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.
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

### 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

## Eastern Europe

---

---
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)

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).

<table>
<thead>
<tr>
<th>e-inclusion of citizens to local governance</th>
<th>Northern Europe</th>
<th>Eastern Europe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Find information via website</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trace the Council decision-making process</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Follow streamed Council’s meetings</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Participate in local government budgeting and strategies through voting online</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trace applications’ proceeding by local authorities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Checking one’s personal data from databases and registers</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Spatial planning and construction</th>
<th>Northern Europe</th>
<th>Eastern Europe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Find information via website</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apply for planning and building permits</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Explore land use plans and proposals via dedicated GIS services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Obtain land use and cadaster data online via land registry</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Participate in online public consultations on plans</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Social and welfare services</th>
<th>Northern Europe</th>
<th>Eastern Europe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Find information via website</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apply for support online</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Report abuse online</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Receive direct online support via chat/video call</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Join an online support community</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Education</th>
<th>Northern Europe</th>
<th>Eastern Europe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Find information via website</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apply for schools/course admission online</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monitor learning progress online (grades, events, assignments)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Participate in courses online</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Obtain learning materials online</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Access PCs and interactive displays in primary education</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pay for the fees electronically</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Prioritise services to be digitalised at city-level
Identify your barriers

- Insufficient funding
- Lack of overall strategy
- Security concerns
- Lack of skills
- Legal framework
- Fear/unwillingness/resistance from politicians
- Lagging digital infrastructures
- Insufficient digital data

Towns: 
Small and medium-sized cities: 
Large cities: 

0% 20% 40% 60%
Deliver digital services (locally?)

e-inclusion of citizens to local governance

- Tourism
- Spatial planning and construction
- Social and welfare services
- Education
- Health
- Culture, leisure and sports
- Road infrastructure and parking
- Public transport

%:
- Local
- Regional
- National
Develop partnerships and get inspired
Engage in networks and PPPs to improve city digital services
Get inspired by evidence from ESPON

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

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
Thank you

Laurent Frideres
laurent.frideres@espon.eu

www.espon.eu/digital-transition