eGov 2016- 2020 Action Plan sustain 4 major trends

Shift #1: Government as an enabler instead of a solution provider (in 2020, the most successful governments focus on developing societal solutions from outside government, rather than on trying to solve problems themselves)

Shift #2: Made-for-me service delivery (between now and 2020, scores of public service interactions in governements will be personalized and available from home and mobile devices)

Shift #3: Distributed governance (government functions are being "co-created" with citizens, on their own or working with others. Technology makes it possible to distribute tasks to citizens)

Shift #4: Data-smart government (predictive modeling and other types of data analysis allow the public sector to focus more on prevention, instead of just reaction and remediation)

Deloitte, Gov2020: A journey into the future of eGov)

European Commission - the key to unlock the full potential of Governance

Going beyond any innovator's dilema - **sustaining vs. disruptive technology**, the future of ICT shakes up industries, businesses, citizens and governments.

Any administration should become an enabler for **"made-for-me" digital solutions**, as the citizen has become more exigent regarding public service creation and delivery.

the European Commission has endless potential to revolutionise how people & businesses will interact with the world around them, through a level of **initiatives never seen before**:
- Horizon 2020
- EU Fund for Strategic Investments
- Digitizing Industry

Mega Shifts for 2020

By 2020, Governments are embracing a **new approach** to service delivery. Many adopt the role of **a solution enabler**, creating environments in which innovators thrive and technology-equipped citizens can serve themselves.

Open data, **crowdsourcing** & the **co-creation of services** hold the shift to distributed governance.

Predicted analytics and **outcome-based regulations** translate into smarter decision-making and better governance.

The new Government's model undergoes a major transformation, evolving to a more open, mobile and dynamic environment, targeting **values** as:

- government as solution recruiter
- government as enabler
- borderless markets for public services
- consumerization of public services (reap the rewards of the consumerization of government, instead of falling victim to it)
- co-created policies and services (distributed gov)
- open data platforms 2.0 and gov. cloud
- data smart government

Thank you!

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Tata Cummins: Ushering in a New Emission Standard

Thecasesolutions.com

from chief provider and administrator of services to enabler.

for the happiness of the people

By 2020, the **cognitive technologies** (machine learning, robotics, artificial intelligence, UAVs) and the rapid deployment of **digitization** will determine an augmentation of the governments' workforce and improve the quality and efficiency of its systems.

Designing **data-driven public policies**, **predictive solution models** and **co-creation approaches** via ICT, governments shift resources to where they are needed most, meeting the complex needs of the citizen and diminishing the burden of delivering basic services by undergoing rapid iteration ans scaling.

NOW is the time when Governments are facing the challenge to create environments in which **society's innovators can thrive**, from professionals to individuals, taking advantage of the **drivers of change**.

The Future 2020...
Thecasesolutions.com

World Economic Forum, 2016 report

4th Industrial Revolution

developments in

- artificial intelligence
- machine-learning
- robotics, nanotechnology
- 3-D printing
- genetics & biotechnology

create in the next 5 years

2.1 million new jobs, mainly in more specialized "job families", such as Computer and Mathematical, Architecture and Engineering, Data Scientists

overall impact

- **7.1 million jobs** could be lost through redundancy, automation or disintermediation
- greatest losses in **white-collar office and administrative roles** greatest losses in **white-collar office and administrative roles** (aprox. 4.8 mil jobs), 50% in the next 30 years
- **70% of the children** studying in primary schools today will ultimately be working in jobs that do not exist as of today

... in a Knowledge based Society

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... with an environment where organizations are empowered to **innovate continuously**

... where citizens, businesses and the governments massively invest in **life-long-learning, research and innovation**

... where the main majority of the population have **access to IT&C and Internet** from anywhere

... where the price of goods & services is determined by the **knowledge and skills** invested in the manufacturing processes

... where knowledge is being transformed into **digital expertise**, stored into **centers of intelligence**

... where industry takes advantage of the **digital know-how** and integrates artificial intelligence in the goods-making processes by hyring **knowledge workers**

... having citizens that are **highly educated and skilled** then other societies.

a Digital Market

a global market digitally connected
via 315 mil. European daily Internet users, as potential consumers (2014)
2020 estimation: 7.6 bil. people world-wide, 50 bil. IT devices connected

the Dark Side of Digital Revolution 🙁

Don Tapscott, "The Digital Economy. 20 years on", 2014

PRIVACY   not sharing your data online is no longer an option. We need a new approach to safeguarding our privacy.

PERSONAL DATA PROTECTION   72% of EU Internet users worry about too many personal data interrogation when online.

Thecasesolutions.com

DEMOCRACY   under the "you vote, I rule" model. Young people are turning away from democracy to networked activism.

tendencies:

is Computer Crime a threat? ⚠️

- creating and managing banking botnets
- developing cyber frauds by exploiting eCommerce websites or epayment systems

Best practices, Romania's case

- more than 40% of annual international judiciary assistance is for cyber crime
- 2014 & 2015, 1st place for the most initiatives in cyber crime international cooperation
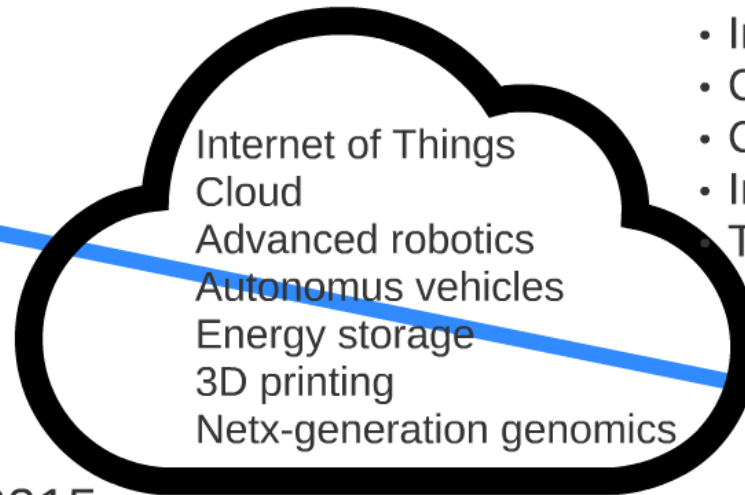
eGovernment Action Plan.

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2016 - 2020
Now

- Digital by default
- Once-only principle
- Inclusiveness & accessibility
- Opennes & transparency
- Cross-border bt default
- Interoperability by default
- Trustworthiness & security

Internet of Things
Cloud
Advanced robotics
Autonomus vehicles
Energy storage
3D printing
Netx-generation genomics

2011 - 2015
Then

- citizens and businesses are not yet getting the full benefit from digital services
- goods & services are not available seamlessly across the EU
- fragmentation still exists in the context of the modernisation of public administrations

Disruptive technologies

Advances that will transform life, businesses and governments

the New Age of Competences

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where to...?

a flexible, agile learning system through intelligent ICT

curricular sciences for Automatics, Robotics, Artificial Intelligence

promotion of new professions like Data Scrientist, Data Engineer, Knowledge worker, Knowledge Analyst

transcurricular skills, like precision agriculture, medical robotics, cyber-physical systems, investigation robotics, bioethics, neuroscience.

Joint delivery of public services.

a step into the Romanian Government Enterprise Architecture.

Policies;
Governance;
Architecture methodologies, principles, standards;
Organizational interoperability;
Information and semantic interoperability;
Technical interoperability.

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Proposed achievements:

- **simplification of administrative procedures**
- **coordination within the EU framework** (EIS, EIF, EIRA and Ecart)
- **implementation of national and trans-European public services**
- a **centralized authentication and identification framework** (digital certificate, one time password, digital fingerprint, etc.)
- a **hybrid cloud infrastructure and services**
- **revision of legislations** for online transactions
- **a strategic framework to combat cybercrime**
- **open data** and **big data** for **innovation and decision making**.

The interoperability initiative in Romania is being proposed within the EU Interoperability Framework and its Reference Architecture.

Interoperability Cartography across Europe & beyond

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Variations in:

- terms of the definition of interoperability,
- the coverage of different types of interoperability (technical, organizational, legal and informational),
- scope of different government applications, services and tools
- the scope of standards and specifications,
- the addressability, from Gov-to-Business & Gov-to-Consumer to Administration-to-Citizen & Administration-to-Businesses interactions.

Common pathways:

- from designing frameworks to attaining "interoperability by design" and Administration-to-Administration interactions, in accordance with the EU initiatives: the European Interoperability Strategy (EIS), European Interoperability Framework (EIF) V 2.0, the European Interoperability.