

Government in the Digital World; beyond 2027

Barry Lowry Government CIO June 2023



InclandGovernment in the Digital World; beyond 2027



"Notwithstanding the recent retrenchment in the tech sector, the future is digital. There is going to be more data, more robotics, artificial intelligence, augmented and virtual reality and autonomous transport. There will be a huge expansion of the tech sector in the medium term and we will make sure that Ireland is at the forefront of that."

The Tánaiste and Minister for Enterprise, Trade and Employment, Leo Varadkar (Launch of White Paper on Enterprise 2022-2030 December 2022)

This morning:

- 1. The Opportunities & Challenges of the Digital Decade;
- 2. Where are we now? Creating the Foundations for Digital Government 2030;
- 3. What next? The Challenges ahead;
- 4. Things to be positive about!



1. The Opportunities & Challenges of the Digital Decade

The EU Dimension

"Digital is the make-or-break issue. And Member States share that view. Digital spending in NextGenerationEU will even overshoot the 20% target. That reflects the importance of investing in our European tech sovereignty. We have to double down to shape our digital transformation according to our own rules and values."

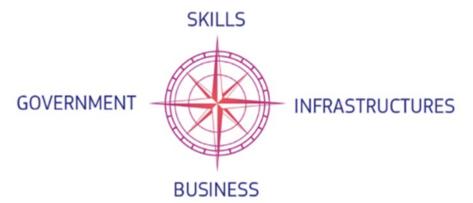
- COVID-19 recovery and a greener, more digital, and fairer EU;
- Investment in digital skills;
- Emphasis on Youth;
- Less reliance on Asia for computer chips;
- Emission reduction;
- NextGeneration EU .



Commission President von der Leyen's State of the Union speech 15 September 2021

The EU Challenge





Europe aims to empower businesses and people in a human-centred, sustainable and more prosperous digital future.



Skills

ICT Specialists: 20 million + Gender

convergence

Basic Digital Skills: min 80% of population



Secure and sustainable digital infrastructures

Connectivity: Gigabit for everyone, 5G everywhere

Cutting edge Semiconductors: double EU

share in global production

Data - Edge & Cloud: 10,000 climate neutral highly secure edge nodes

Computing: first computer with quantum

acceleration



Digital transformation of businesses

Tech up-take: 75% of EU companies using

Cloud/Al/Big Data

Innovators: grow scale ups & finance to

double EU Unicorns

Late adopters: more than 90% of SMEs reach at least a basic level of digital

intensity



Digitalisation of public services

Key Public Services: 100% online

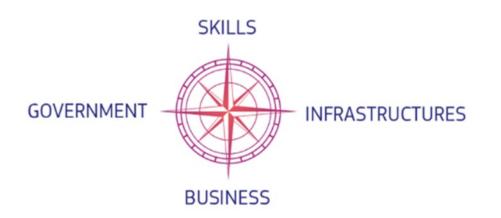
e-Health: 100% of citizens having access

to medical records

Digital Identity: 80% citizens using digital

ID





"The Digital Decade policy programme 2030 sets up a monitoring and cooperation mechanism to achieve the common objectives and targets for Europe's digital transformation. As a first step under the policy programme, the Commission will define the KPIs, i.e., key progress indicators, in an implementing act".

EU Commission January 2023

New Interoperable Europe Act to deliver more efficient public services through improved cooperation between national administrations on data exchanges and IT solutions

Page contents

Quote(s)
Print friendly pdf
Press contact

The Commission has adopted the Interoperable Europe Act proposal and its accompanying Communication to strengthen cross-border interoperability and cooperation in the public sector across the EU. The Act will support the creation of a network of sovereign and interconnected digital public administrations and will accelerate the digital transformation of Europe's public sector. It will help the EU and its Member States to deliver better public services to citizens and businesses, and as such, it is an essential step to achieve Europe's digital targets for 2030 and support trusted data flows. It will also help save costs, and cross-border interoperability can lead to cost-savings between €5.5 and €6.3 million for citizens and between €5.7 and €19.2 billion for businesses dealing with public administrations.

European digital identity (eID): Council makes headway towards EU digital wallet, a paradigm shift for digital identity in Europe

The Council adopted its common position ('general approach') on the proposed legislation regarding the framework for a European digital identity (elD). The revised regulation aims to ensure universal access for people and businesses to secure and trustworthy electronic identification and authentication by means of a personal digital wallet on a mobile phone.



Digital technologies can make our life so easy, I am convinced that a European digital identity wallet is indispensable for our and businesses. We are looking at a massive advancement in how people use their identity and credentials in everyday cont both public and private entities, and in how they use digital services. All while firmly keeping control over their data.

- Ivan Bartos, Czech Deputy Prime minister for digitalisation and minister of regional development

In June 2021, the Commission proposed **a framework for a European digital identity** that would be available to all EU citizens, residents and businesses **European digital identity wallet**.

The proposed new framework amends the 2014 regulation on electronic identification and trust services for electronic transactions in the internal market regulation), which laid the foundations for safely accessing public services and carrying out transactions online and across borders in the EU.

The proposal requires member states to issue a digital wallet under a notified eID scheme, built on common technical standards, following compulsory certification. To set up the necessary technical architecture, speed up the implementation of the revised regulation, provide guidelines to member states avoid fragmentation, the proposal was accompanied by a recommendation for the development of a Union toolbox defining the technical specifications is waller.

The European digital identity wallet

One of the main policy objectives of the proposal is to provide citizens and other residents, as defined by national law, with a harmonised European digit identity means based on the concept of a European digital identity wallet.

As an electronic identification means (*eID means) issued under national schemes at assurance level 'high', the Wallet would be an eID means in its own based on the issuing of personal identification data and the wallet by member states. The text of the Council's general approach therefore further develop concept of the wallet and its interplay with national electronic identification means.

The single digital gateway and Your Europe

Following the adoption of the gateway regulation in 2018, the European Commission and national administrations are developing a network of national portals to provide information for citizens and businesses on how EU rules are applied in each EU country for cross-border users, as well as on available assistance services. Since December 2020, some of these services have been available from the single entry point on the Your Europe portal. National websites participating in the gateway can be easily recognised by the presence of the Your Europe logo.

By the end of 2023, Your Europe will offer access to 21 online procedures in all EU countries, with procedures such as registering a car or claiming a pension being fully digitalised and eliminating the need for paperwork. The most important administrative procedures for cross-border users will be fully available online in all EU countries. A system to transfer documents needed for these procedures between national authorities in different EU countries will also be included. For example, a diploma obtained in one country can be shared with the national authorities of another, where it is needed to start a business.

To improve policy making, users are also able to provide feedback through the gateway on obstacles they encounter in the single market.

Shaping Europe's digital future

Home	Policies	Activities	News	Library	Funding	Calendar	Consultation

Home > Library > Proposal for a Regulation laying down harmonised rules on artificial intelligence

POLICY AND LEGISLATION | Publication 21 April 2021

Proposal for a Regulation laying down harmonised rules on artificial intelligence

The Commission has proposed the first ever legal framework on AI, which addresses the risks of AI and positions Europe to play a leading role globally.

The Proposal for a Regulation on artificial intelligence was announced by the Commission in April 2021. It aims to address risks of specific uses of AI, categorising them into 4 different levels: unacceptable risk, high risk, limited risk, and minimal risk.

In doing so, the AI Regulation will make sure that Europeans can trust the AI they are using. The Regulation is also key to building an ecosytem of excellence in AI and strengthening the EU's ability to compete globally. It goes hand in hand with the <u>Coordinated Plan on AI</u>. See als

View the proposal for a Regulation in all languages on EUR-Lex

Related topics

Advanced Digital Technolog

Shaping Europe's digital future

Home > Policies > Data Act

Data Act

The Data Act is a key measure for making more data available for use in line with EU rules and values.

The proposed Regulation on harmonised rules on fair access to and use of data — also known as the Data Act — was adopted by the Commission on 23 February 2022. <u>The Data Act</u> is a key pillar of the European strategy for data. It will make an important contribution to the digital transformation objective of the Digital Decade.

The new measures complement the Data Governance Regulation proposed in November 2020, the first deliverable of the European strategy for data. While the Data Governance Regulation creates the processes and structures to facilitate data, the Data Act clarifies who can create value from data and under which conditions.

The Data Act will ensure fairness by setting up rules regarding the use of data generated by Internet of Things (IoT) devices.

Users of objects or devices generally believe that they should have full rights of the data they generate. However, these rights are often unclear. And, manufacturers do not always design their products in a way that allows users, both professionals and consumers, to take full advantage of the digital data they create when using IoT objects. This leads to a situation where there is no fair distribution of the capacity to build on such important digital data, holding back digitisation and value creation.

Furthermore, the Data Act aims to ensure consistency between data access rights, which are often developed for specific situations and with varying rules and conditions. While the Data Act is without prejudice to existing data access obligations, any future rules should be consistent with it. Existing rules should be assessed and, if relevant, aligned to the Data Act when their review is due.

How will this work in practice?

The Data Act will make more data available for the benefit of companies, citizens and public administrations through a set of measures such as:

European Council and Parliament reach agreement on Data Governance Act

■ 06.01.2022 10 0 10 0

00.01.2022

Last month, the European Council and the European Parliament reached a provisional agreement on the Data Governance Act (DGA), providing more clarity on the inner workings of the act. The DGA will establish:

Wide reuse of certain types of protected public-sector data. For instance, trade secrets, personal data, and
data protected by intellectual property rights. Protecting privacy and confidentially is crucial here so public
sector bodies will need to be technically equipped to deal with these data securely. The Commission will set
up a searchable electronic register of public sector data, accessible via national information points as well.

An alternative viewpoint?:

New Interoperable Europe Act to deliver more efficient public services through improved cooperation between national administrations on data exchanges and IT solutions

Page conte

Top Quote(s) Print friendly pdi The Commission has adopted the Interoperable Europe Act proposal and its accompanying Communication to strengthen cross-border interoperability and cooperation in the public sector across the EU. The Act will support the creation of a network of sovereign and interconnected digital public administrations and will accelerate the digital transformation of Europe's public sector. It will help the EU and its

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Shaping Europe's digital future Home | Policies | Activities | News | Library | Funding | Calendar | Consultations Home > Library > Proposal for a Regulation laying down harmonised rules on artificial intelligence

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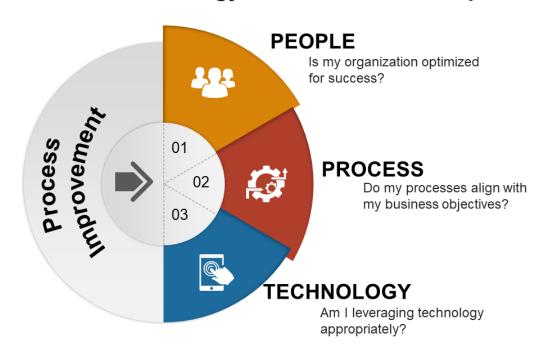
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See also

View the proposal for a Regulation in all EU languages on EUR-Lex



People Process Technology Model of Process Improvement





3. Where are we now? Creating the Foundations for Digital Government 2030

Our Digital Government Building Blocks (2016)

Digital Services

DATA

Capability

Our citizens should be able to access Government Services at a time and place convenient to them and using their device of choice.

All digital services should be consistent and easy to use. They should also reflect the diversity of our society.

Everyone running their own infrastructure is inefficient, ineffective, increases risk and obstructs data sharing.



Our ambitions are dependent Good governance is

Build to Share

on skills, competence and confidence amongst users, service providers, system builders and leaders

Good governance is essential to generate trust and confidence among all

Governance

stakeholders.

Public Service ICT Strategy
sensory allia

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reseates and an alliance of C.C.)

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Citizens should not have to tell us what we already know. But our use of their data should be appropriate and transparent.

We need to ensure that we maximise the value of our data, including historical.

Building from Digital Foundations 2021

MyGovID nearly
1.8m verified accounts

The Gov.ie Programme (6-100M visitors)



- Growth of BTS Desktop, Hosting & Applications
- Backweston/Cloud policy
- Government Networks
 Stronger Cyber Security
 (new Baseline Security Standard)





- Data Governance
 Board
- Public Service Data Catalogue
- Data Sharing Playbook
- DSAs
- Open Data



- ICT Apprenticeship
- Joint Competitions
- Growth in CIOs
- New ways of working



- Digital Leaders
- Public Service Alignment
- Revised Peer Review Process

Growth of MyGovID

End of Year	Basic MyGovID	Verified MyGovID	Total MyGovID
2016	130,149	8,316	138,465
2017	392,955	76,689	469,644
2018	605,644	208,503	814,147
2019	843,701	447,557	1,291,258
2020	1,455,364	929,168	2,384,532
2021	1,760,000	1,440,000	3,200,000

June 2023 > 2M verified accounts!



Digitalisation of public services

Key Public Services: 100% online

e-Health: 100% of citizens having access

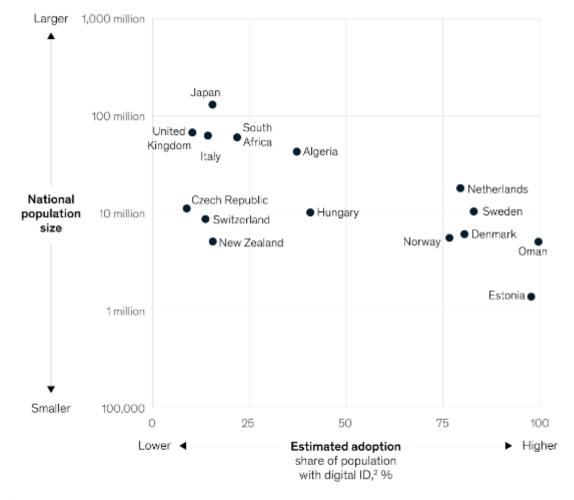
to medical records

Digital Identity: 80% citizens using digital

ID

Adoption rates vary widely across national boundaries.

Population size of selected countries and estimated coverage of digital ID solutions, by country

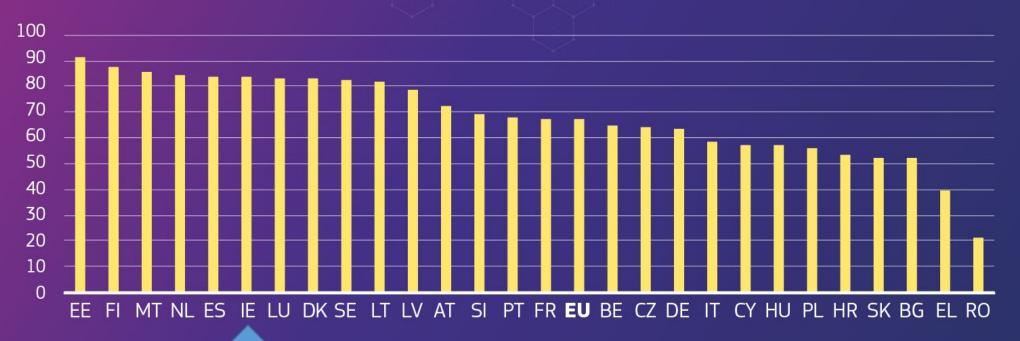


Selection of countries based on data availability.

^{*}Estimation based on latest publicly available data.
Source: Identification for Development (ID4D) Global Dataset 2018; World Development Indicators; press research; McKinsey analysis



Digital Economy and Society Index 2

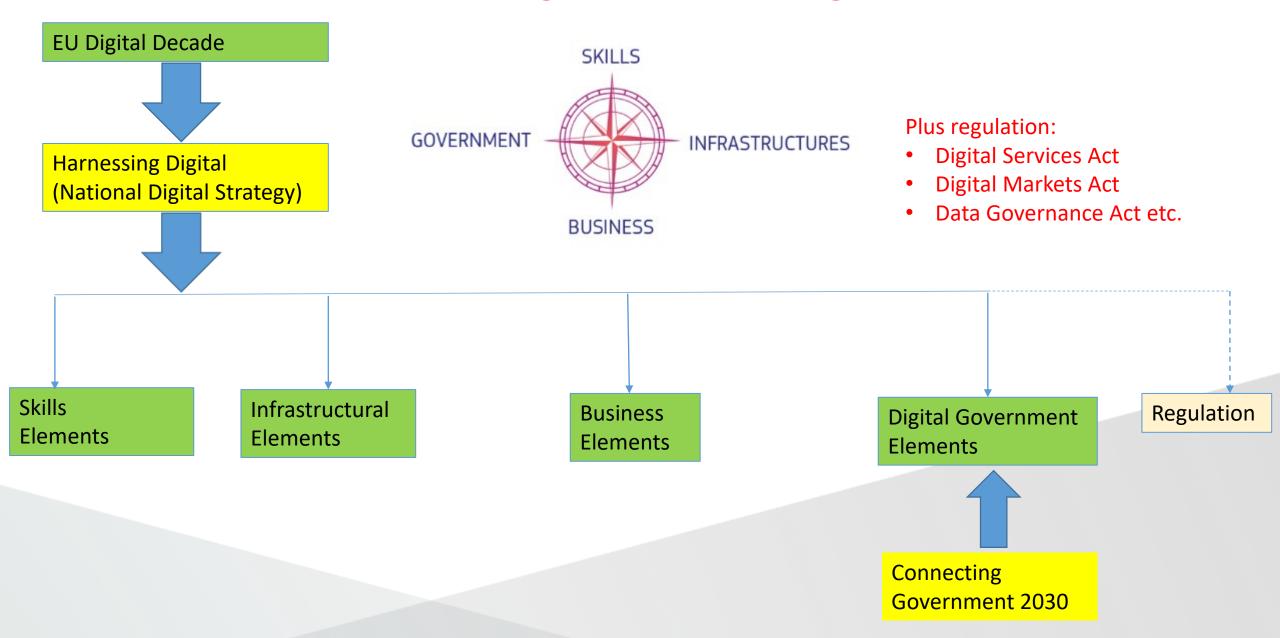






3. What next? The Challenges ahead

Positioning the New Strategies





Harnessing Digital

The Digital Ireland Framework



Harnessing Digital - The Digital Ireland Framework

Positioning Ireland as a digital leader, driving and enabling digital transformation across the economy and society.

Dimension 1:

Digital Transformation of Business



Dimension 2:



Dimension 3:

Skills



Dimension 4-

Digitalisation of Public Services



Targets

75% enterprise take-up in Cloud, Big Data, Al by 2030

90% of SMEs at basic digital intensity by 2030

At least 800 businesses supported by 2026 under the C85 million Digital Transition Fund

At least 35% of State funding for start-up & early stage businesses invested in innovative digital businesses from 2022 All households and businesses covered by Gigabit network by 2028

If populated areas covered y 5G by 2030

Digital connectivity to all Connected Hubs and Schools by 2023

All operators of essential services, Covernment Departments and key agencies verified to have implemented robust cybe security mitigation measures by 2024 Increase the share of adults with at least basic digital skills to 80% by 2030

Increase graduates with higher-level digital skills to over 12,400 by end-2022, with ambition to further increase digital skills provision in following years

90% of applicable services consumed online by 2030.

80% of eligible citizens using MyGovID by 2020

0% of public sector mployers and bodies emote working (postandemic)

Workstreams

Comprehensively support enterprise across all aspects of their digital transformation.

Pursue a coherent, integrated, proactive approach to the digital transition, through a robust ecosystem and strong enablers. Drive increased gigabit and 5G connectivity.

Prioritise Ireland's cyber security capacity, expertise, and infrastructure. Provide interconnected cluster of skills policy responses to meet the digital transformation.

Deliver **Digital Skills** for **Society**, to enable all cohorts to engage with digitalisation. Drive further
digitalisation of
public services, with
a focus on the health
system

runy implement steps to ensure **public** service data is used safely and effectively.

Underpinned by a coherent governance structure, and a modern, cohesive, well-





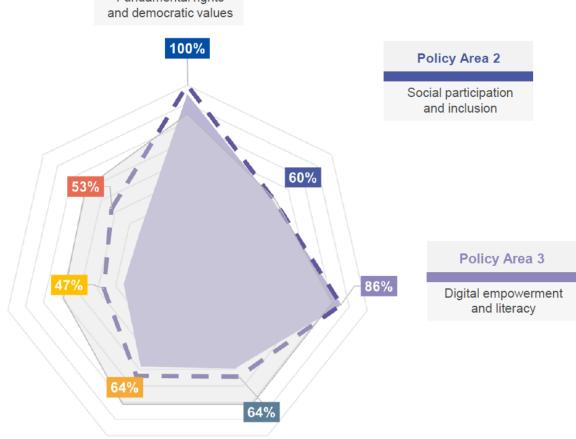
Fundamental rights

Policy Area 7

Resilience and sustainability

Policy Area 6

Digital empowerment and digital literacy



Policy Area 5

Digital sovereignty and interoperability

Policy Area 4

Trust through security in the digital sphere

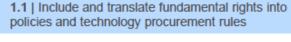
2022 BDM Results for Ireland | Policy Actions level of implementation

2021 country score

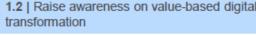


Policy Area 1

Fundamental rights and democratic values



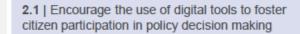
1.2 | Raise awareness on value-based digital



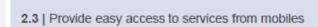
1.3 | Establish ethical and technological expert councils



Social participation and incl usion

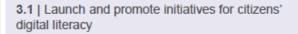


2.2 | Ensure inclusiveness and accessibility for all to fully digital public services and information

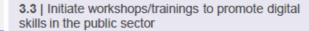


Policy Area 3

Digital empowerment and literacy



3.2 | Provide easily accessible, user-friendly and seamless digital services



60%

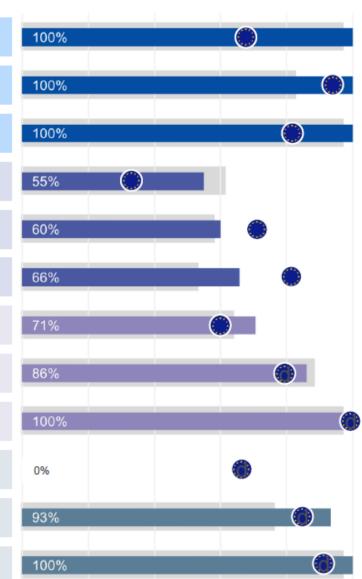
Policy Area 4

Trust through security in the digital sphere



4.1 | Promote the rollout and use of notified eID in the public and private sectors

- 4.2 | Promote responsible and legally compliant re-use of data
- 4.3 | Consider ways to foster agreement on ICT security requirements



IRELAND

2022 | Berlin Declaration Monitoring (BDM)



Digital sovereignty and inter operability



5.1 | Jointly work towards agreements on requirements for technology providers

- **5.2** | Implement common standards and modular architectures in cross border digital solutions
- **5.3** | Work with the EC to provide suitable online public services for EU cross-border use

Policy Area 6

Digital empowerment and digital literacy



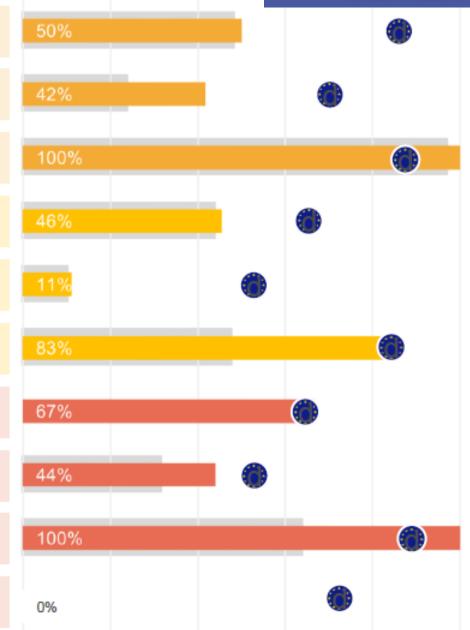
6.1 | Foster transparency and accountability when designing digital public services

- **6.2** | Share best practices on the development of human-centric AI systems
- **6.3** | Stimulate knowledge sharing on human centric technologies

Policy Area 7

Resilience and sustainability

- 7.1 | Assess and make transparent energy consumption of digital tools and infrastructures
- 7.2 | Evaluate the environmental impacts of ICT and extend the lifespan of digital equipment
- 7.3 | Initiate expert consultations on appropriate use of digital technologies
- 7.4 | Foster the exchange of crisis management data





4. Things to be positive about!



Connecting Government 2030:

A Digital and ICT Strategy for Ireland's Public Service



"The coming years will be about building upon our strong foundations and creating a trusted, human-driven, intuitive and inclusive world-leading digital government service"

"Given the talent at our disposal and the contribution that "digital" can make to our economy, by the end of this decade, Ireland must seek to be consistently ranked among the top three EU digital nations and the top 10 globally. And we have no doubt that by working together and with Government support, we can make this a realisable ambition".



Michael McGrath TD

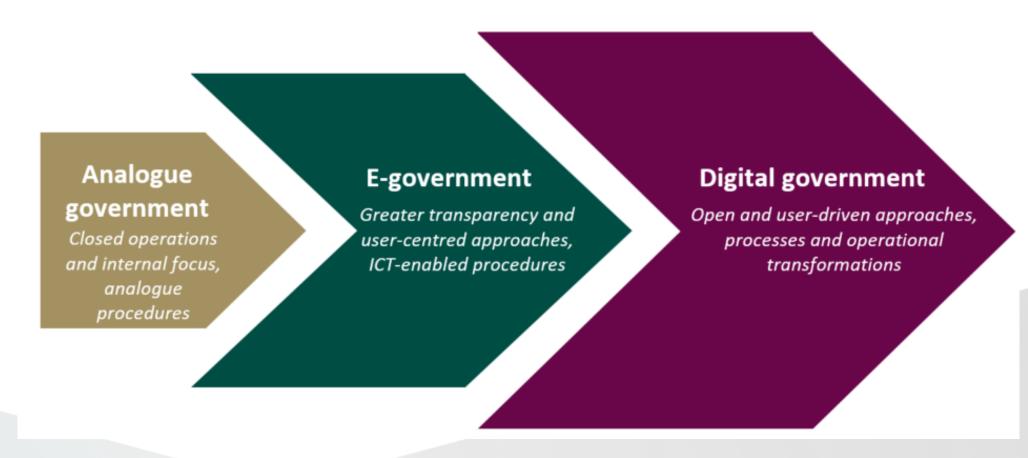
Minister for Public Expenditure and Reform



Ossian Smyth TD

Minister of State with responsibility for Public Procurement and eGovernment Minister of State with responsibility for Communications and Circular Economy

Enabling the Digital Transformation of Governments (OECD)

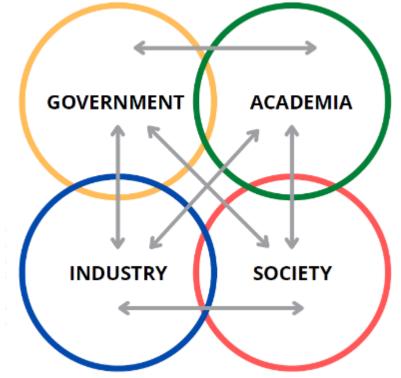


A more embracing strategy



Six priority action areas:

- A Human-Driven Digital Experience
- Harnessing Data
- Government as a Platform
- Evolving Through Innovation
- Strengthening Digital Skills
- Focusing on Governance and Leadership



Four core design principles:

- Digital by Default and Cloud-First
- All-of-Government Approach
- New Ways of Working
- Privacy-Driven and Secure by Design

Equates to services which are:

- Fast & Intuitive
- Trusted, Secure & Inclusive
- Developed through Collaborative and with Value in mind
- Can create additional value

Summary of Actions

- ICT Professionalisation
- ICT Apprenticeship Scheme
- ICT Re-training Scheme
- Digital Competence

- Priority projects (90% target)
- MyGovID
- Digital Wallets/Postbox
- MyData Portal/DSAs
- Life Events



- State Data Centre
- Build to Share
- Cloud Procurement Framework
- Microsoft Enterprise Agreement
- National Low Latency Platform

- UBI
- Innovation Competition/Innovation Partnerships
- Transpose & Implement Data Governance Act/Data Act
- Open Data
- Re-use of Government Assets
- GovTech Advisory Board

Life Events







A Life Event is a very important event that occurs in (nearly) all our lives, for example births, bereavements, marriages, unemployment etc.



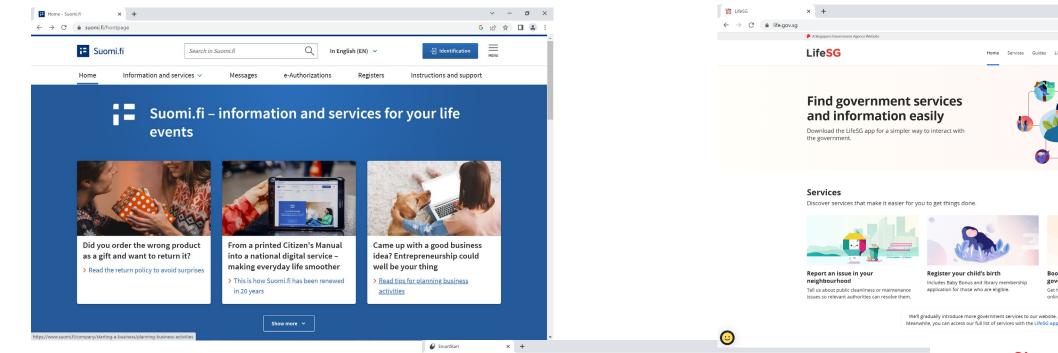
Ironically, when we think in terms of Life Events, we have the potential to provide services in a way that the private sector could only dream of. This is because the Public Service knows things about people from the minute they are born!











Finland

The most forwardthinking countries in the world are committing to life events. We must join them.



Singapore

government agencies

Get help from HDB, IRAS, or Ministry of Law via

G Q & A 🔲 🚨

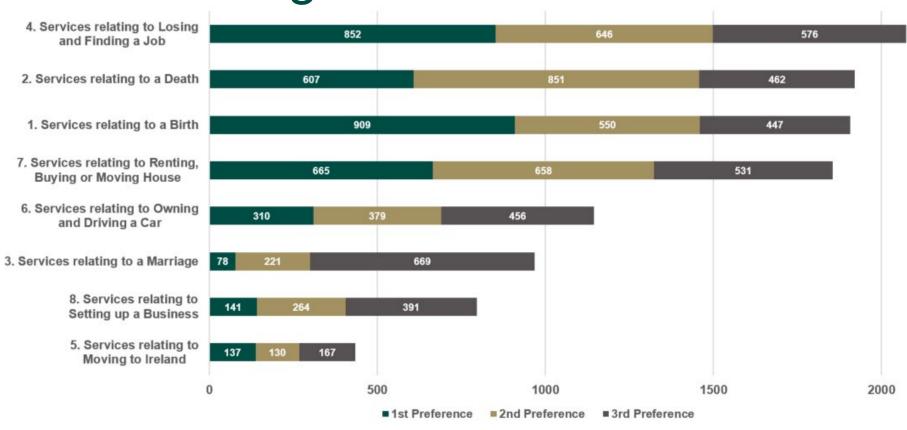
we help you?

New Zealand

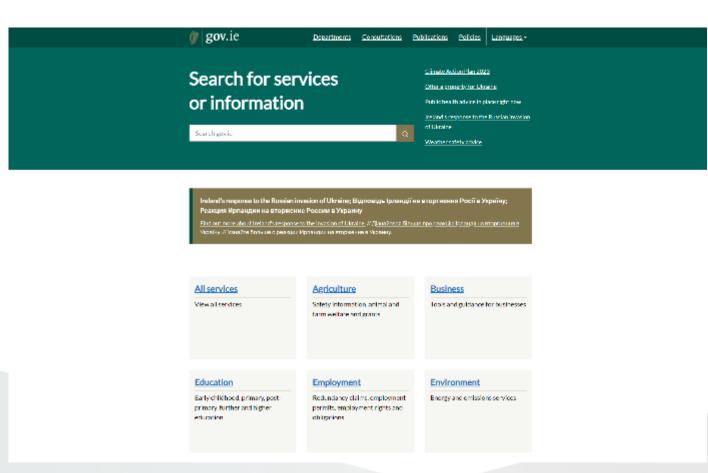
Life Events – Public Response



Sorted using 1st to 3rd Preference Totals*



Gov.ie 2019-2023



- Plain English/Content Design
- Trusted and popular
- c €4M savings/reduced transactional costs
- Strong branding

- Search
- Archives

EU Single Digital Gateway Regulation 2018









Life and travel

Contact assistance services

Report an obstacle

21.11.2018	EN	Official Journal of the European Union	L 295/
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REGULATION (EU) 2018/1724 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL

of 2 October 2018

establishing a single digital gateway to provide access to information, to procedures and to assistance and problem-solving services and amending Regulation (EU) No 1024/2012

(Text with EEA relevance)

THE EUROPEAN PARLIAMENT AND THE COUNCIL OF THE EUROPEAN UNION,

Having regard to the Treaty on the Functioning of the European Union, and in particular Article 21(2) and Article 114(1) thereof,

Having regard to the proposal from the European Commission,

After transmission of the draft legislative act to the national parliaments,

Having regard to the opinion of the European Economic and Social Committee (1),

Acting in accordance with the ordinary legislative procedure (*),

- The internal market is one of the Union's most tangible achievements. By allowing people, goods, services and capital to move freely. it offers new apportunities for citizens and businesses. This Regulation is a key element of the Single Market Strategy established by the communication of the Commission of 28 October 2015 entitled 'Upgrading the Single Market: more opportunities for people and business'. That strategy has the objective of unlocking the full potential of the internal market by making it easier for citizens and businesses to move within the Union and to trade, establish themselves and expand their businesses across borders.
- (2) The communication of the Commission of 6 May 2015 entitled 'A Digital Single Market Strategy for Europe' recognised the role of the internet and digital technologies in transforming our lives, changing the way in which citizens and businesses access information, acquire knowledge, buy goods and services, participate in the market and work, thereby facilitating opportunities for innovation, growth and jobs. That communication, along with several resolutions adopted by the European Parliament, acknowledged that the needs of citizens and businesses in their own country and across borders could be better met by extending and integrating existing European-level portals, websites, networks, services and systems and by linking them with different national solutions, thereby creating a single digital gateway serving as a European single entry point ('the gateway'). The communication of the Commission of 19 April 2016 entitled 'EU eGovernment Action Plan 2016-2020 — Accelerating the digital transformation of government' listed the gateway amongst one of its actions for 2017. The Commission's report of 24 January 2017, entitled 'Strengthening Citizens' Rights in a Union of Democratic Change — EU Citizenship Report 2017' considered the gateway to be a priority for the rights of the Union's

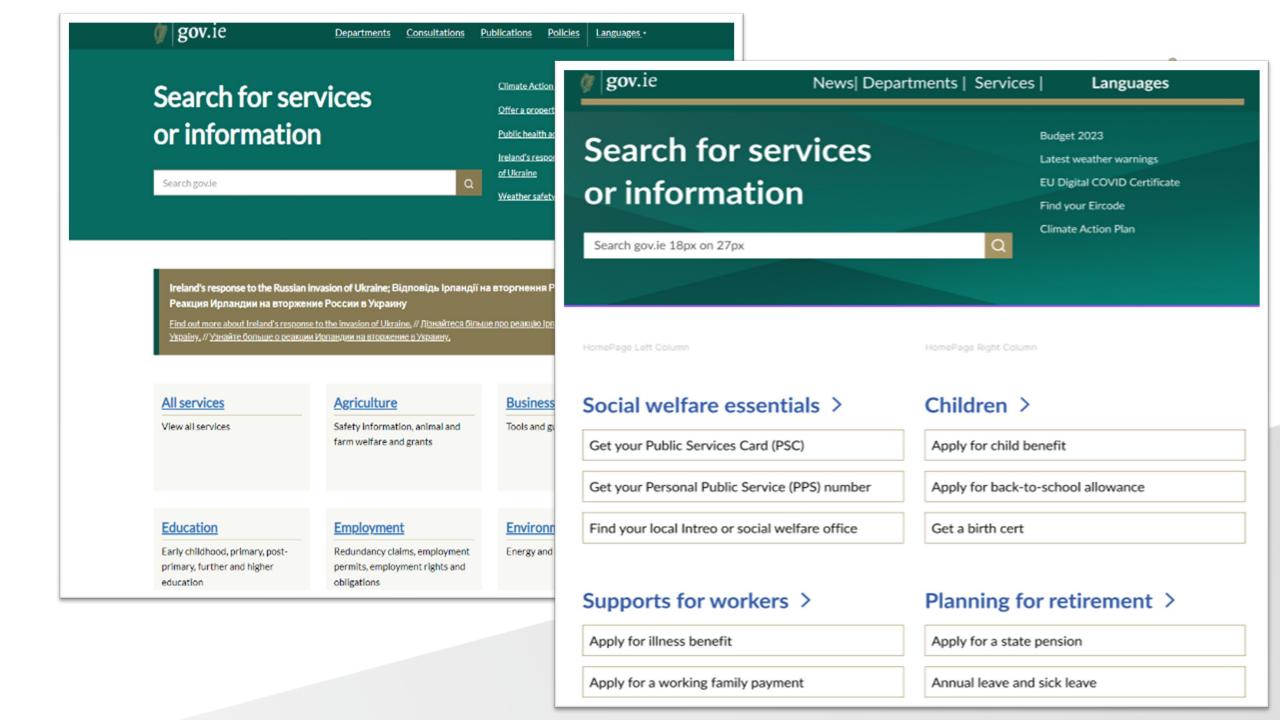
Questions on your rights in the EU? Or your obligations?

Your Europe guides you to the most relevant EU and national websites

Browse our pages for citizens and businesses, or try our search form:

)	Are you a citizen/consumer or a business? *	Citizen/consumer	•			
)	What country are you interested in? *	Ireland	•			
)	What topic are you interested in? *	Work and retirement	•			
)	What specific information are you looking for? *					
	✓ Starting to work in another EU country					
	Terms of employment: working hours, paid leave, holidays, overtime, health checks, dismissal	s, redundancies, termination of contracts				
	Taxation in another EU country Recognition of professional qualifications in another EU country Finding a job in another EU country					
	Liability and mandatory insurance when living or working in another EU country					

Search >





Electronic identification (eID) and Trust Services for citizens

eIDAS SOLUTIONS

Efficient and secure digital life





eIDAS 2014 - 2030

One of the main (eIDAS 2.0) policy objectives is to provide citizens and other residents, as defined by national law, with a harmonised European digital identity means based on the concept of a European digital identity wallet.

As an electronic identification means ('eID means') issued under national schemes at assurance level 'high', the Wallet would be an eID means in its own right based on the issuing of personal identification data and the wallet by member states.



Welcome to your HSE Digital wallet



Store your Medical card, EHIC card, and Covid certificates in one place.

Get Started >

9:41





Welcome to your Government Digital wallet



Store your Government issued cards in one place.

•

Get started

You must be 16 or older to use this app

9:41





Giving you access to your important documents

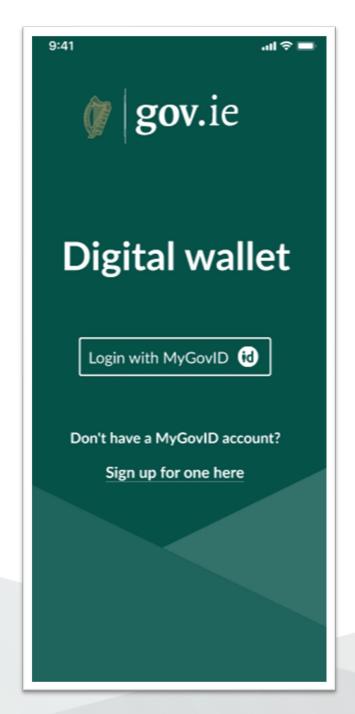


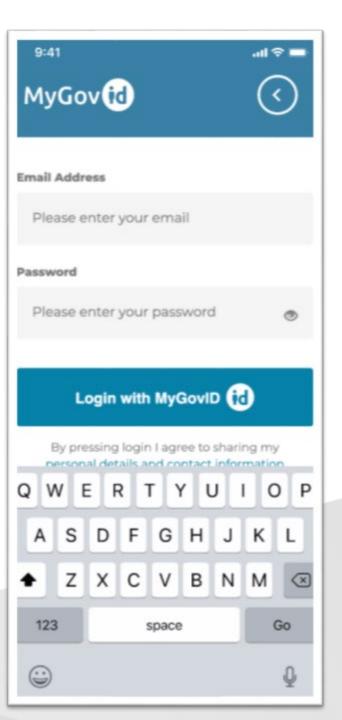
Connecting you to the services you need.



Get started

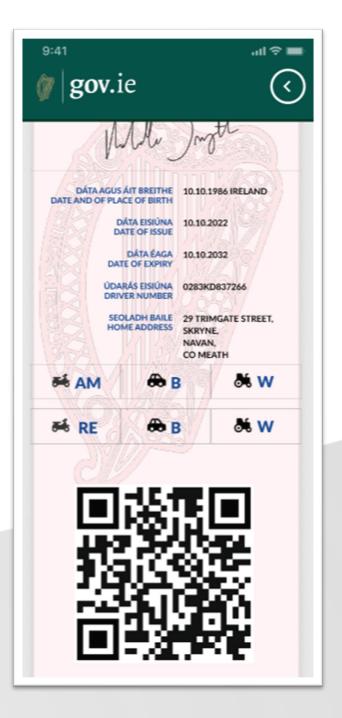
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Thanks