Digitally Based Open and Collaborative Services

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Analysis of the Value of New Generation of eGovernment Services and How Can the Public Sector Become an Agent of Innovation Through ICT

1 *Aims & Output*

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Aims & Output

What is the Contribution from the Project?

AIMS OF THE PROJECT	OUTPUTS OF THE PROJECT
Provide policy makers with better definition of OGS	Definition and taxonomy
Help policy maker in better understanding the value of OGS	CBA extrapolated across EU + non-monetized benefits analysis
Tell policy makers how the public sector should innovate to foster OGS use & maximize their impact	Assessment of how PSIN happens and recommendations on how to boost implementation of OGS

Definition and Taxonomy of OGS

OGS Definition

Definition: Open eGovernment Services are **open, collaborative & digital based services** characterised by a **deliberate, declared and purposeful effort to increase openness & collaboration** through technology in order to deliver **increased public value**.

3 Main features of OGS

Openness

Effort to publish elements and components of the service (data, service components, decision support), with respect to traditional eGovernment. This includes the production of reusable software objects that can be re-composed as in the concept of Service-Oriented Architecture.

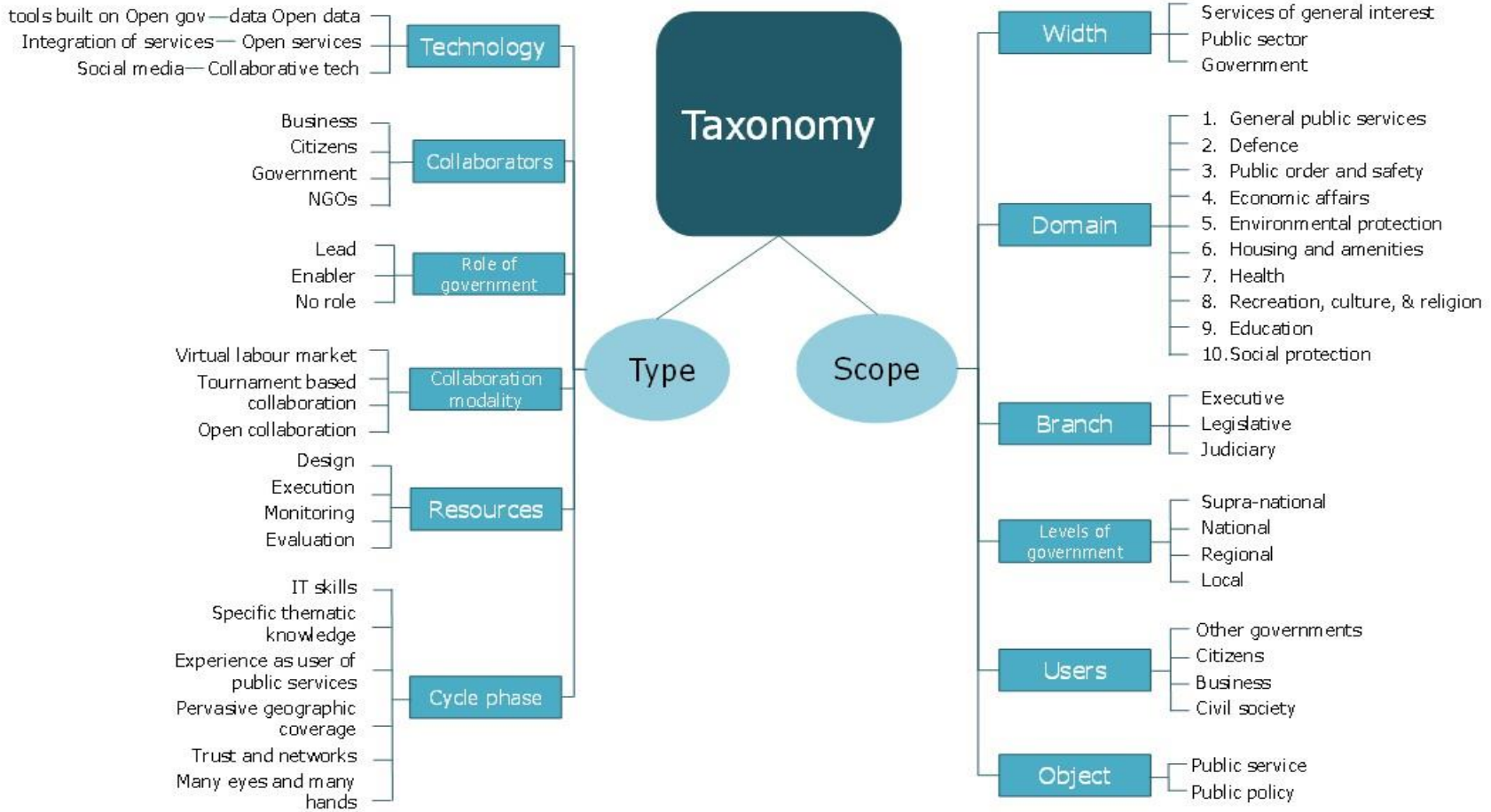
Collaboration

Recognition that government should not only aim at fulfilling societal and economic needs by direct service provision, but should enable and deliberately pursue the collaboration of third parties. Includes services designed/provided by private players without the awareness of government but that help solving issues related to public services.

Technology

OGS are fundamentally reliant on digital technology to deliver the services. Digital technology is used to provide disruptive innovation in the way services are delivered and is by definition collaborative, through open data, open web tools or collaborative platforms.

OGS Taxonomy



Value of OGS

Selected Cases & Characterisation as OGS (1/2)

CASE	DESCRIPTION	OPENNESS	COLLABORATION	TECHNOLOGY
FixMyStreet UK	**Street Maintenance.** Citizens can use the online platform to report to the council street problems such as potholes or broken streetlights. These problems are then fixed by the authority.	Citizens can access online reports and datasets	Citizens report problems and street faults giving the possibility for the public administration to actively take action	Platform and app enable citizens to report problems and local authorities to display and eventually address them
FixMyStreet Belgium				
Interoperable Data Gathering for e-Social Security	**Electronic Social Security.** Electronic data gathering on income & property that reduce applicants' efforts and simplify the decision processes by enabling fast, fair & transparent decisions for social support.	Different PA institutions can use the service building blocks	Stakeholders co-designed the service and suggested valuable inputs for its implementation	Interoperable building blocks enabling to manage different types of data enquiries
Tartu Participatory Budgeting	**Participatory Budgeting.** Tartu, the second largest city of Estonia, is the first city in Estonia that opened up its budget-designing process in 2013. Citizens of Tartu can decide how 1% of the annual investment budget is spent.	The logic behind public budgeting id publicly displayed	Citizens take part to the decision-making process	Possibility to cast votes using Estonian ID cards and the digital-signature infrastructure
IoPartecipo	**Participatory Decision Making.** Online platform allowing citizens to take part to the decision making process related to local issues.	Data are uploaded and made available to everyone for downloading, sharing and commenting	Co-design and co-production activities involving researchers, experts and end-users	Online platform, resulting from the re-use of existing software components

Selected Cases & Characterisation as OGS (2/2)

CASE	DESCRIPTION	OPENNESS	COLLABORATION	TECHNOLOGY
Patient Opinion	**Feedback Management.** The platform enables patients to provide details about their experiences in hospitals and health care institutions in the area in which they live. Comments allow to enbetter the overall medical service.	Possibility for patients and citizens to freely consult feedback and reports	Reporting activities which enable patients to provide feedback to health institutions	Online platform enabling patients to be directly in contact with health institutions
Di@vgeia	**Publication of Acts.** The Di@vgeia programme pushes all government institutions to upload their acts and decisions on the internet to make them fully available to the public.	Readily available information on the portal that can be accessed by everybody	Citizens can monitor the publications of documents & report maladministration issues	Online platform where the information is published
NemID	**Electronic Signature.** NemID enables Danish citizens to access a wide range of public administration services and online banking and tax services by entering an individual user name, password and code.	Access to PA services and online banking via the unified log-in system	System developed by a private supplier in cooperation with both the financial and the public sector	ICT platform to access online services of the public setor & banks
Kublai	**Support to entrepreneurship**. Kublai creates an Open & collaborative environment consisting in a platform where individuals can present project ideas that can be discussed, refined, and developed into viable projects.	Information (e.g. feedback and training material) is provided openly and freely	Peer to peer support provided by the users of the platform to other users presenting a project by the mean of comments	Online platform allowing asynchronous communication, tools such as Second Life
Parlement et Citoyen	**Participatory Decision Making.** Platform where Members of the French Parliament publish their proposalsbefore they are discussed in Parliament to gather feedback from the people.	Law proposals are readily available on the portal	Platform enables citizens to revise and provide input in law proposals	Online platform where the input is provided

Projection at EU level for OGS types of Service

Service	Type of Service	Monetised benefits	Costs	Net Benefits	Projections
Kublai	**Support to entrepreneurship**	€ 1,509,120	€1,441,514	€ 67,606	€ 54,340,467
FixMyStreet	**Streets Maintenance**	€794,941	€208,483	€ 580,758	€ 430,014,860
Patient Opinion	**Feedback Management**	€33,009,671	€602,253	€ 32,407,318	€ 3,109,519,176
Di@vgeia	**Publication of Acts**	€26,208,000	€1,700,000	€ 24,508,000	€ 1,147,641,639
NemID	**Electronic Signature**	€537,455,976	€54,940,000	€ 537,455,976	€ 43,755,565,062
Interoperable data gathering for e-social security	**Electronic Social Security**	€65,380,000	€3,488,490	€ 61,891,510	€ 15,254,829,543
Tartu – Participatory budgeting	**Participatory budgeting**	N.a	€79,233	- € 79,233	- € 70,596,603
Parlement et Citoyens	**Participatory Decision-making**	N.a	€500,000	- € 500,000	- € 3,827,822

Limitations of the Approach for Cost-Benefit Analysis

The following limitations have been encountered from a methodological standpoint when it comes to case-based generalisation:

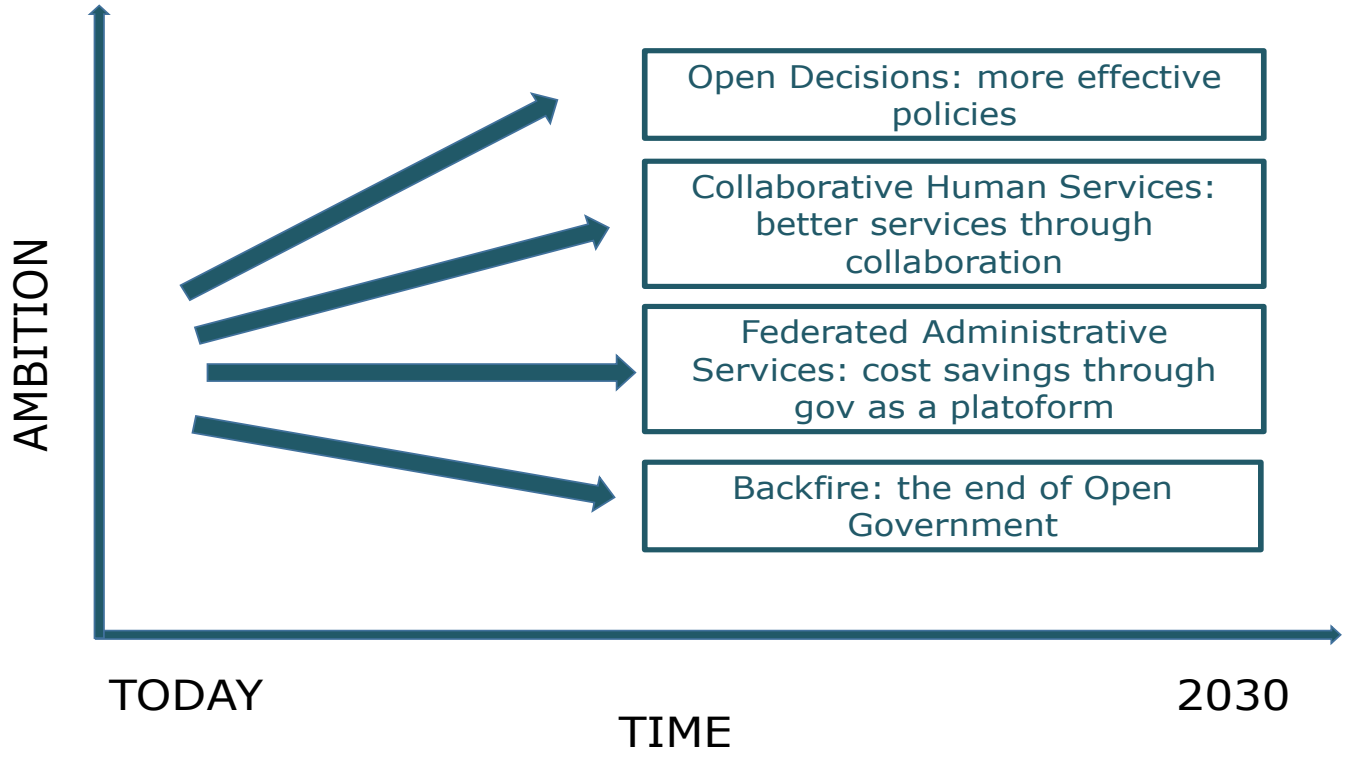
- The situation in which the OGS are used is compared with the hypothetical situation in which the service is provided in a "traditional" way.
- Comparison between the current situation in which the OGS are used and the past situation in which the services were delivered is not made.
- From a methodological standpoint, it is not possible to project the cost benefit analysis carried out for each case at European level for OGS services "as a whole", but only for each specific kind of service.
- In the analysis only "first degree" effects are considered, i.e. the immediate effects of the use of the service.
- Several benefits from OGS are non measurable from a monetary point of view. Hence assigning arbitrarily a monetary value to such benefits has been avoided.

Overview - Value of Open eGovernment Services

AREA	SERVICE	TECHNOLOGY COSTS	MONETIZED BENEFITS	NON-MONETIZED BENEFITS	SCALABILITY	REPLICABILITY	CONCLUSION
HUMAN SERVICES	Support to entrepreneurship	Moderate	Fairly positive	Very positive	Medium	High	Promising
	Streets Maintenance						
	Feedback Management						
ADMINISTRATIVE SERVICES	Publication of Acts	High	Very positive	Fairly positive	High	Medium	Mature
	Electronic Signature						
	Electronic Social Security						
PARTICIPATORY POLICY SERVICES	Participatory budgeting	Moderate	Negative	Very positive	Medium	Medium	Potential not fully expressed
	Participatory Decision-making						

Future Scenarios & Related Recommendations

Future Scenarios of OGS



Cluster 1: Design openness as a gradual learning process

Recommendations for the European Union

- Guidance modules for OGS audit
- Open spaces for discussion
- MOOC on OGS
- Global knowledge exchanges. EU leadership as complementary to global initiatives
- Internal OGS action plan

Recommendations for the Member States

- Identify priority services for OGS
- Carry out OGS audit
- Prioritize low-input OGS
- Ensure learning and fine-tuning of services after launch
- Early involvement of users

Recommendations for the civil society

- Develop OGS without replication to existing ones and reusing existing solutions.
- Provide feedback on existing OGS

Cluster 2: Adjust the institutional framework

Recommendations for the European Union

- EU statement of principles
- Support MS deployment
- Provide political recognition internally
- Collaborate with private third parties for the adoption of DSI building blocks

Recommendations for the Member States

- Adopt action plan
- Ensure “collaborative by design” principle in government services
- Provide guidelines to civil servants

Recommendations for the civil society

- Publicly support government OGS leaders and private OGS developers

Cluster 3: Design clear incentives

Recommendations for the European Union

- Provide best practice guidance on incentives for civil servants
- Adapt EU staff regulation
- Create centre of competences
- Recognize the effort of OGS in budget distribution

Recommendations for the Member States

- Adapt staff regulation
- Create centre of competence
- Recognize the effort of OGS in budget distribution
- Integrate procurement with innovation activities.
- Ensure feedback to citizens

Recommendations for the civil society

- Ensure uptake of OGS
- Proactively launch OGS in collaboration with government.

Cluster 4: Disseminate proactively

Recommendations for the European Union

- EU dissemination campaign
- Web based repository
- Live high profile events

Recommendations for the Member States

- Public, high reach events for citizens
- Restricted events for civil servants
- Monitor dissemination

Recommendations for the civil society

- Take part in web dissemination activities and live events

Cluster 5: Improve the evidence base

Recommendations for the European Union

- Clarify limitation of public sector innovation
- Set up a repository of best practices
- Elaborate easy to use evaluation and benchmarking framework

Recommendations for the Member States

- Systematically deploy evaluation throughout OGS

Recommendations for the civil society

- Engaging in the assessment and evaluation of OGS initiatives