FLEXPUB: New Generation of flexible public services
The Geospatial Case

INSPIRE Conference – e-Government Applications
Strasbourg – 6th September 2017
Introduction – Project Overview

Requirements for E-Service Delivery

Enablers
- Policies and Regulations
- Processes
- Organisational structures
- Culture, Ethics, Behaviour
- Information
- Infrastructures
- People, Skills, Competencies

Strategy

Blueprint

Toolkit
Baseline Measurement – Questionnaire methodology

<table>
<thead>
<tr>
<th>Target group</th>
<th>N</th>
<th>Number of respondents</th>
<th>Response rate %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Follow-up Committee</td>
<td>40</td>
<td>23</td>
<td>57,5 %</td>
</tr>
<tr>
<td>Federal administration</td>
<td>193</td>
<td>51</td>
<td>26,4 %</td>
</tr>
<tr>
<td>Regional administration</td>
<td>288</td>
<td>62</td>
<td>21,5 %</td>
</tr>
<tr>
<td>Provincial administration</td>
<td>112</td>
<td>18</td>
<td>16,1 %</td>
</tr>
<tr>
<td>Private sector</td>
<td>91</td>
<td>16</td>
<td>17,6 %</td>
</tr>
<tr>
<td>Private-Public partnerships</td>
<td>4</td>
<td>1</td>
<td>25,0 %</td>
</tr>
<tr>
<td><strong>Sub total</strong></td>
<td>728</td>
<td>171</td>
<td>23,5 %</td>
</tr>
<tr>
<td>Local level administrations</td>
<td>589</td>
<td>30</td>
<td>0,16 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>1317</td>
<td>201</td>
<td>15,2 %</td>
</tr>
</tbody>
</table>
Does your organization make use of e-services?

- Yes: 156
- No: 45

N=201

Does your organization make use of e-services with a geospatial component?

- Yes: 79
- No: 77

N=156
Does your organization offer of e-services?

- Yes: 151
- No: 50

N=201

Does your organizations offer e-services with a geospatial component?

- Yes: 75
- No: 76

N=156
Baseline Measurement – Organizational structures

- Inter-organizational relations
  - within the same administrative level → silo culture
  - between different administrative levels → governance approach

- Lack of clear leadership for digital agenda
Baseline Measurement – Service infrastructure

• Interoperability
  - Lack of technical standardization
  - Data exchange issues

• Lack of shared hardware and software

• User-friendliness of e-services
Baseline Measurement – People and skills

- Digital divide among citizens
  - Digital Literacy
  - Uptake of public e-services

- Public sector attractiveness

- Lack of financial resources
Baseline Measurement – Principles and policies

• Divergences of opinions on Open Data Policy
  - Willingness to share but lack of financial resources
  - Impact of INSPIRE and PSI Directives
  - Difference in motivation: market vs transparency

• Sharing: Traditional versus non-traditional data types
Why does your organization exchange the location-based data that it produces?

- It helps our organization to reach its goals: 53
- It fits in the policy of our organization: 51
- It facilitates interoperability: 47
- To comply with legal regulations: 46
- It increases the transparency of the organization: 35
- It is part of the culture in the organization, even if there is no administrative or legal obligation to do so: 32
- It adapts to the changing expectations of the citizens: 30
- It reduces costs: 22
- It saves time: 21
- Other: 6

N = 72
Baseline Measurement – Location-based data

Why does your organization process location-based data?

- It helps our organization to reach its goals: 98%
- It fits in the organizational policy: 71%
- To comply with legal regulations: 70%
- It is in the organizational culture: 43%
- It adapts to the changing expectations of citizens: 43%
- It saves time: 41%
- It facilitates interoperability: 41%
- It increases the transparency of our organization: 23%
- It reduces costs: 21%
- Other: 20%

Absolute numbers
Recommendations

- Develop a suitable governance approach within and between administrative levels
- Increase flexibility in some areas, decrease it in others with a focus on interoperability and shared services
- Ensure sufficient leadership with hierarchical focus
Recommendations

• Redesign and rethink processes instead of simple digitalization

• Raise awareness about the added-value of Location-Based Data
  - Improve Service Delivery
  - Improve Policy Design

• Exploit Value of Geo-Data for non-traditional areas
Next steps
Do you have questions?

Thank you for your attention!
Contact

- Maxim Chantillon (public governance, maxim.chantillon@kuleuven.be)
- Rink Kruk (geospatial expert, rink.kruk@ngi-ign.be)
- Anthony Simonofski (requirements engineering, anthony.simonofski@kuleuven.be)
- Thomas Tombal (ICT-law, thomas.tombal@unamur.be)
- FLEXPUB Project Coordinator: Prof. dr. Joep Crompvoets