

# How can regions boost digital services?

A workshop by the ISA<sup>2</sup> Programme and Connecting Europe Facility



# Agenda



Welcome **01**

**02** Introduction to the world of reusable solutions

User Testimonial **03**

**04** User Journey Presentation

Brainstorming Together **05**

**06** Next steps



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05>09 OCTOBER 2020

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# Welcome!



European Committee  
of the Regions



# Who is here today?



**Natalia Aristimuno Perez**

Head of Unit, DIGIT



**Asta Gričienė**

Policy Officer, DIGIT



**Giuseppe Ferretti**

CIO, Campania  
Regional Council



**Gianluigi Renzi**

Manager, Campania  
Regional Council



**Da-Nhat Nguyen**

Consultant, Wavestone



**Barbora Kudzmanaitė**

Consultant, Wavestone



**Patricia Bachmaier**

Consultant, Wavestone



**Clare O'Donohoe**

Consultant, Wavestone



# Today's objectives



## Discover...

... solutions for reuse that facilitate the digitalisation of public administrations.



## Learn from...

...the experiences of the Campania region in developing and implementing digital solutions.



## Start a conversation...

...on what your needs are and the actions that the EU should take to boost the digitalisation of regional administrations.



# Why are we here?

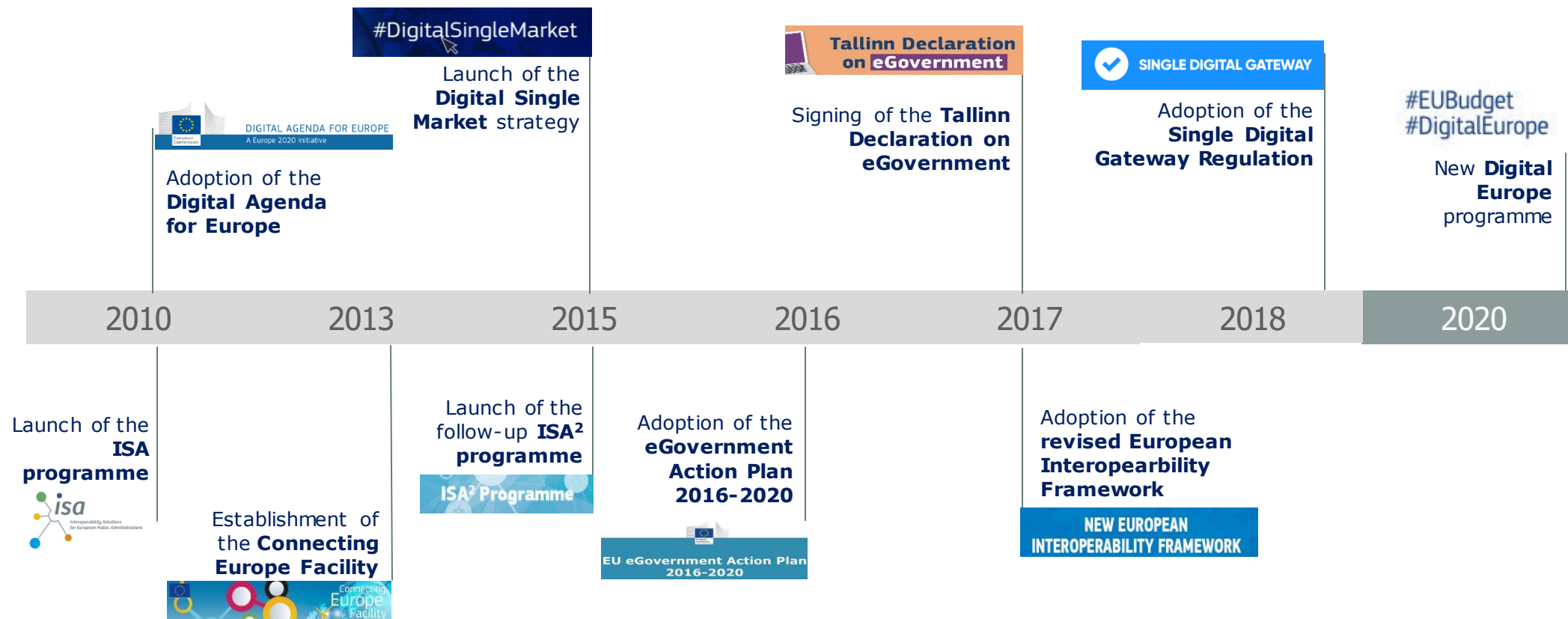
- The **digitalisation of public administrations**, whilst not a new process, is one that requires **continuous effort**, especially in the current environment.
- The onset of COVID-19 has demonstrated that there is often a **gap between the need for digital public services** and the ability of public administrations to **deliver**.
- Public administrations, especially smaller ones, often **lack resources** or know-how to transform their process and service delivery.



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# Enabling Digital Transformation



The European Commission has always played an **active role** in enabling the digitalisation of public services.

# Our goal

To empower and support European administrations in their digital transformation and enable a connected Europe by providing access to secure and standardized solutions.

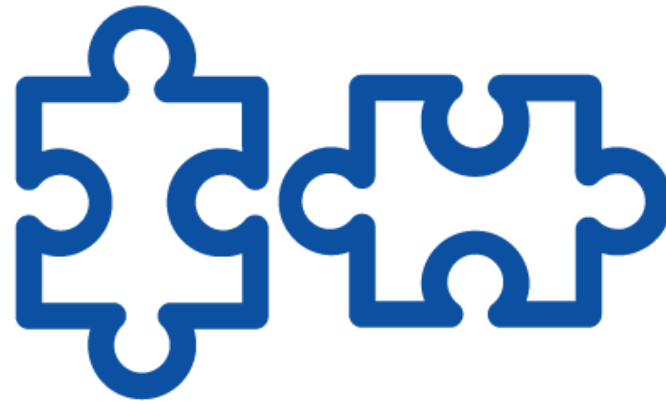




# Our ecosystem

## Regional administrations

You design, implement or reuse digital government solutions **for your work.**



## European Commission

We develop open IT solutions **for you** to make your work easier, more interoperable and less costly.

*Together, we can work to identify ways in which our digital government IT solutions can be best presented and tailored to suit **your needs** and address **your challenges.***



# A closer look at the reusable solutions



# Who are we?

*Two programmes working under the umbrella of DIGIT with **one common goal**: to facilitate the digitalisation of European public administrations.*





*The ISA<sup>2</sup> programme supports the development of digital solutions, which enable your public services to be adaptable, interoperable and efficient.*





# ISA<sup>2</sup> programme: our mission



Identify, create and operate  
interoperability solutions to support  
European administrations



Facilitate the re-use of  
solutions by public  
administrations across  
borders and across sectors

# ISA<sup>2</sup> programme: our instrument

The **European Interoperability Framework**, using a set of 47 recommendations, provides guidance to public administrations on how to improve the governance of their interoperability activities.

## Principles

- The **interoperability principles** are fundamental behavioural aspects to guide interoperability actions.
- They describe the context in which **European public services** are designed and implemented.

19 RECOMMENDATIONS



## Layers

- There are **4 layers of interoperability**: legal, organisational, semantic and technical.
- A cross-cutting component of the four layers includes an '**integrated public service governance**'.

14 RECOMMENDATIONS

## Conceptual model

- The **conceptual model** is modular and comprises **interconnecting loosely coupled service components**.
- Guides the planning, development, operation and maintenance of **public services** by Member States.

14 RECOMMENDATIONS





# ISA<sup>2</sup> programme: solution snapshot

## DCAT Application Profile

A specification that describes different types of public sector datasets

## EIRA

An architecture to classify and organise building blocks relevant to interoperability

## EUPL

Open source license that is available in 23 official EU languages and can be used by anyone

## LEOS

A tool facilitating the drafting of legislative texts

## Core Vocabularies

Simplified, reusable, and extensible data models that capture the fundamental characteristics of an entity

## EU Survey

Free, open source and easy-to-use tool for the creation and management of multilingual surveys

## REGISTRY

A tool that allows humans or machines to easily look up labels and descriptions for reference codes

## IMAPS

An online survey to help public service owners evaluate and improve all aspects of the interoperability of their service (legal, semantic, organisational or technical)

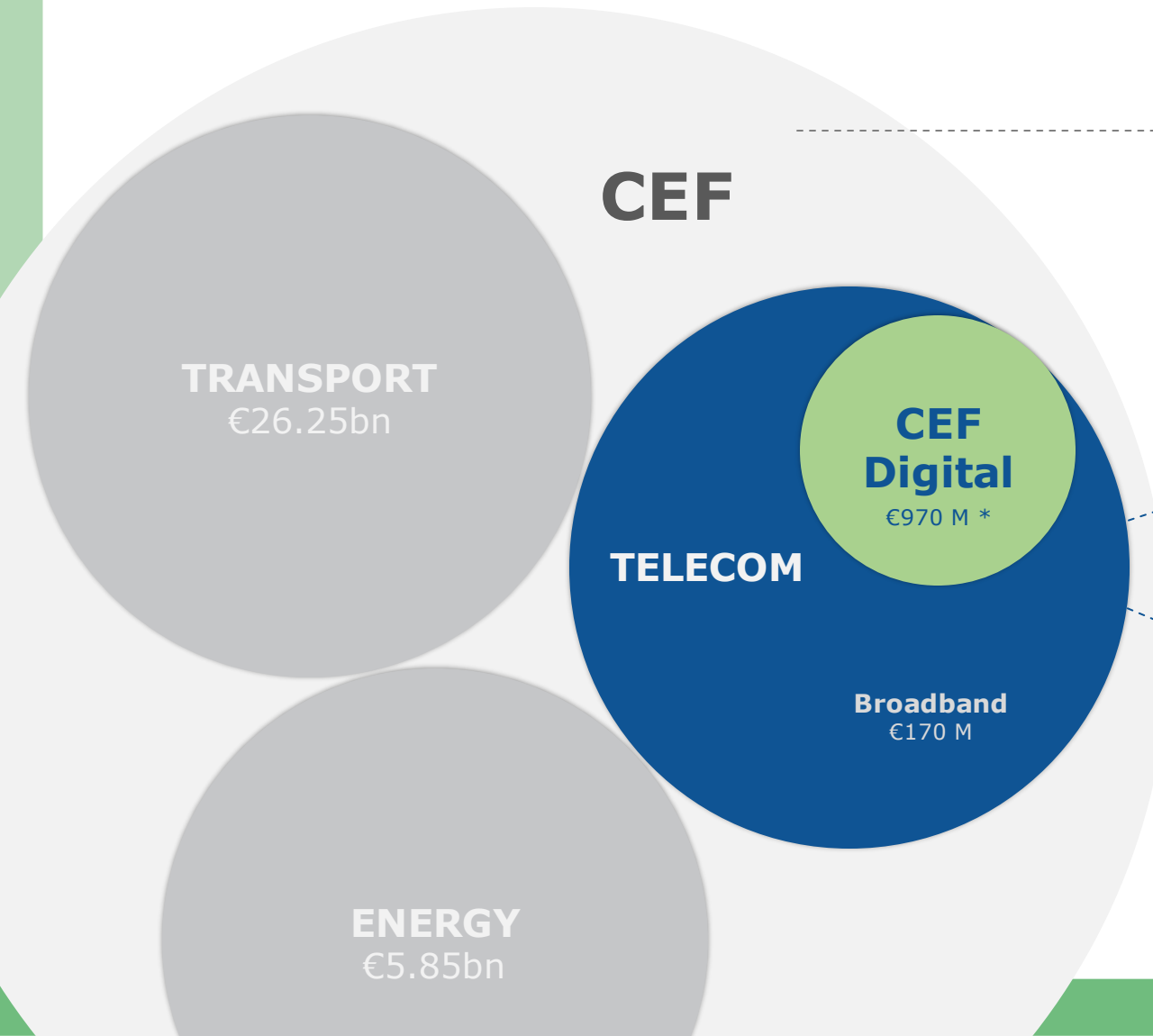
## Interoperability Test Bed

A platform to test interoperability and conformance of a service against protocols

This is just a snippet of what's available!  
For more solutions visit,  
[ec.europa.eu/isa2/solutions\\_en](https://ec.europa.eu/isa2/solutions_en)



# The Connecting Europe Facility Fund (CEF)



## CEF Regulation

Defines how the Commission can finance support for the establishment of trans-European networks to reinforce an interconnected Europe.

## CEF Telecom Guidelines

The CEF Telecom guidelines cover the specific objectives and priorities as well as eligibility criteria for the funding of broadband networks and Digital Service Infrastructures (DSIs).

## CEF Work Programmes

Translates the CEF Telecom Guidelines into general objectives and actions planned on a yearly basis.



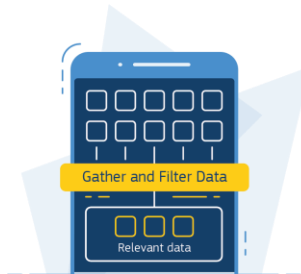
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## Big Data Test Infrastructure

Explore and experiment with big data for improved performance and decision making



## Context Broker

Analyse, manage and share data, in real time, at the right time, throughout Europe



## eArchiving

Facilitates the preservation, migration, reuse and trust of your data



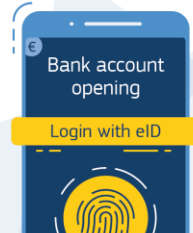
## European Blockchain Services Infrastructure

Harness the power of a European-wide network of Blockchain services, increasing trust through data security, privacy and transparency



## eInvoicing

Promote the implementation of the European standard for electronic invoicing across borders



## eID

Allow citizens to prove who they are across borders



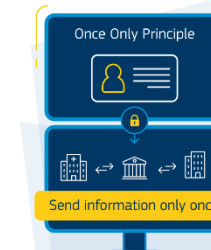
## eDelivery

Exchange online data and documents reliably and securely



## eSignature

Create and verify electronic signatures between businesses and EU citizens



## Once Only Principle

Re-use data held by Public Administrations



## eTranslation

Machine translation to translate documents and web content



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# The story from the regions

Campania region's testimonial





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## User testimonial

The representatives of the Campania Regional Council will share their experience in reusing open solutions.



### Giuseppe FERRETTI

CIO - Chief Information  
Officer Campania  
Regional Council, Italy



### Gianluigi RENZI

ICT, Open Data &  
Innovation Manager  
Consultant at Campania  
Regional Council, Italy



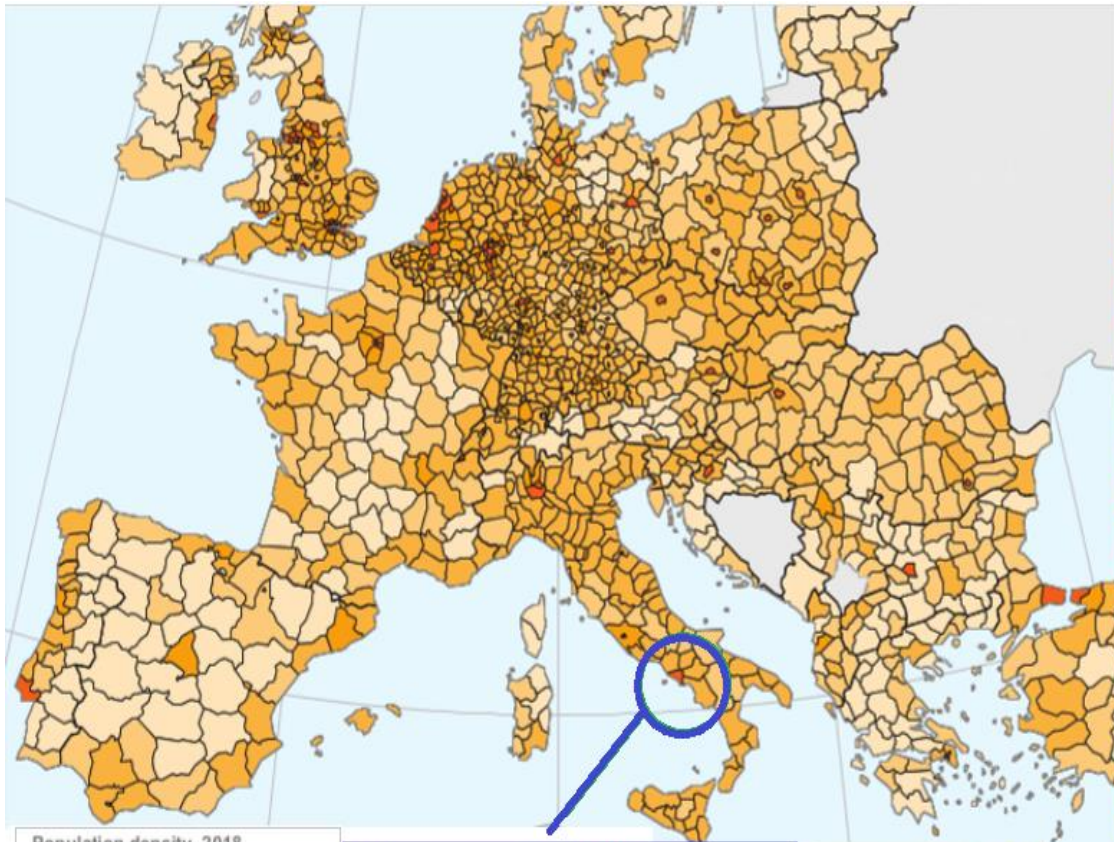
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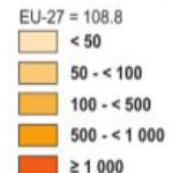
Have questions? Please ask them in the **Zoom** chat!



# Where are we from?



Population density, 2018  
(persons per km<sup>2</sup>, by NUTS 3 regions)



**1 Region:** CAMPANIA

**5 Provinces:** Avellino, Benevento, Caserta, NAPOLI, Salerno

**550 Municipalities**



Administrative boundaries:  
© EuroGeographics  
Cartography: Eurostat  
GISCO, 04/2020

EU Population post Brexit (2020)

Member State	Population
EU-27	445,834,883
Germany	82,521,653
France	66,989,083
<b>Italy</b>	<b>60,589,445</b>
Spain	46,528,966
Poland	37,972,964
Romania	19,644,350
Netherlands	17,081,507
Belgium	11,351,727
Greece	10,768,193
Czech Republic	10,578,820
Portugal	10,309,573
Sweden	9,995,153
Hungary	9,797,561
Austria	8,772,865
Bulgaria	7,101,859
<b>CAMPANIA</b>	<b>5,800,000</b>
Denmark	5,748,769
Finland	5,503,297
Slovakia	5,435,343
Ireland	4,904,226
Croatia	4,154,213
Lithuania	2,847,904
Slovenia	2,065,895
Latvia	1,950,116
Estonia	1,315,635
Cyprus	854,802
Luxembourg	590,667
Malta	460,297

Campania  
is more  
populated  
than  
**12**  
EU  
countries!



# Some facts about us

## Campania stats (2019)

- ✓ Resident population = 5 800 000
- ✓ Youth (Generation Z) = 1 000 000
- ✓ Surface (sq.km) = 13 590
- ✓ Coasts (km) = ~ 500
- ✓ Volcanoes = 3 (Vesuvio, Campi Flegrei, Ischia)

## Before COVID-19

- ✓ 350 000 businesses
- ✓ 1 000 000 employed in SMEs
- ✓ 100 000 professionals (VAT)
- ✓ 300 000 employed in 100+ local authorities
- ✓ *unknown* freelance/undocumented workers





# Who are we?

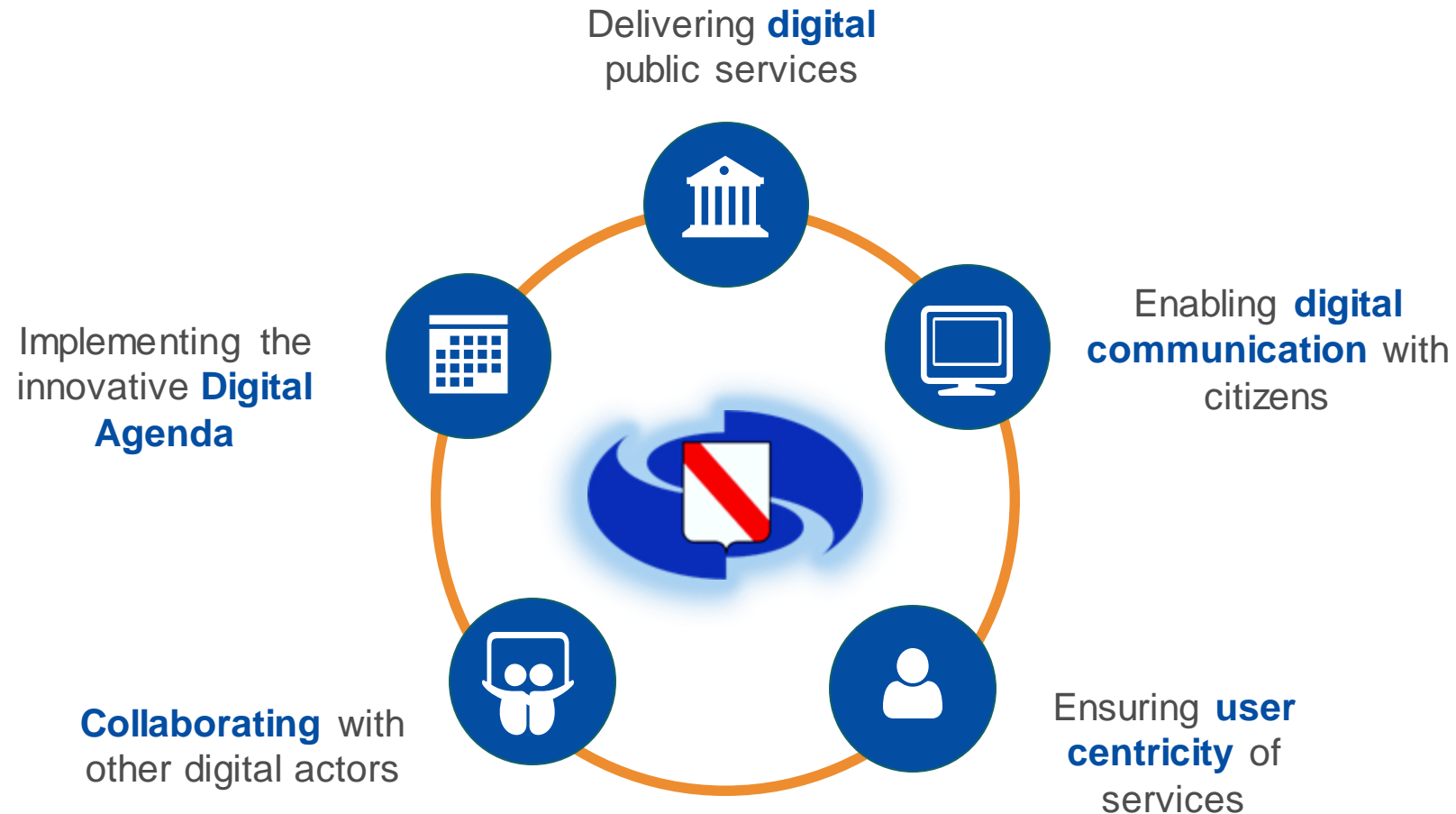
The **Campania Regional Council** is a unicameral **regional parliament** with legislative power to pass regional laws.

## Our Composition:

- 50+1 elected Regional Councilors
- 8 Permanent Committees
- 4 Special Committees
- 14 Institutional Bodies (e.g. Ombudsman, Guarantor of Childhood,...)
- 500+ employees / collaborators



# The work of the ICT Unit



# Digital public services trilemma



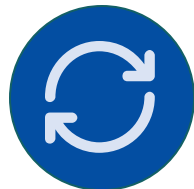
MAKE = time + ....

or



BUY = money + ...

or



REUSE = time-; money-; reliability? security?

Raises many questions and potential challenges.

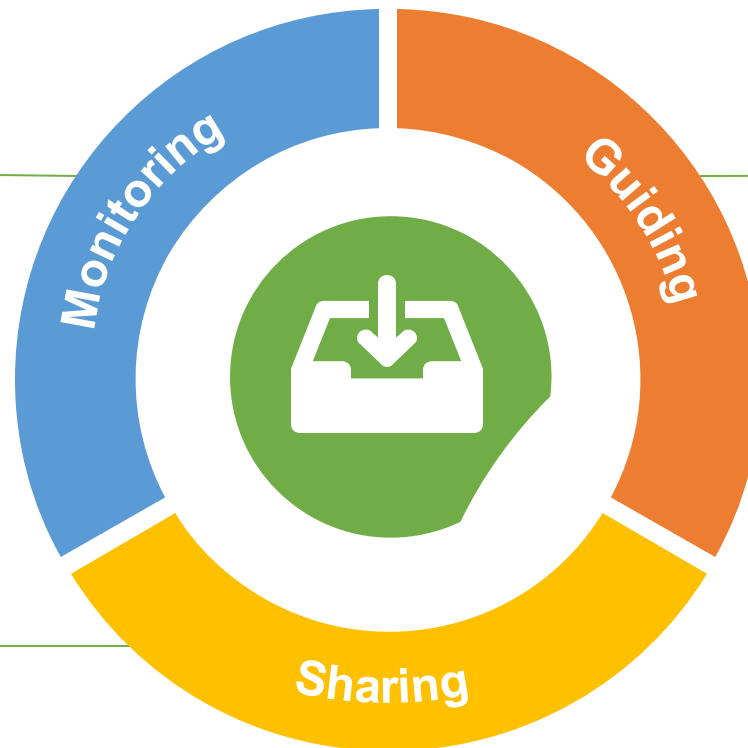




# The need for data

- To comprehensively **monitor developments** in various policy areas.

- To **share the data with other public administrations** in order to keep regional policymakers informed.



- To **guide policymakers in their decision-making** processes, enabling them to make evidence-based decisions.



# The challenge



Previous data for the surveys was harvested **by hand**



It resulted in 100s of survey pages filled with **poor quality information**



The data was **unusable**



# The solution

We looked at the market for a survey solution that would meet our **security** and **privacy** requirements.

- ✓ **GDPR compliant**
- ✓ **Open source**
- ✓ **Secure**
- ✓ **Allows for cloud or local storage**
- ✓ **Intuitive framework**



# EUSurvey in Campania

Thanks to the **EUSurvey** developed by the ISA<sup>2</sup> programme, we were able to create **questionnaires** for:

- ✓ the Special Commission on the Land of Fires,
- ✓ the Observatory on the Phenomenon of Violence against Women,
- ✓ a Quiz for students visiting the CRC,
- ✓ a survey on the approval of a law on building in Campania.



## EUSurvey

**Online surveys and  
public consultations**

- MULTILINGUAL
- LARGE SCALE
- SECURE

```
<!--meta-->  
<title></title>  
<meta name="viewport" content="width=device-width, initial-scale=1.0, maximum-scale=1.0, user-scalable=no" />  
<link rel="shortcut icon" href="/favicon.ico" type="image/x-icon" />  
<link rel="icon" href="/favicon.ico" type="image/x-icon" />
```

# An unexpected benefit

One final benefit of the EUSurvey is that the data collected by the questionnaires can be downloaded in **a tabular format**, thus facilitating the creation of **open datasets** that can be made available to citizens.



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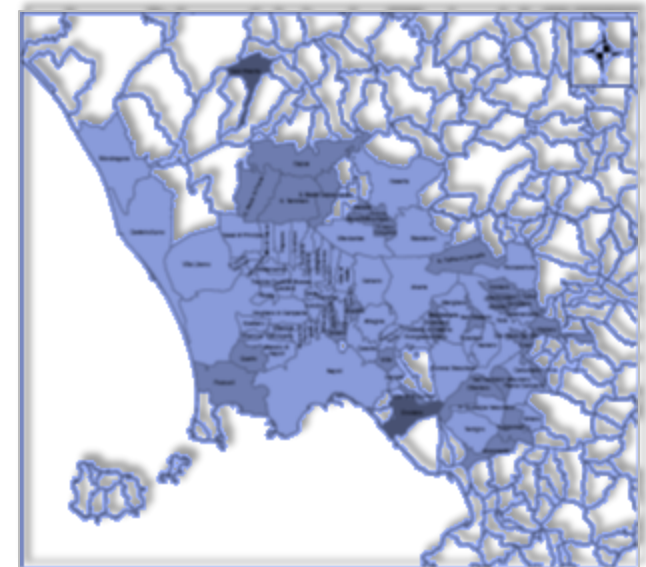


# Use case 1: the Land of Fires

We need to gather data to **monitor** of the uncontrolled phenomenon of **toxic waste fires** scattered over a vast territory.

We built a survey with:

- ✓ 65 multiple choice **questions**,
- ✓ a section for **uploading documents** addressed to the technicians of the 92 municipalities within the Land of Fires.



# Use case 1: the Land of Fires

To **promote the use of the questionnaire**, the Third Special Commission convened all the mayors of the municipalities within the Land of Fires.

In those meetings, we **explained the use** of both the questionnaire and the framework itself.



The municipalities are now able to use this powerful tool **independently**.



# Use case 2: Observatory on the Phenomenon of Violence against Women

## AIM

This observatory was launched with the aim of gathering data **regarding instances of violence against women** in 2018 from hospitals, health service providers and social service providers.

## DATA COLLECTION

A survey consisting of 72 multiple choice questions was developed and shared with the directors of social and health services working to stop gender-based violence. The survey was built using **EUSurvey**, a reusable digital solution from the European Commission.

## OUTPUTS

The data from the survey was used to produce **a report** for the various social and health services outlining the number of cases, the type of violence and demographic information about victims.

## ADDITIONAL OUTPUTS

A **georeferenced map** of the various health and social services working against gender-based violence was created and the survey itself has since been updated and reused to gather data for 2019.





# Keep in touch!



## Giuseppe Ferretti

- ☐ CIO, Chief Information Officer at Campania Regional Council
- ☐ [ferretti.giu@cr.campania.it](mailto:ferretti.giu@cr.campania.it)



## Gianluigi Renzi

- ☐ ICT, Open Data and Innovation Manager, Consultant at Campania Regional Council
- ☐ [renzi.gia@cr.campania.it](mailto:renzi.gia@cr.campania.it)



A black and white photograph of a person from behind, wearing a dark t-shirt and a watch, with their right hand raised. The t-shirt has a logo that reads "CROSS HATCH BLACK LABEL". The background shows a blurred classroom or meeting room with other people and a large screen.

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Let's look at your questions!

# How can these solutions help you?

A user journey

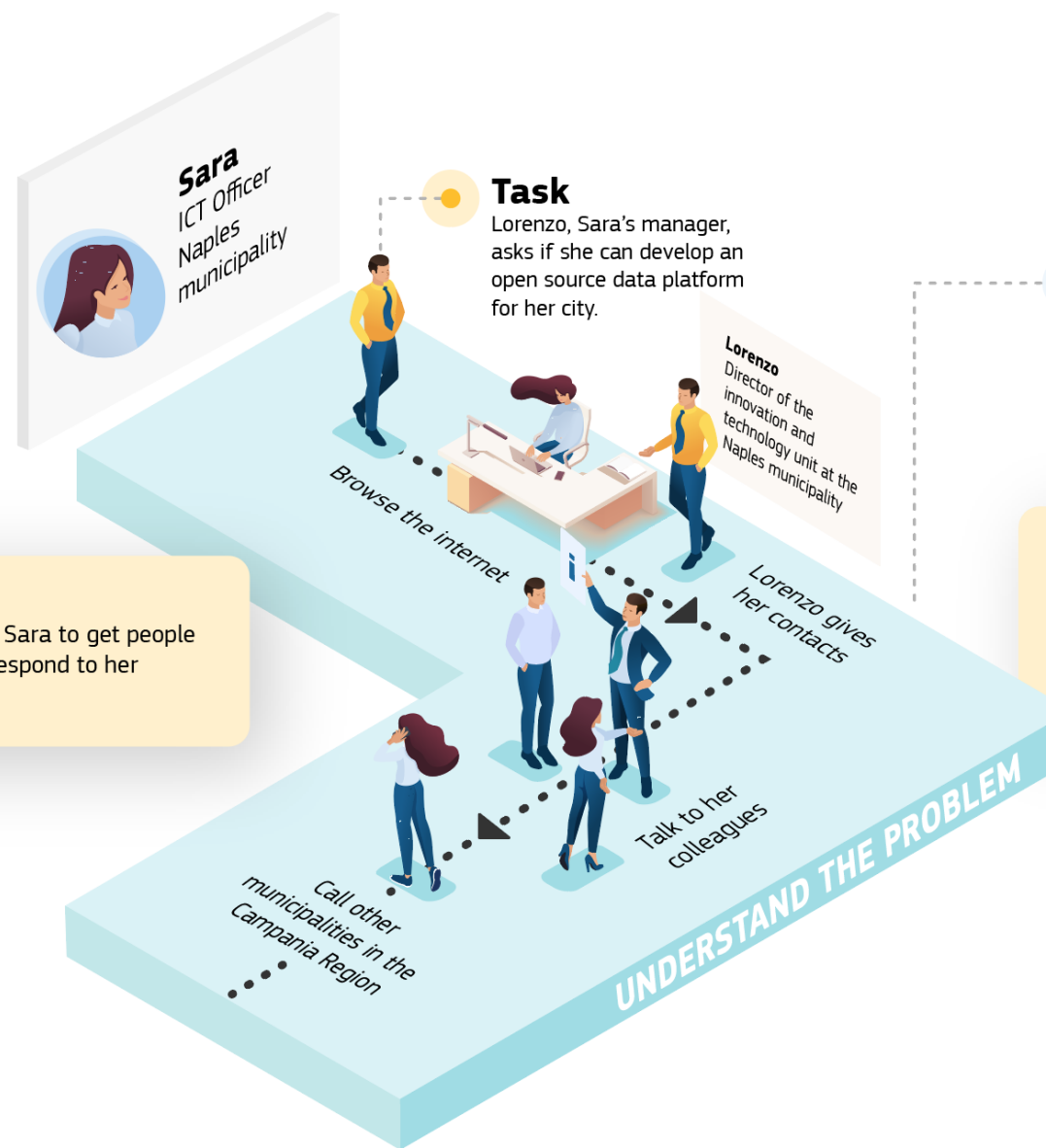


For today's two discussion sessions, we will  
be using **slido!**



Please go to [slido.com](https://www.slido.com) and use the session code **#Reuse**





**CHALLENGE #1**  
It is not always easy for Sara to get people at other institutions to respond to her queries.

**CHALLENGE #2**  
Lorenzo needs to develop the platform in the most cost-effective way as they have limited budget at the municipality and competing priorities.

**STEP 1**

**Understand the problem**

Sara first investigates the problem. She assesses the resources needed, the project timeline and the process. She also looks at other existing data platforms for inspiration. This helps her to build a list of people she will need to contact.



### CHALLENGE #3

Sara often finds that the solutions contained in the AGiD catalogue are too specific and she very rarely reuses them.

### CHALLENGE #4

There is a need for better metadata and an ontology of the solutions to improve findability.

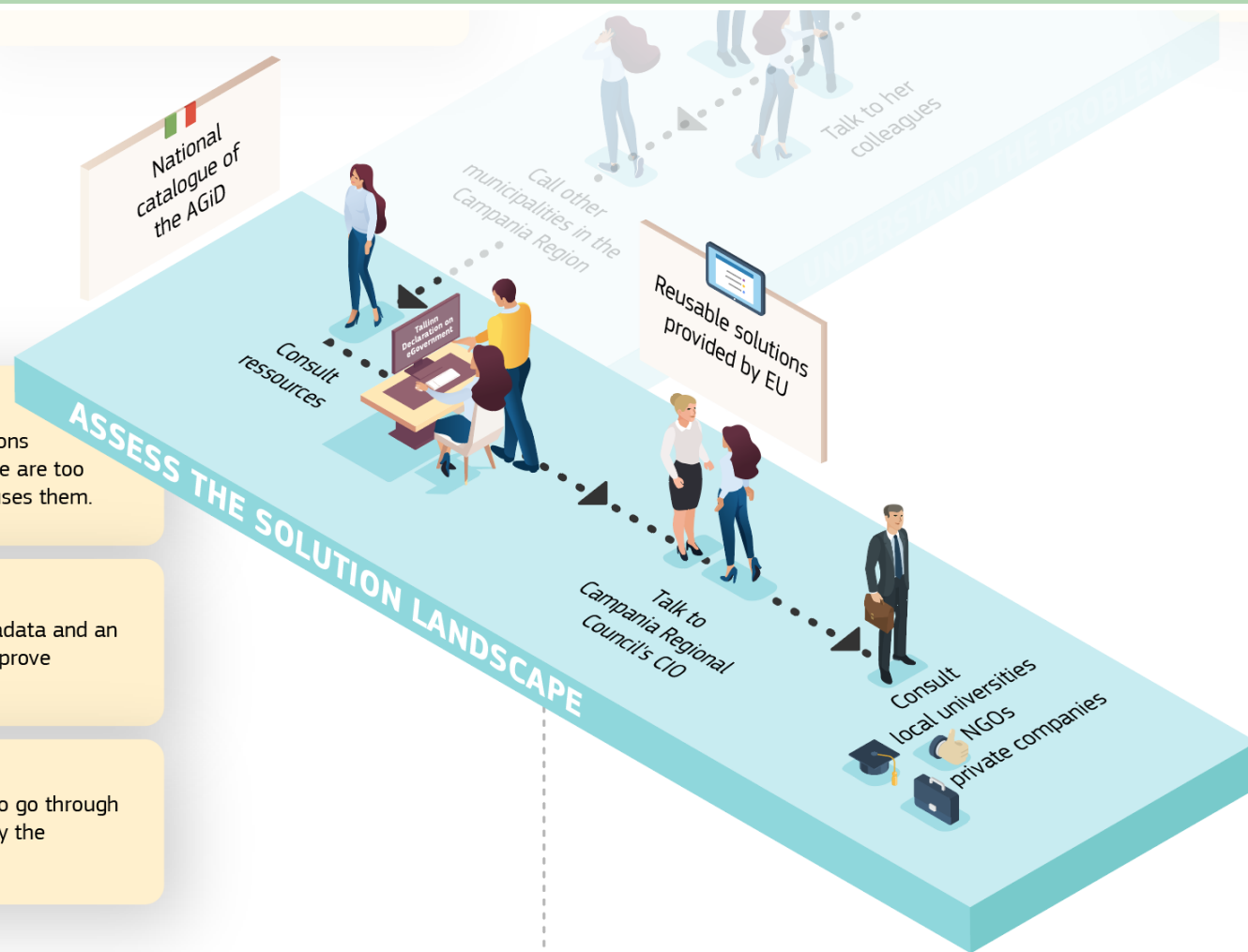
### CHALLENGE #5

It takes a lot of time for Sara to go through the solutions made available by the European Commission.

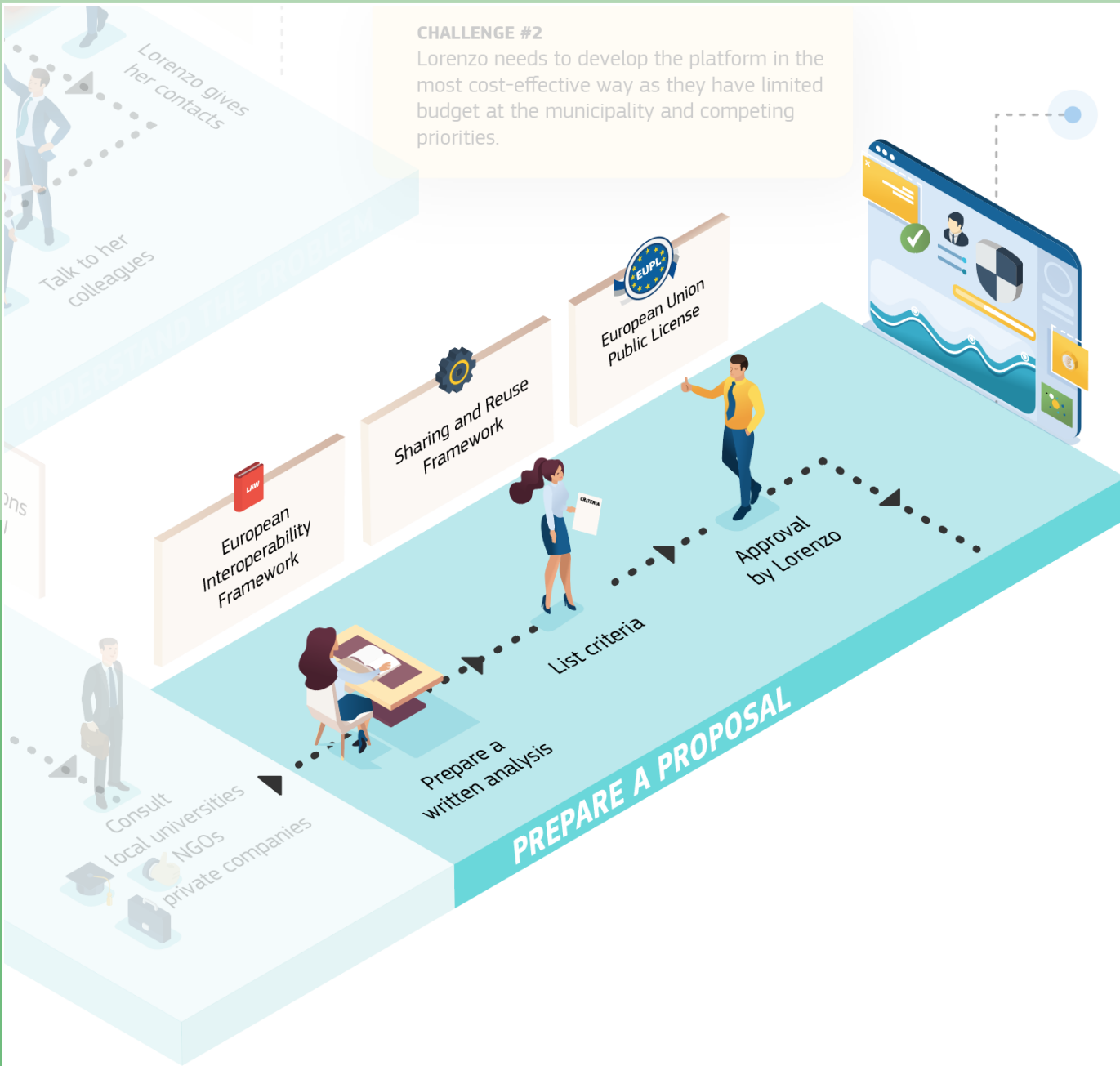
#### STEP 2

### Assess the solutions landscape

Sara will check whether an existing solution or some building block that she could reuse already exists. She will then speak with other actors in case they have suitable solutions they can offer.







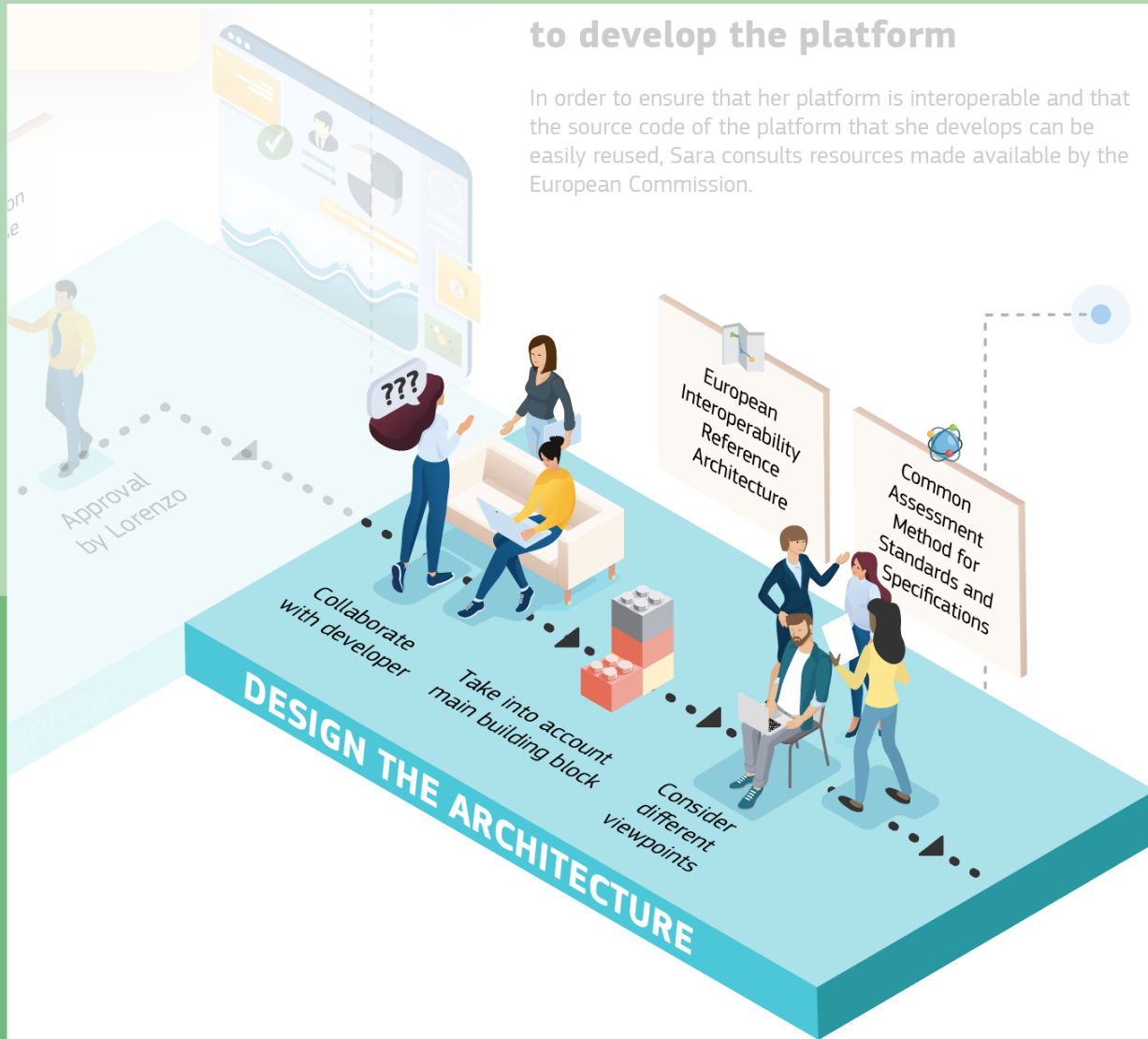
## to develop the platform

In order to ensure that her platform is interoperable and that the source code of the platform that she develops can be easily reused, Sara consults resources made available by the European Commission.

### STEP 4

## Design the platform's architecture

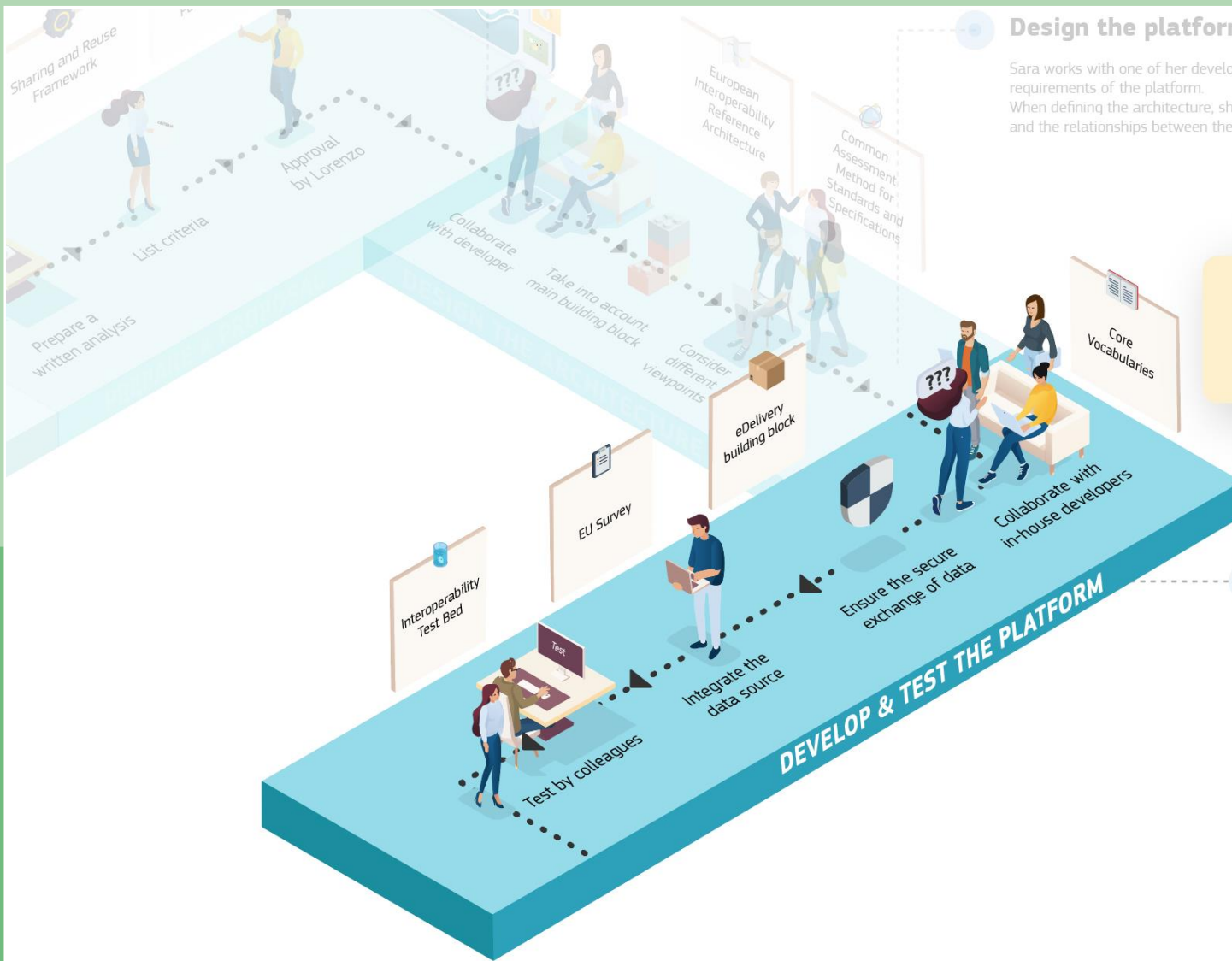
Sara works with one of her developers to design the architecture and the requirements of the platform. When defining the architecture, she will take into account the main building blocks and the relationships between them.



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## Design the platform's architecture

Sara works with one of her developers to design the architecture and the requirements of the platform. When defining the architecture, she will take into account the main building blocks and the relationships between them.

### CHALLENGE #6

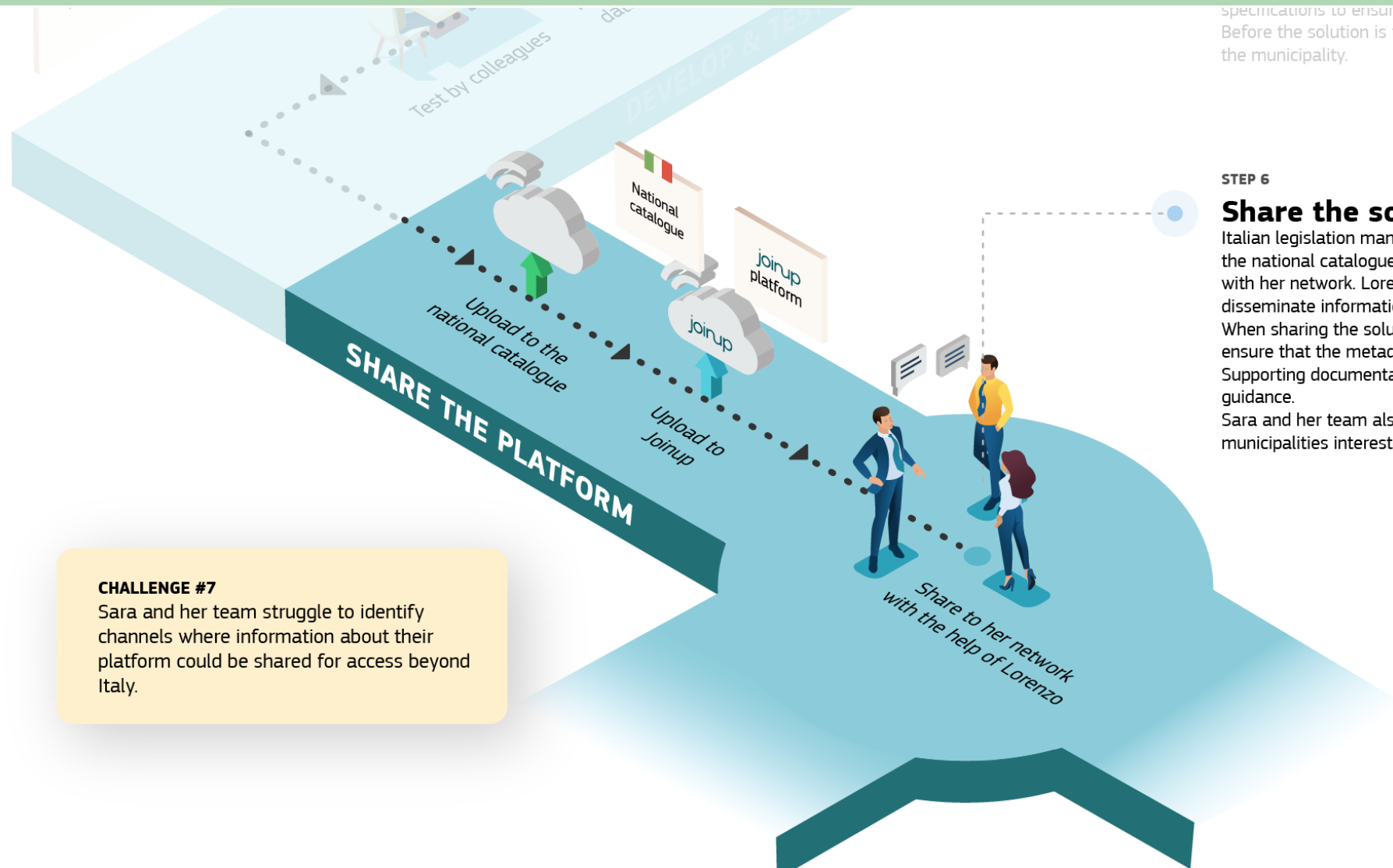
The developers team has to ensure that the new platform is interoperable and can be easily integrated with existing legacy infrastructure in the municipality.

### STEP 5

## Develop the open source data platform

Sara collaborates with the in-house developers' team to develop the solution, ensuring it is open source. Together with the developers' team, they will try to reuse open data as much as possible, and to use European standards and specifications to ensure that the solution can be interoperable. Before the solution is finalized, it will be tested and consulted with colleagues in the municipality.





specifications to ensure that the solution can be interoperable. Before the solution is finalized, it will be tested and consulted with colleagues in the municipality.

#### STEP 6

### Share the solution

Italian legislation mandates Sara to upload the solution to the national catalogue of solutions. She will then promote it with her network. Lorenzo, her director, will also further disseminate information about the solution. When sharing the solution, Sara and the developers will ensure that the metadata of the solution is robust. Supporting documentation will be provided for further guidance. Sara and her team also provide support to other municipalities interested in reusing the source code.

#### CHALLENGE #7

Sara and her team struggle to identify channels where information about their platform could be shared for access beyond Italy.



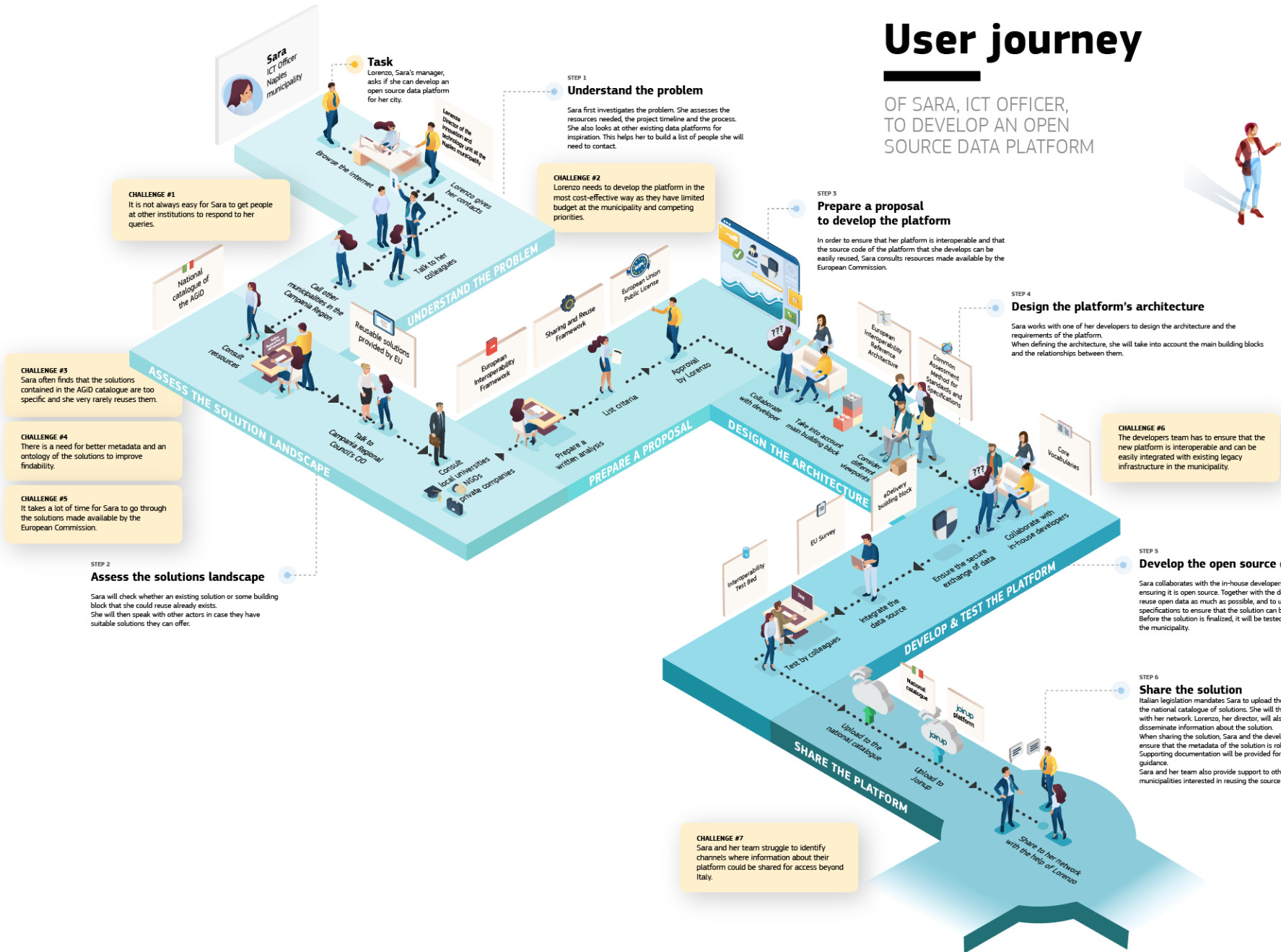
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# User journey

OF SARA, ICT OFFICER,  
TO DEVELOP AN OPEN  
SOURCE DATA PLATFORM

Share how you feel  
about the user  
journey using  
**slido.com** session  
code **#Reuse**



# How you felt about the user journey



We asked you to share **one word** about the journey and this is how you responded.



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# Share *your* experience

Let's discuss!



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# The challenges you face

Throughout the user journey, we identified the following **main challenges** that block the potential reuse of open digital solutions:

- The solution exists but it is **not available** anywhere (not shared)
- It is available but it is **not searchable** and not described in a way that resonates with my needs
- There is **no standard approach** to designing solutions, which makes it difficult to reuse
- The solution needs **to be customised** and it is more costly to adapt it than to design one from scratch



Please go to [slido.com](https://www.slido.com), using the event code **#Reuse** and vote for what you feel is the most pressing challenge.





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# Conclusion

Let's talk about the future!



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# Next steps

- Use our workshop findings to **improve** how we deliver digital solutions to you.
- **Revise** the European Interoperability Framework to reflect the changing digital landscape.
- Present **the results** of this work at the ISA<sup>2</sup> programme's final conference in 2021.

What are some of **your take-aways** from today?



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Commission

# Follow our work!

To follow the developments of this work and to participate in the public consultation on the revision of the EIF, please complete this survey below!

<https://ec.europa.eu/eusurvey/runner/RegionsWeekFollowUp>



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# Thank you



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