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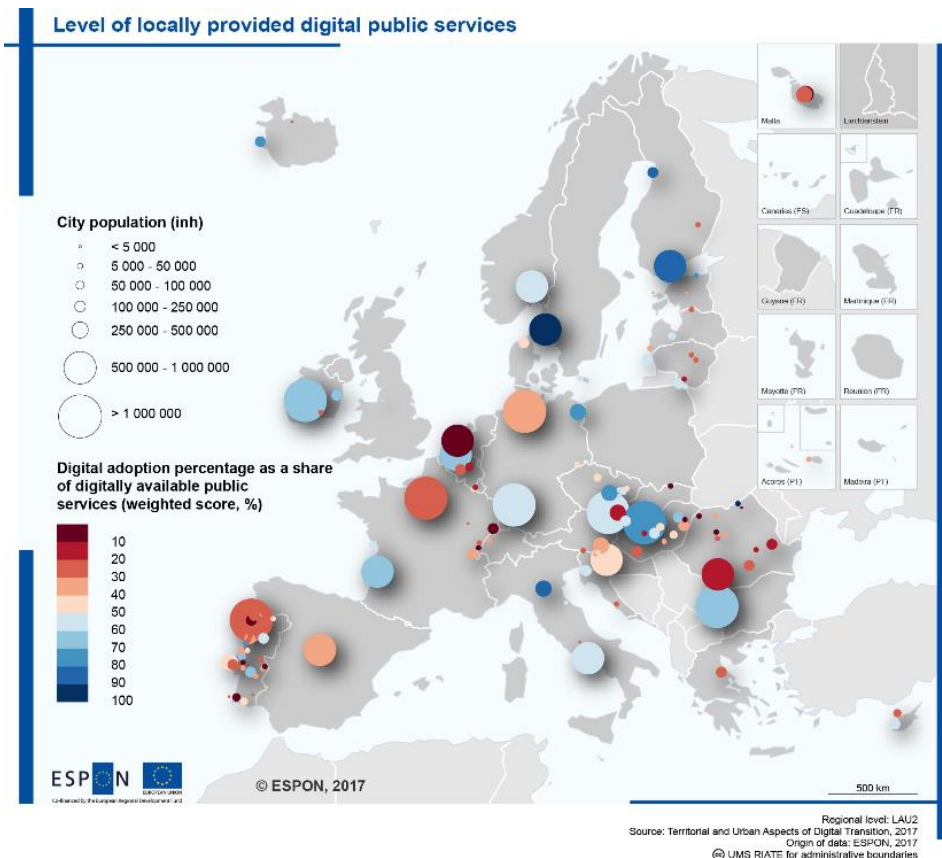
Inspire Policy Making with Territorial Evidence

# Driving the digital transition of public services

Laurent Frideres  
Head of Unit for Evidence and Outreach  
ESPON EGTC

Connected Smart Cities Conference 2018  
11 January 2018  
Brussels, Belgium

# The digital transition is reshaping public services



## Improving services and increasing uptake

**91%** city services have improved ✓  
 as a result of digitalisation

**39%** of cities saw a  
**substantial ↗ increase in uptake**  
 of specific services as a result of digitalisation

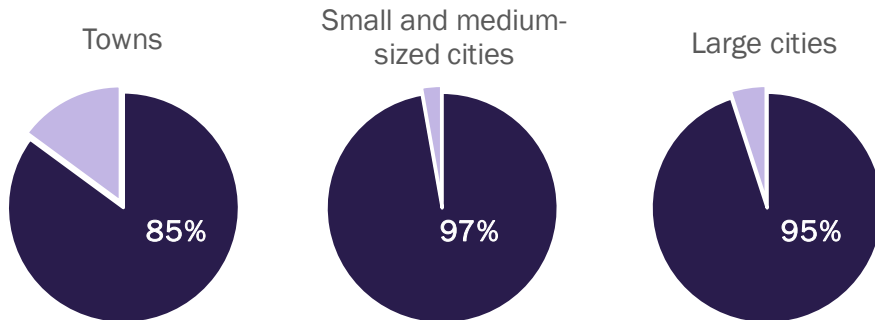
**68%** use the data gathered from the  
 use of digitalised service to improve  
 services or in decision making processes

## Impact of digitalisation

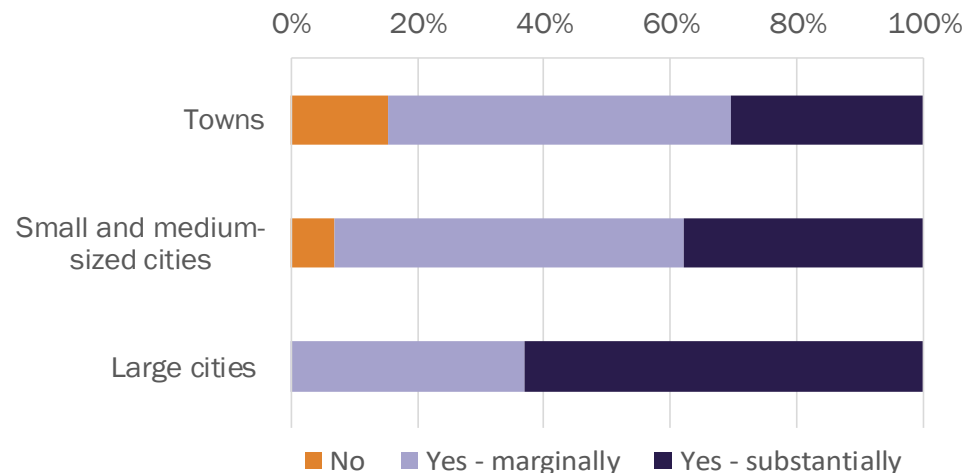
**1 in 3 cities** has seen a  
**substantial ↘ reduction in operating costs**  
 as a result of digitalisation

The digitalisation of services has resulted in a  
**reduction of staffing for 3 in 5 cities**

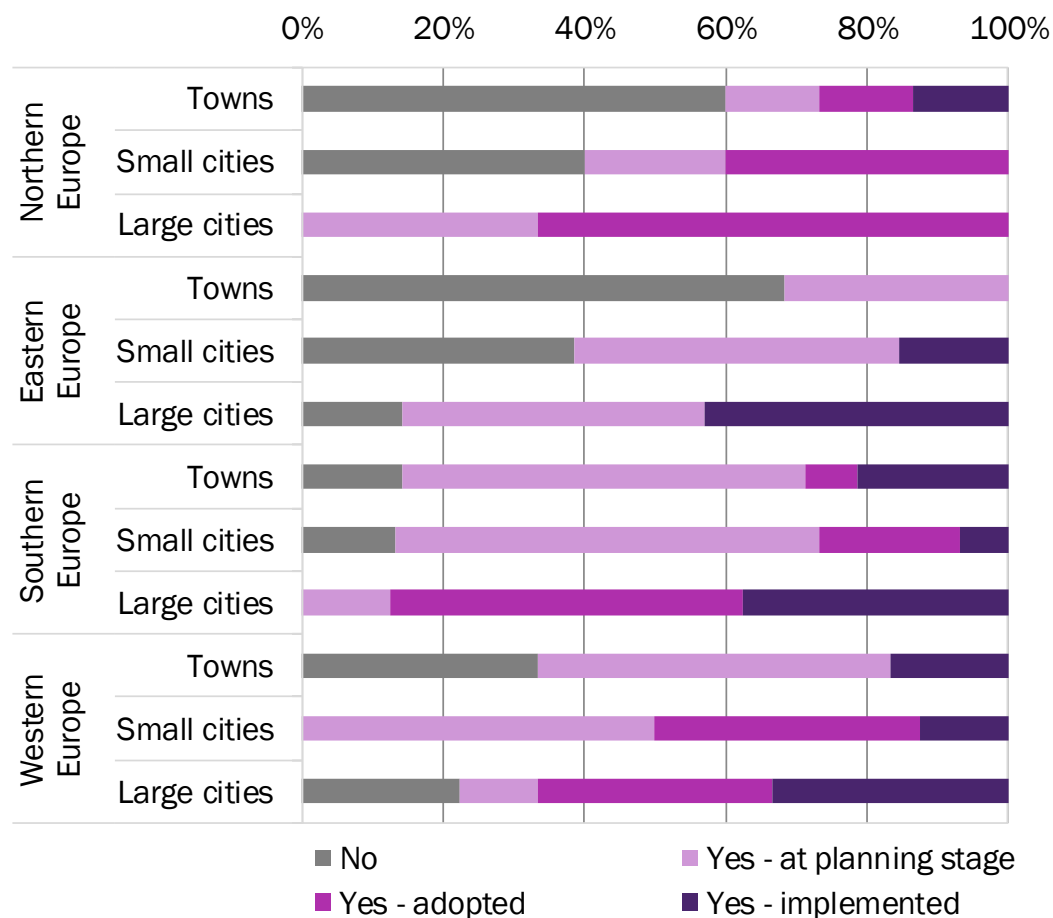
# Improved services



and increased uptake of specific services as a result of digitalisation



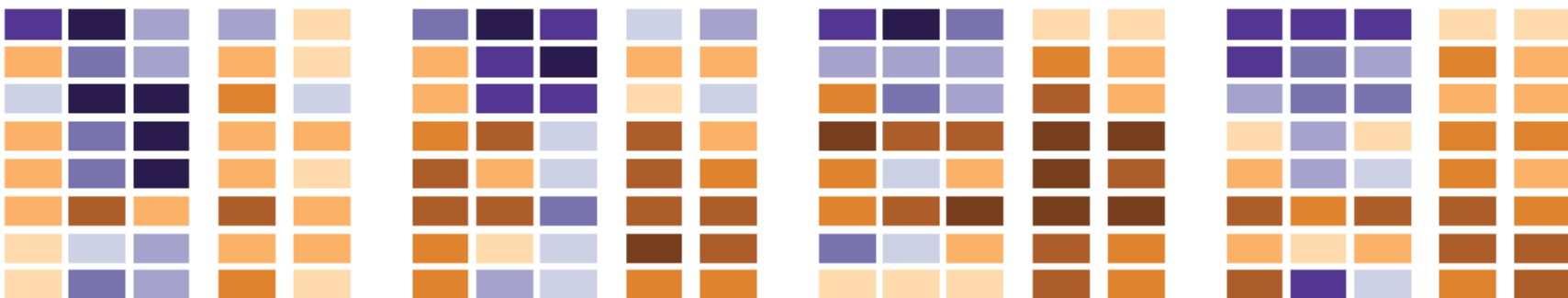
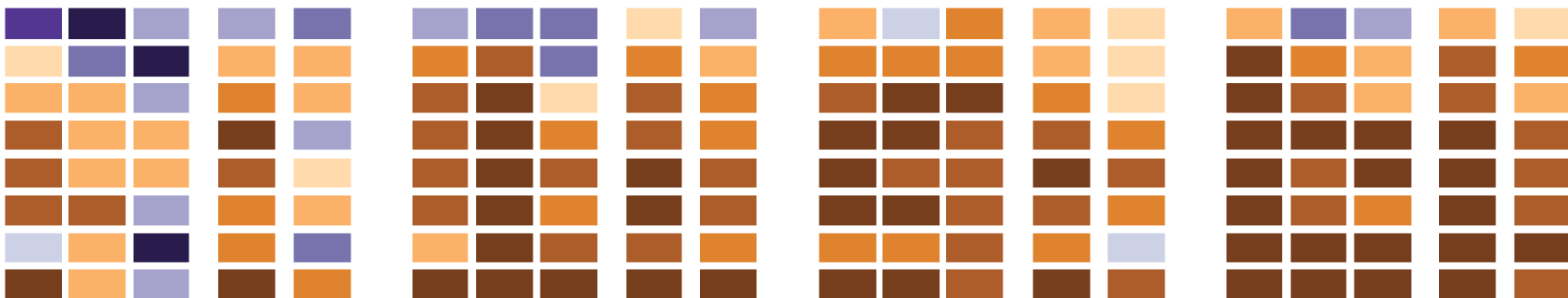
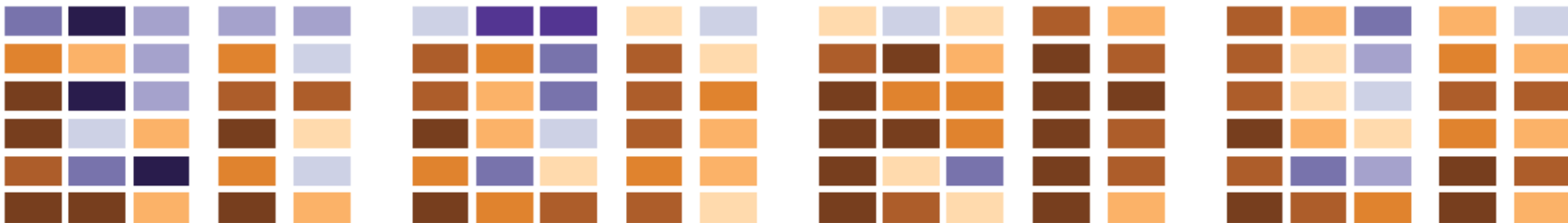
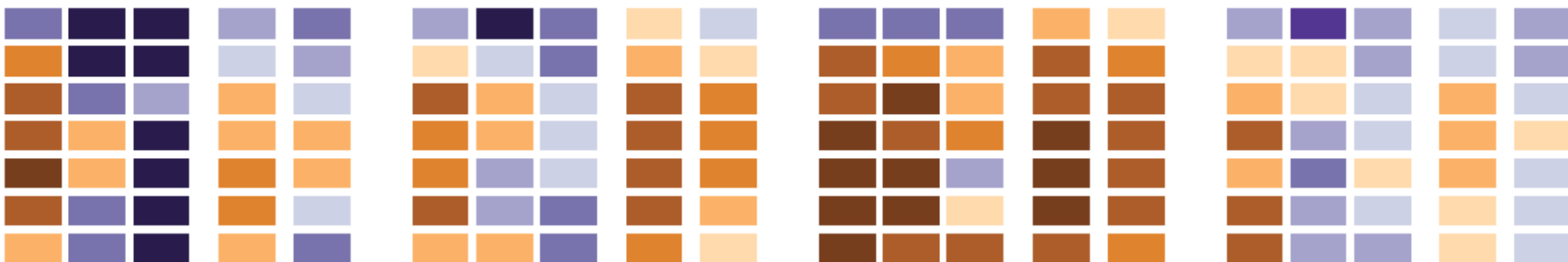
# The implementation of city digital strategies needs to be accelerated

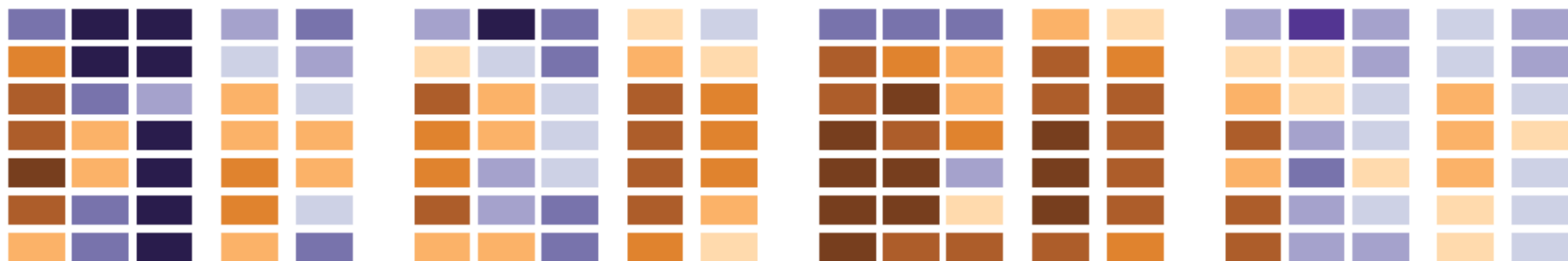


# 1

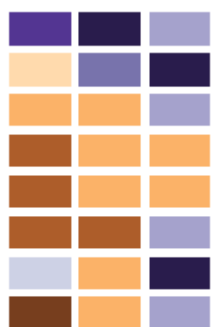
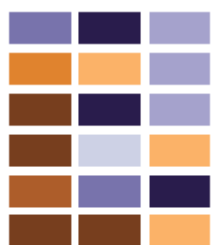
## Map the digitalisation of services in your city (and beyond)







## Share of service digitalisation



0 - 10%



10 - 20%



20 - 30%



30 - 40%



40 - 50%



50 - 60%



60 - 70%



70 - 80%



80 - 90%



90 - 100%



# Urban and territorial dimensions of digitalisation of public services

Share of services that are digitalised at the levels of towns (T), small and medium-sized cities (S) and large cities (L):  
at regional level (R) and/or at national level (N)

**Northern Europe**

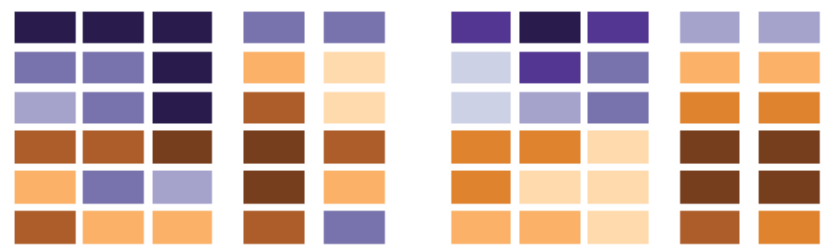
T S L R N

**Eastern Europe**

T S L R N

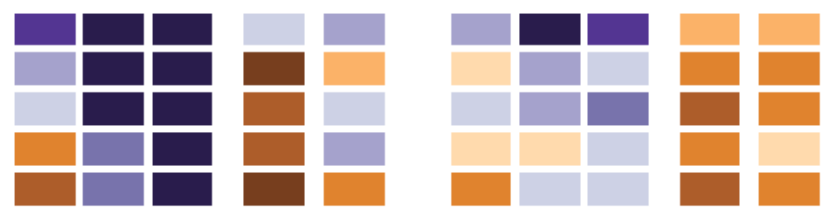
## e-inclusion of citizens to local governance

- Find information via website
- Trace the Council decision-making process
- Follow streamed Council's meetings
- Participate in local government budgeting and strategies through voting online
- Trace applications' proceeding by local authorities
- Checking one's personal data from databases and registers



## Spatial planning and construction

- Find information via website
- Apply for planning and building permits
- Explore land use plans and proposals via dedicated GIS services
- Obtain land use and cadaster data online via land registry
- Participate in online public consultations on plans



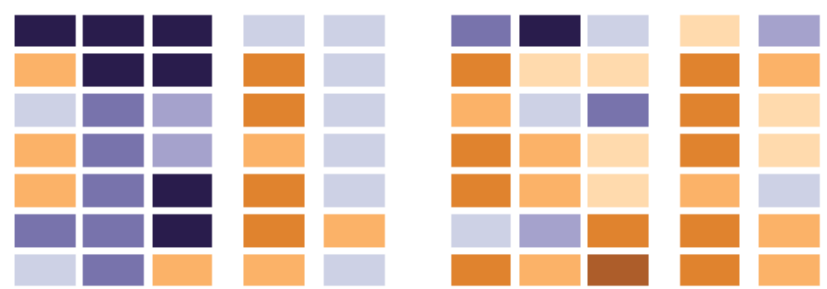
## Social and welfare services

- Find information via website
- Apply for support online
- Report abuse online
- Receive direct online support via chat/video call
- Join an online support community



## Education

- Find information via website
- Apply for schools/course admission online
- Monitor learning progress online (grades, events, assignments)
- Participate in courses online
- Obtain learning materials online
- Access PCs and interactive displays in primary education
- Pay for the fees electronically





# Urban and territorial dimensions of digitalisation of public services

Share of services that are digitalised at the levels of towns (T), small and medium-sized cities (S) and large cities (L); at regional level (R) and/or at national level (N)



# Urban and territorial dimensions of digitalisation of public services

Share of services that are digitalised at the levels of towns (T), small and medium-sized cities (S) and large cities (L); at regional level (R) and/or at national level (N)

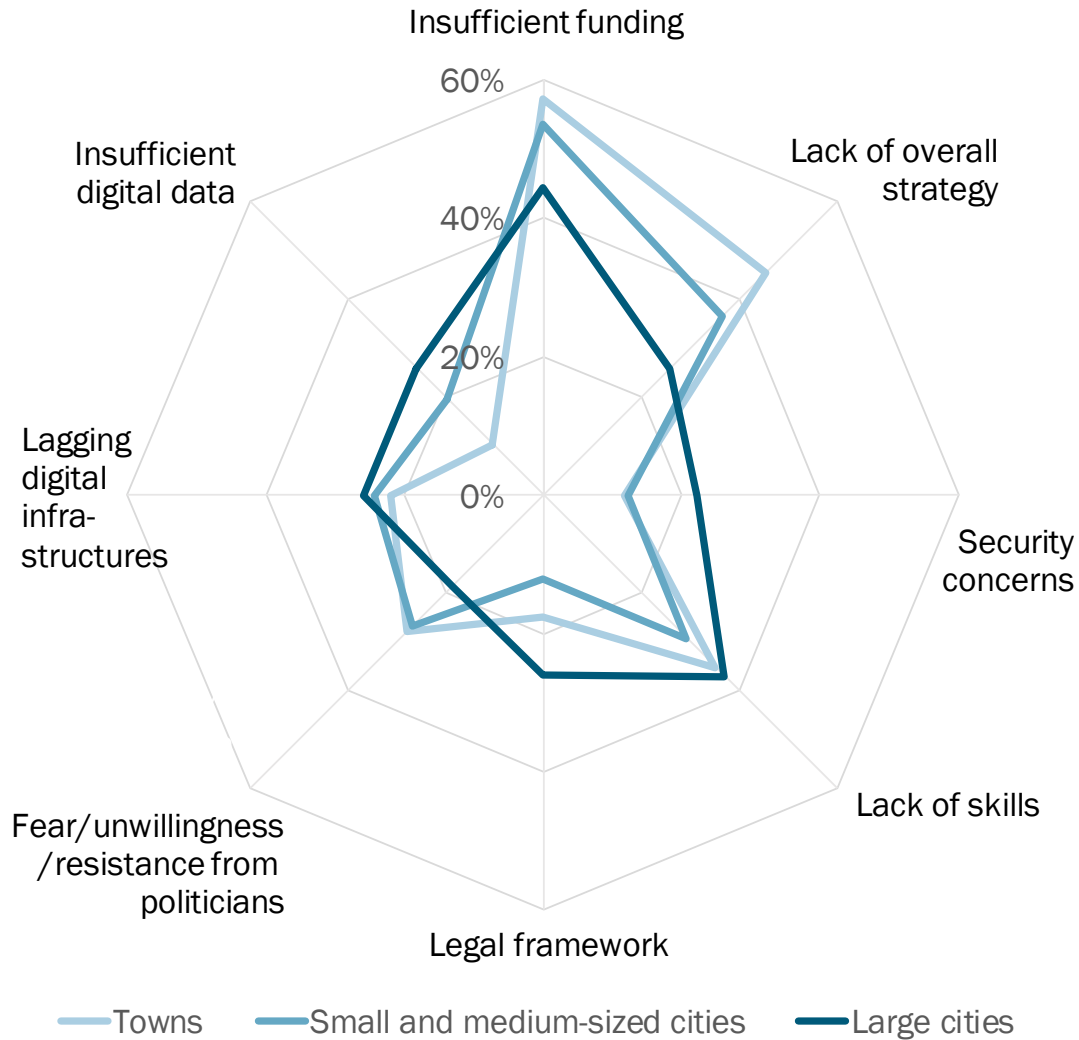


# 2

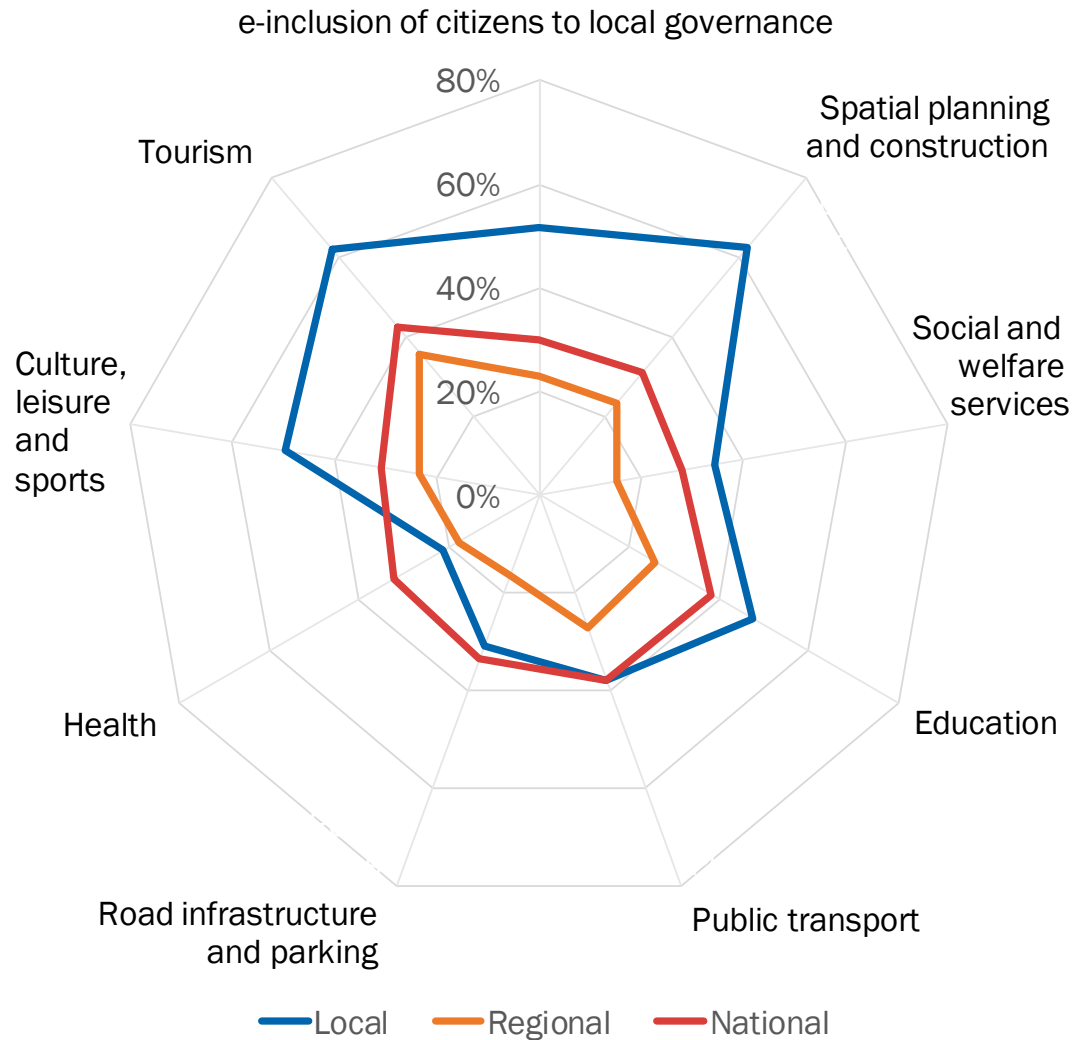
## Prioritise services to be digitalised at city-level



# Identify your barriers



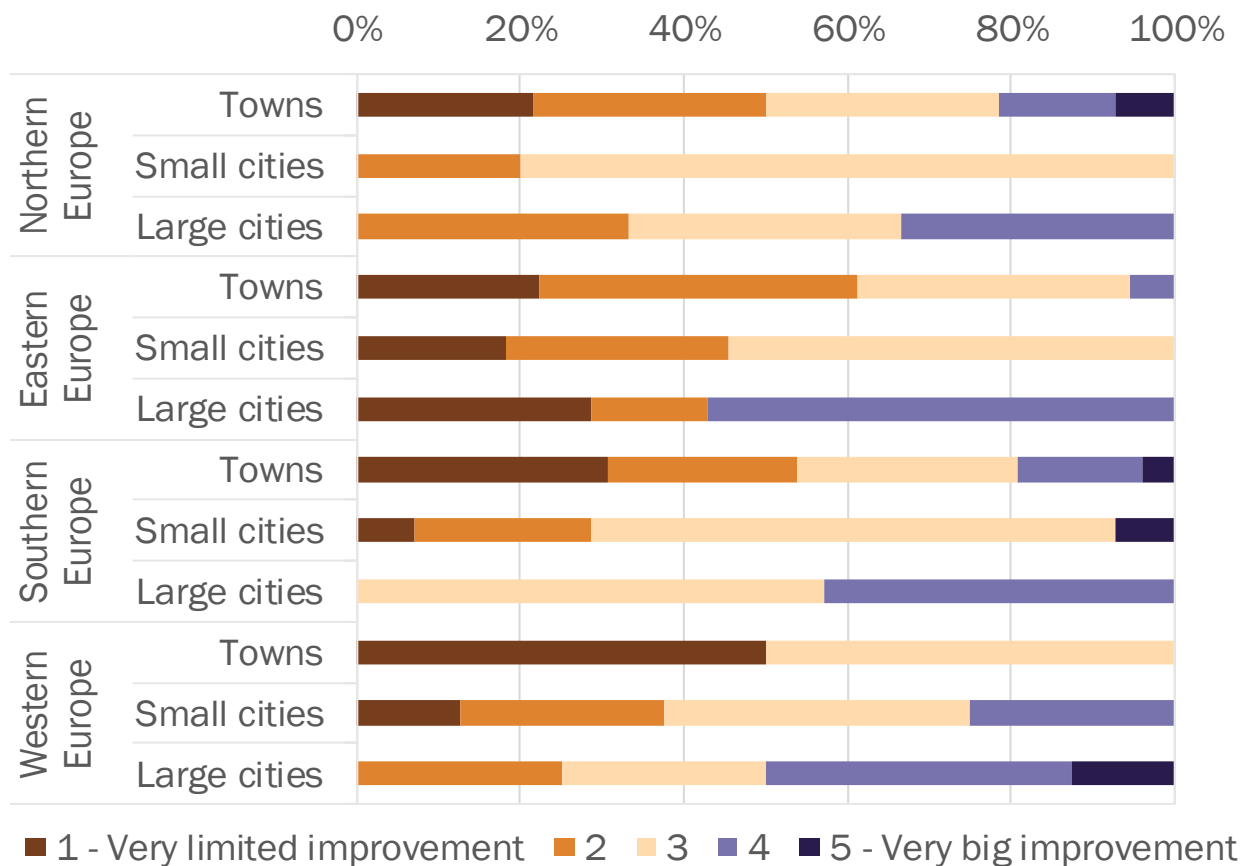
# Deliver digital services (locally?)



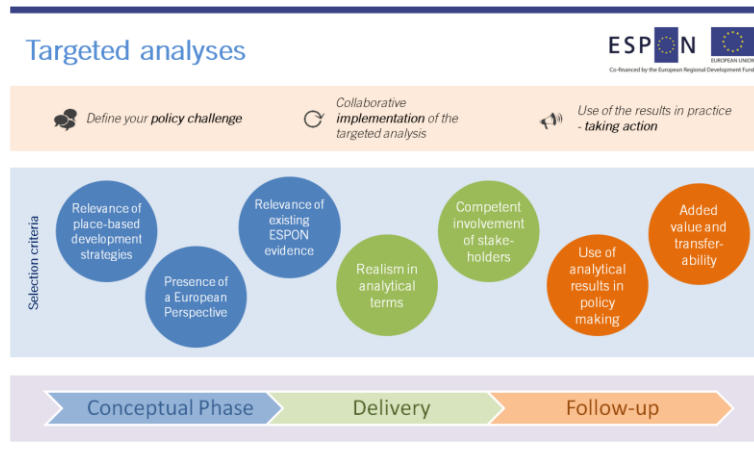
3

## Develop partnerships and get inspired

# Engage in networks and PPPs to improve city digital services



# Get inspired by evidence from ESPON



Working with over 80 public organisations from all over Europe to deliver tailor-made evidence

Submission of proposals: cut-off on **26 January 2018** and in **June 2018**

6 peer-learning workshops in 2018

## Current policy challenges include

Digital Health in the EU

Potentials of big data in European growth corridors

Cross-border public services

Impact assessment of cross-border cooperation

Migration flows

Metropolitan governance

Territorial cooperation

Strategies for sustainable development





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# Thank you

Laurent Frideres  
laurent.frideres@espon.eu



# [www.espon.eu/digital-transition](http://www.espon.eu/digital-transition)