

Panel Discussion

Digitalizing the public administration in Europe - What we can learn with and from each other

EU citizens and businesses operating in another EU country currently struggle to carry out ordinary administrative tasks. Searching for information, such as on the immatriculation at an university or on the registration of a business in another EU state, often proves to be a tiresome process as there is no central source offering all important details. Results tend to be scattered around different websites that frequently lack any guarantee of reliability. In order to complement the EU single market, in which the free movement of goods, services and capital is ensured also digitally, the Digital Single Market strategy (DSM) was brought to life on 6 May, 2015. The digital exchange shall take place under conditions of fair competition, and a high level of consumer and personal data protection.

To take steps towards the DSM and to implement consistent digital processes, the European Parliament and European Council adopted a regulation establishing a single digital gateway on 2 October, 2018. It is embedded in the *eGovernment Action Plan 2016-2020* and states that by December 2023, 21 important administrative procedures will be available fully online in each EU member state. The focus is on user-friendliness and efficiency; the 'once-only-principle' guarantees that users only once submit data to authorities, which then distribute the necessary data to other concerned authorities.

The DSM's progress was reviewed in May 2017, two years after its start, in the European Commission's mid-term review. Three main areas that need further EU action were identified: to protect Europe's assets by tackling cybersecurity challenges, to promote the online platforms as responsible players of a fair internet ecosystem and to develop the free flow of non-personal data to its full potential.

What is still being tackled on EU level already is implemented in some EU member states. In the study *Digital Economy and Society Index Report 2018* of the European Commission Finland ranks first place, followed by Denmark and Spain. Germany is on the 20th place regarding the digitalization of the administration in Europe. Categories of the study are the share of eGovernment users, the extent to which forms are pre-filled and the proportion of processes which can completely be carried out online. By logging in with their personal identification number, 90 percent of Danes use public administrative services. Handling in tax returns, registering changes of residence or claiming benefits can all be done online. Denmark also implemented an *E-boks*, an email account that is used for all communication sent from the authorities to its citizens. The Danish can use the *E-Boks* also to reply to their official post and to sign digital documents. Both Denmark and France allow their citizens to access their health data online. France not only caters its citizens with different public services, it moreover uses the digital sphere to grant its *citoyens* participation rights. Since 2015 Paris lets its residents vote for projects which were proposed by the citizens and developed by the administration. Five percent of the investment budget - more than € 100 million - are decided upon by the citizens.

- How does the eGovernment strategy in your state or city look like?
- Which significance do you, your employees and the citizens attribute to a digital administration?
- What has been successfully implemented and where do you encounter obstacles?
- How open are the citizens to digital services?
- Which role do data protection and privacy play? How do you cope with digitalization in order to make your administration service-oriented, efficient, modern and agile?
- Are there best practices that can be applied to other countries?

These questions were discussed openly, controversially and success-oriented. Inspiring and thinking about innovative processes from the perspective of citizens, companies and authorities were key of the discussion.

Moderator

Prof. Dr. Michael Dowling is Chairman of the Board of the supranational organization MÜNCHNER KREIS, a national and international leading independent platform for orientation for digital transformation. Dowling holds the Chair of Innovation and Technology Management at the University of Regensburg. The proven expert in innovation management and digitalization was born in New York in 1958. He studied at the University of Texas in Austin and at Harvard University. After his doctorate he taught and researched as Assistant Professor and Associate Professor with tenure at the University of Georgia, USA. Further stations before his appointment to Regensburg in 1996 were Research Scholar at the International Institute for Applied Systems Analysis (IIASA) in Laxenburg, Austria and Research Analyst at McKinsey & Company.



Speakers

Johanna Engman, Chief Information Officer (CIO), City of Stockholm

Johanna Engman was appointed chief information officer for the City of Stockholm in January 2018. She works at the City Executive Office and is steering committee member of the City of Stockholm's major digitalization projects and programs. The vision of Stockholm is to become the smartest city in the world by 2040. According to the city of Stockholm, a smart city is a sustainable city from three perspectives: economically, ecologically and socially. It is built by innovation, connectivity and openness. Johanna Engman has been working with digitalization for over ten years, and she has major experience from different leading positions within the city of Stockholm: as vice President of Stockholm City Theatre, Deputy Director of Stockholm Educational Administration and Director of City District Administration of Norrmalm.



Rupert Lehner, Head of Fujitsu Central Europe, Member of the Executive Board Germany, Fujitsu

Rupert Lehner is Head of Central Europe and EMEA Product & EMEA Enterprise Platform Services, member of the management board of Fujitsu Technology Solutions GmbH and chairman of the supervisory board of Fujitsu TDS GmbH. In addition, he represents the interests of the German Digital Association vis-à-vis politics as BITKOM's Bavarian state spokesman. Since joining the company, Rupert Lehner has held numerous positions at Siemens, Siemens-Nixdorf, Fujitsu Siemens Computers and Fujitsu Technology Solutions at various locations. Since August 2018, Rupert Lehner, in addition to his position as Head of Enterprise Platform Services EMEA, has also been responsible for the product business in EMEA and is Head of Central Europe. He studied business administration at the University of Erlangen-Nuremberg before starting his career at Siemens AG in Nuremberg in 1990.



Lena-Sophie Müller, Managing Director of Initiative D21

Lena-Sophie Müller has been Managing Director of Initiative D21 e.V. since 2014. The network for the digital society is a partner of the Annual Digital Administration Conference. Since September 2018, Lena-Sophie Müller has supported the work of the Enquete Commission "Artificial Intelligence" of the German Parliament as an expert of the Social Democrats. Lena-Sophie Müller studied political science in Sydney, Australia and Potsdam. Before joining Initiative D21, she worked from 2008 to 2014 as a scientist at the Fraunhofer Institute FOKUS in Berlin. There she has led



numerous administrative modernisation and e-government projects with industry and public administration at EU, federal, state and local levels. From 2010 to 2014, she was also responsible for the Center for Interoperability.

Janne Viskari, Director General of the Population Register Centre Finland

Janne Viskari is working as director general at the Population Register Centre of Finland. The Register Centre is responsible for the digitalization of the public administration in Finland. It integrated the public services into its online platform and secured them via e-identification. In the previous three years, Viskari already was a member of the agency's management board. Furthermore, as director he was responsible for the development of the digital services for citizens and the public administration, and as head of the Service Architecture unit he lead the implementation of the National Architecture for Digital Services programme. Janne Viskari holds a M.Sc. in Telecommunications Management of Helsinki University of Technology. Before working in the public administration he held senior position roles at Finnish customs and in the private sector.



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