourages active participation in the digital transformation community and sharing ideas. On the right, the 'Υπουργείο Περιφερειακής Ανάπτυξης και Ανταγωνιστικότητας' (Ministry of Regional Development and Competitiveness) is mentioned, along with the 'Δικτυακός Τόπος Διαβουλεύσεων' (Consultation Website). A secondary navigation bar includes links for 'Αρχική', 'Πρωθυπουργός της Ελλάδας', 'Ανοικτή Διακυβέρνηση', 'Δικτυακός Τόπος Υπουργείου', and 'Διαβουλεύσεις'. The main content area on the right is titled 'Αρχική' and 'Περι Ανταγωνισμού', with a sub-header 'Δημόσια Διαβούλευση για το Σχέδιο Νόμου «Περί Ανταγωνισμού»'.

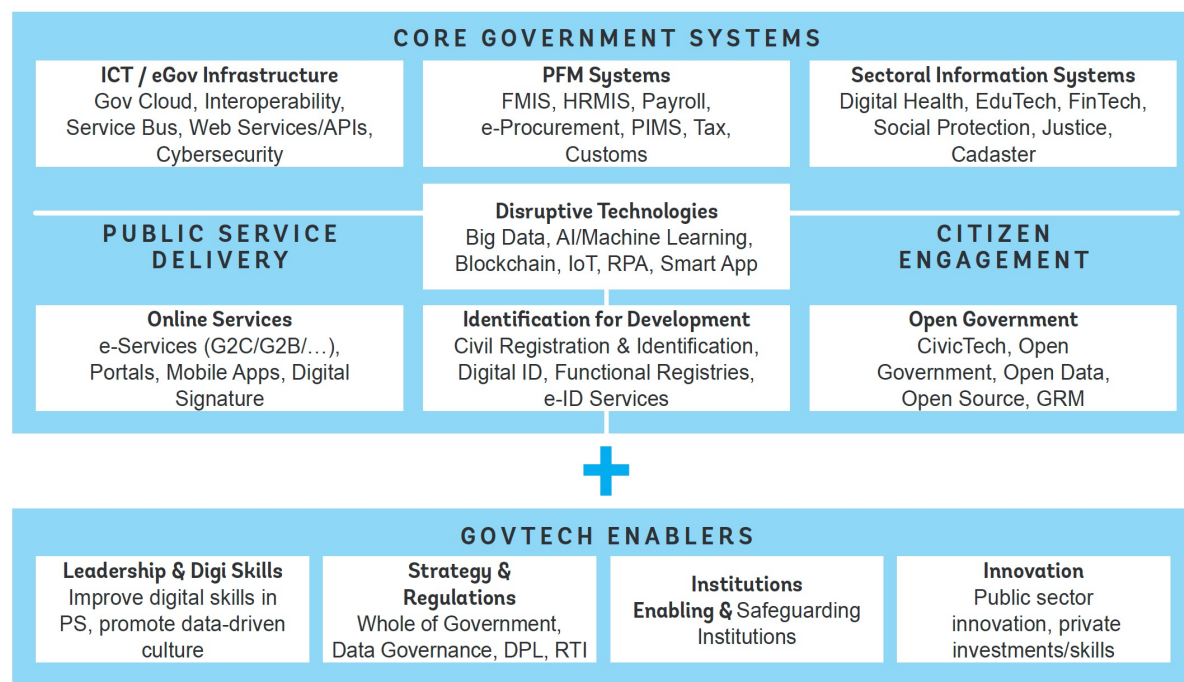
Δημόσια Διαβούλευση για το Σχέδιο Νόμου «Περί Ανταγωνισμού»

Η εύρυθμη λειτουργία της αγοράς υπό συνθήκες υγιούς ανταγωνισμού αποτελεί για μας σημαντική πολιτική προτεραιότητα. Είναι ένας από τους κεντρικούς άξονες της πολιτικής μας για την αναθέρμανση της οικονομίας και τη διαμόρφωση ενός νέου αναπτυξιακού προτύπου για τη χώρα.

Σε αυτό το πλαίσιο διαμορφώσαμε το Σχέδιο Νόμου «Περί Ανταγωνισμού», μια κωδικοποίηση της υφιστάμενης νομοθεσίας περί ανταγωνισμού με πολλές καινοτόμες ρυθμίσεις που ενισχύει το θεσμικό ρόλο και την αποτελεσματικότητα της

DG Investments

Mapping of DG investment categories to GovTech focus areas




identify entry points to use existing operations to develop a stronger GovTech approach, and indicates potential opportunities for cross-practice coordination and collaboration while scaling up digital investments

Source: GovTech State of Play: Challenges and Opportunities (November 2020), GovTech Global Partnership

OpenData for...

- Open (Government) Data refers to the information collected, produced or paid for by the public bodies (also referred to as Public Sector Information) and made freely available for re-use for any purpose.

	1 Better access to public services	2 More efficient service delivery chains	3 More informed policy development
Direct beneficiaries	 Citizens  Businesses	 Commissioners  Managers  Frontline staff	 Public sector workers  Elected representatives
Decisions/ actions taken	 How and where to access public services	 Where to prioritise operational resources	 Where to target policy interventions
Information produced	 Targeted service information	 Insight and patterns	 Data visualisations and analyses
Types of data	 Open real-time service data	 Open performance data	 Open data about a policy area

Benefits of OpenData

- **Performance** can be enhanced by Open Data and contribute to improving the efficiency of public services.
- **The economy** can benefit from an easier access to information, content and knowledge.
- **Social welfare** can be improved as society benefits from information that is more transparent and accessible.



data.europa.eu

The official portal for European data

83

Catalogues















36

Countries

1 100 017

Datasets

Search datasets

 Agriculture, Fisheries, Forestry & Foods	 Economy & Finance	 Education, Culture & Sport	 Energy	 Environment	 Government & Public Sector
 Health	 International Issues	 Justice, Legal System & Public Safety	 Population & Society	 Regions & Cities	 Science & Technology
 Transport	<input type="text" value="Search datasets"/> 				

> DATA CATALOGUES

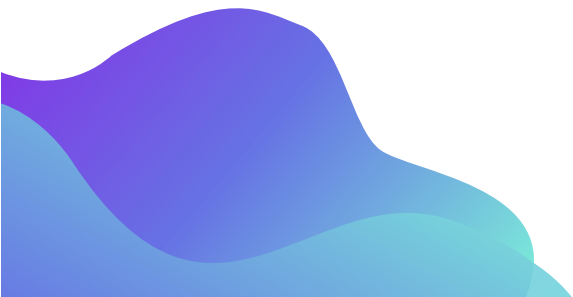
> ALL DATASETS

> EU INSTITUTIONS DATASETS

data.europa.eu

Open Government Partnership

- Paving the way to help create a global environment of open government.
- Currently, **78 countries** are part of the Open Government Partnership.
- The policy areas within the partnership cover a broad range of topics, including **digital governance** and how governments can leverage technology to help citizens.
- This drives government to be more open and more transparent, which ultimately serves the citizens (CivicTech in action).





Thank you

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