Designing Europe's GovTech Roadmap

GovTech European Projects
Vilnius 05/06/2024

European Commission · JRC EUROPEAN COMMISSION · GovTech Connect · GOVTECH4ALL

GovTech4Impact

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The EU GovTech ecosystem strategy

interoperable europe

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European Commission, DG JRC, T1
Digital Economy

interoperable europe Act

GovTech contribution

- Public sector innovation for the design and deployment of GovTech interoperability solutions

- Identifying shared innovation needs and priorities and focusing common GovTech and experimentation efforts across borders

- Successful GovTech projects should help scale up GovTech tools and interoperability solutions for reuse

Monitoring and evaluation

The Commission shall monitor …

the development of open source solutions for the public services, public sector innovation and the **cooperation with GovTech actors in the field of cross-border interoperable public services to be delivered or managed electronically in the Union**

European Commission

the **GovTech** ecosystem

Public Sector Tech Watch

a central **observatory** for citizens, policy makers etc. to gain visibility of the use cases on emerging technologies, and to share and promote their own cases.

interoperable europe **Act**

the IOP Act supports the investment in innovative measures (Article 10) with the creation of a GovTech community and a platform for presenting related activities and promoting use cases and best practices. At the same time encourages the experimentation and the participation in innovative sandboxes (Article 12) for piloting GovTech solutions.

GovTech Connect

a community that brings together GovTech actors for seizing opportunities, mitigate risks and share experiences. The community provides further support by creating guidelines and studies to further support the GovTech actors.

GovTech4all Incubator

a testing arena that provides the opportunity to public administrations to experiment, test and pilot GovTech solution in safe environments and sandboxes

European Commission

A European Commission Pilot Project

GovTech Connect

interoperable europe | in

Join us!

Objectives

Foster the digitisation and the green transition of the PS in Europe

Contribute to the creation of an EU GovTech marketplace

Support and push the adoption of GovTech solutions in Europe

Activities

- **Foresight study** and policy recommendations
- Catalogue of **GovTech initiatives**

- GovTech **platform** set up and operation
- Execution of **Boot camps**

- **Citizen engagement** activities
- **Design-thinking** method implementation

- **Webinars** and dissemination activies
- Development and dissemination of **Trainings**

Two-years project; until December 2024

intellera consulting

PUBLIC

the Lisbon council
think tank for the 21st century

POLITECNICO MILANO 1863
DIPARTIMENTO DI DESIGN

What has been done so far

GovTech Connect

17 Months of Activity

EVENTS

1 Pitch day
...and one happening soon!

3 Boot Camps

5 Focus Groups with experts

6 Webinars

4 Design thinking Workshops

COMMUNITY

+7 Synergies with European and EC initiatives & projects

40 Startups in the Boot Camps

+70 Experts involved

307 Members on Joinup

+2.150 Followers on LinkedIn

GOVTECH4ALL

Objectives

Promote Interoperability by design, making sure that digital solutions can be deployed across borders

Foster the reuse of the solutions by other public administrations.

Creating a unified GovTech market

Activities

Three Pilots:

1. **Secure information in cross-border data spaces**
2. **Helping EU citizens obtain social benefits with personal regulation assistants**
3. **Startup challenge for innovative procurement**

Handbook on best practices on how to run a pilot

Challenge: Reusability of solutions?

- The main political and administrative challenge identified by stakeholders is the reusability of solutions at every level, transnational, regional, and institutional.

- How to fight the "made in here" syndrome?

- How to address the administrative and political challenges of framing interoperable legal standards?

- What strategies can be employed to improve the reusability of solutions at different levels across public administrations in various Member States?

Challenge: Scalability - the ultimate horizon

How can we facilitate access for municipalities, regional, and national governments to innovative solutions?

How to address the varied legal and administrative frameworks governing how public administrations procure services?

How can we motivate public buyers to adopt training and championing processes for procuring innovative, citizen-centric technology?
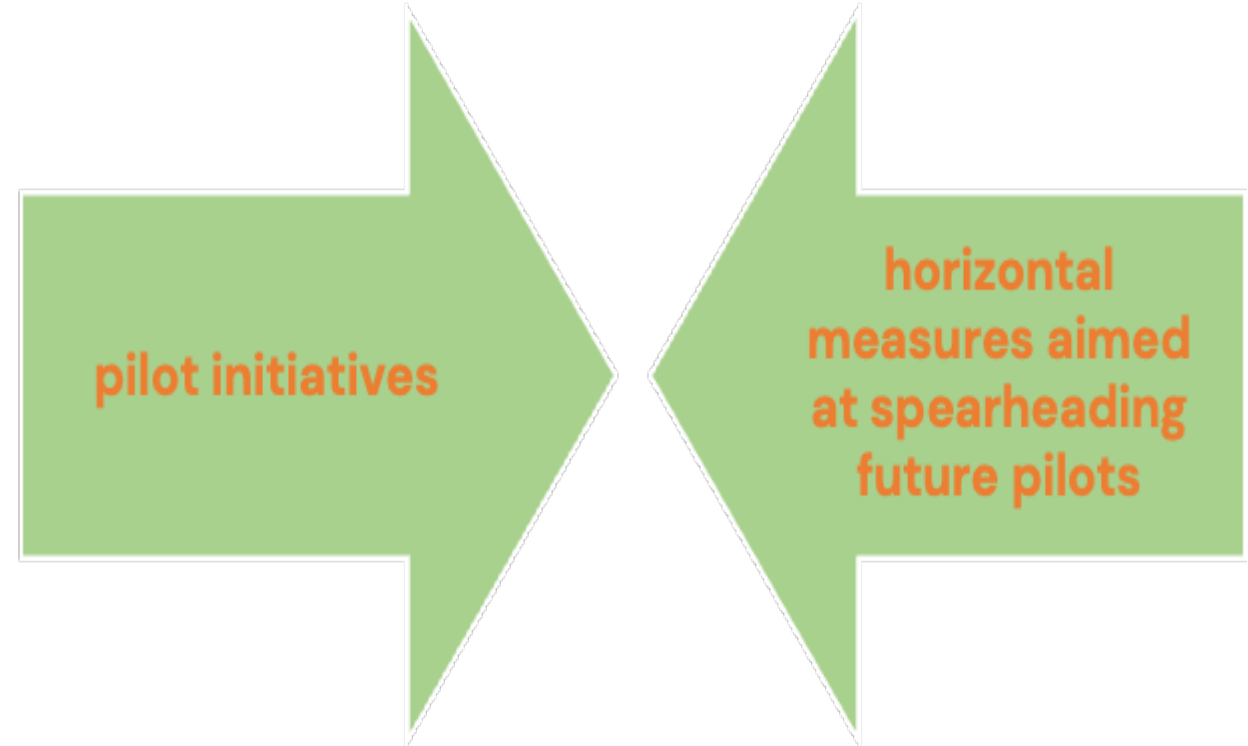
What havs been done so far

8
Months of Activity

📅 **Events**

1   GovTech Challenge Demo Day

2   Webinars

2   Design thinking Workshops

8   GovTech Caffè

pilot initiatives

horizontal measures aimed at spearheading future pilots

GovTech Cross-border practices in Europe

Critical influencing factors

Marina MANZONI
EUROPEAN COMMISSION
JOINT RESEARCH CENTER

JRC Study on Cross-Border GovTech Practices in Europe

Empirical Study funded by the EC and conducted by independent Experts in the GovTech area over the last year

Based on over 110 interviews in 17 European Countries with GovTech leaders from public administrations and startups

And 2 validation workshops with GovTech Experts, Start-up founders, PAs practitioners and Policy Makers,

Objectives:

Identifying factors that enable or hinder GovTech practices in Europe

Highlight policy and organizational implications of the influencing factors

Outline common requirements of GovTech practices across EU

Provide recommendations for cross-border interoperability and reusability of digital solutions in compliance with the IoP Act

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Challenge: GovTech startups cross-border expansion

OPERATING ECOSYSTEM:

financial
human
cultural
economic
technological,
& political
dimensions

Focus areas investigated by national programs

Regulatory and Legal Navigation
1. Navigating Different Regulatory and Legal Environments
2. Compliance with Data Protection Laws

Financial and Operational Management
1. Financial Constraints and High Operational Costs
2. Risks Associated with International Expansion
3. Development and Scaling Costs

Trust Building and Security
1. Trust and Credibility with Foreign Governments and Clients
2. Sensitive Data and Information Security

Market Adaptation and Entry
1. Understanding and Adapting to Local Market Needs and Preferences
2. Networks and Local Presence in New Markets
3. Brand Visibility and Recognition in New Markets
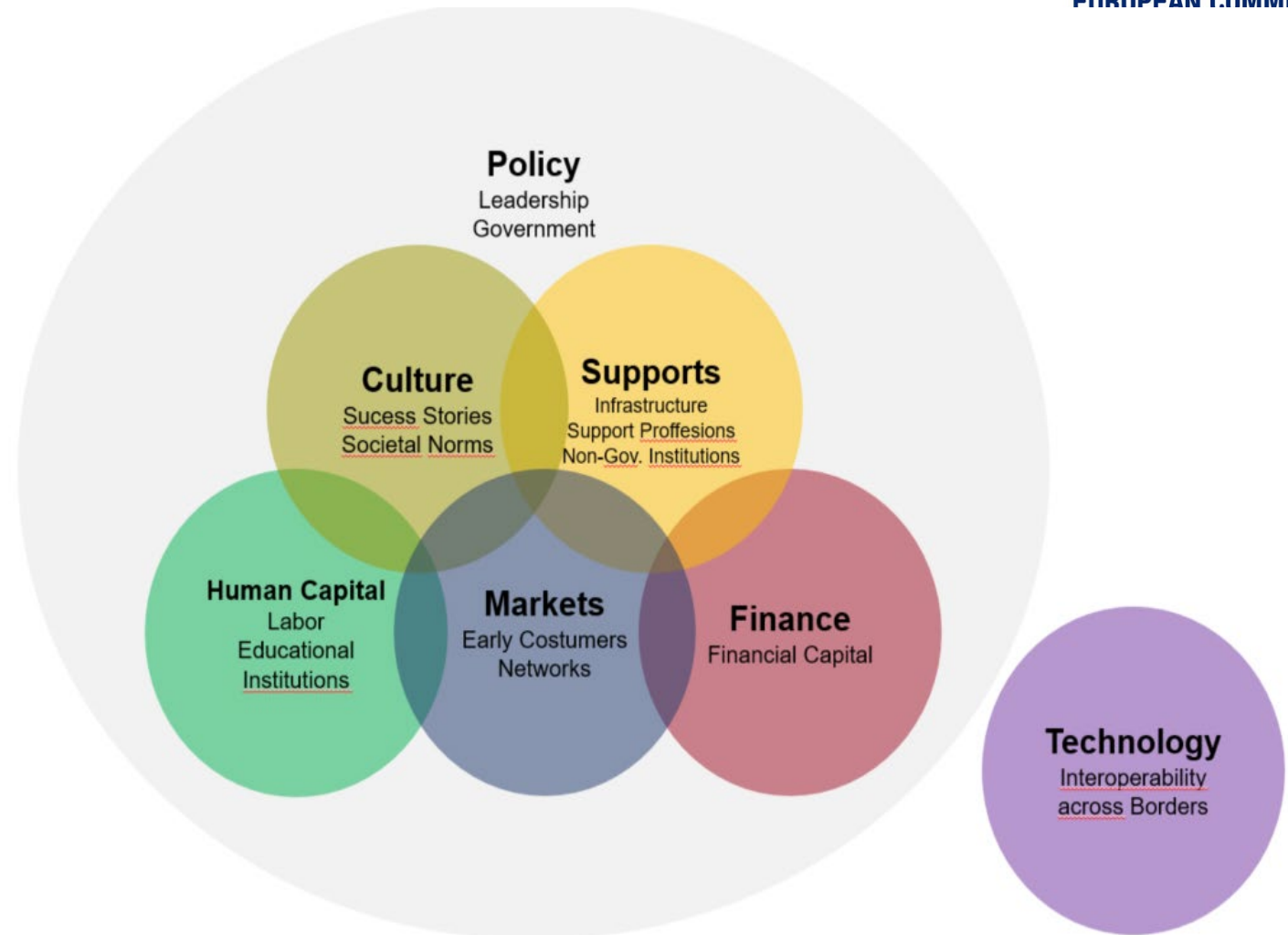
Technical Challenges and Innovation
1. Compatibility and Interoperability of Tech Solutions Across Borders
2. Customization Needs Due to Varied Data and Security Standards
3. Data Integrity and Reliability in Different Systems
4. Collaborations and Global Innovation Networks (OS)

Challenge: GovTech startups cross-border expansion

Categories Overlap

Where
POLICY *is the Cross-cutting factor,*
While

TECHNOLOGY *does is just part of the story*

Policy
Leadership
Government

Culture
Sucess Stories
Societal Norms

Supports
Infrastructure
Support Proffesions
Non-Gov. Institutions

Human Capital
Labor
Educational
Institutions

Markets
Early Costumers
Networks

Finance
Financial Capital

Technology
Interoperability
across Borders

Challenge: GovTech startups cross-border expansion

KEY BARRIERS mostly deriving from a set of common set of "soft issues" rather than technical obstacles, due to a highly fragmented European regulatory, financial and operational landscape

1. **Language** and **cultural** differences;

2. Diverse **regulatory environments** based on specific legal and administrative systems;
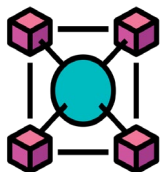
3. Actual **Implementation** of EU and national **regulations**

4. Including **Standards** and relevant technical and regulatory requirements and guidelines

5. **Trust** issues in entering cross-border markets and in **accessing knowledge** on dynamics

6. Lack of e**xposure to sponsorships** in GovTech cross-border ecosystems/Public Administrations

7. Company/PAs **internal** human, structural and organizational **resources** (legacy, competences and skills..)

Challenge: GovTech startups cross-border expansion
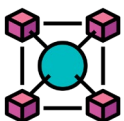
some Examples:

Lack of **uniformity in legislation** across countries and lack of transparency in institutions responsible for GDPR standards and enforcement

Language issues for legal and procurement documents and tendency in **procurement protectionism** from Public Administration when it comes to buy foreign solutions.

Bureaucratic **processes and operational procedures** vary significantly across European countries and within the same country

Startups first obstacle is mainly for **access to finance ….**While for Public Administrations is when trying to integrate their innovative solutions with existing **legacy systems**, hindering widespread adoption of their technologies.

Challenge: GovTech cross-border expansion

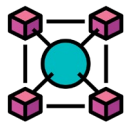## Possible ACTIONS in support to the main barriers:

Closer **monitoring** the implementation of EU and National regulations and relevant requirements (e.g. Standards and Interoperability rules and guidelines): more efficient monitoring and friendly reporting schemes and higher engagement of relevant authorities

Support **Transposition** of EU and National Regulations at regional and local levels: e.g. through networks of intermediaries (BBPs, ENDIHs, Communities of Practices – Living_in.EU,

Higher **exposure** of Start-ups and PAs to cross-border GovTech ecosystems, markets and actors: Raise awareness, join relevant networks communities and dedicated digital spaces, select "*champions*" disseminating good practices, supporting actors' competence and skills

Select, agree and test critical operational issues preventing the entry of Start-ups to GovTech cross-border markets (e.g. Minimum Requirements for PoC) through *Regulatory Sandboxing* and **Experimentation**

Other ideas ?

Other initiatives supporting GovTech

- **European Digital Innovation Hubs (EDIHs)**
  - AI4PA Working Group for EDIHs to discuss issues and opportunities on AI for public administrations
  - Exchanging good practices on public – private collaboration (GovTech ecosystem)
  - Contributing to the creation of a European GovTech market

- **Public Sector Tech Watch**
  - Observatory of use cases on emerging technologies in the public sector
  - Community building, news, reports, events

- **Innovative & Innovation procurement**
  - SPIN4EIC Strategic Innovation Procurement Programme
  - Public Buyers Community Platform

- **Studies & Capacity building**

How to implement the GovTech objectives of the Interoperable Europe Act

Possible Commission policy measures (non-exhaustive list)

- Engaging with Member States (Board) and experts

- **Engaging with stakeholders (Interoperable Europe Community, GovTech community, etc.)**

- Funding for what? (piloting? Community building? Accelerators? innovation procurement?)

- Commissioned studies

- Convening relevant parties / conferences / workshops

- Fostering exchange of experience

- Guidelines

- Awards

- Others

Thank you