



The 2017 Tallinn Declaration: Next Steps on the Road to Open, Collaborative and Better Government

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Ministerial eGovernment Conference
Tallinn, 06 October 2017

Open and collaborative: Practicing what we preach

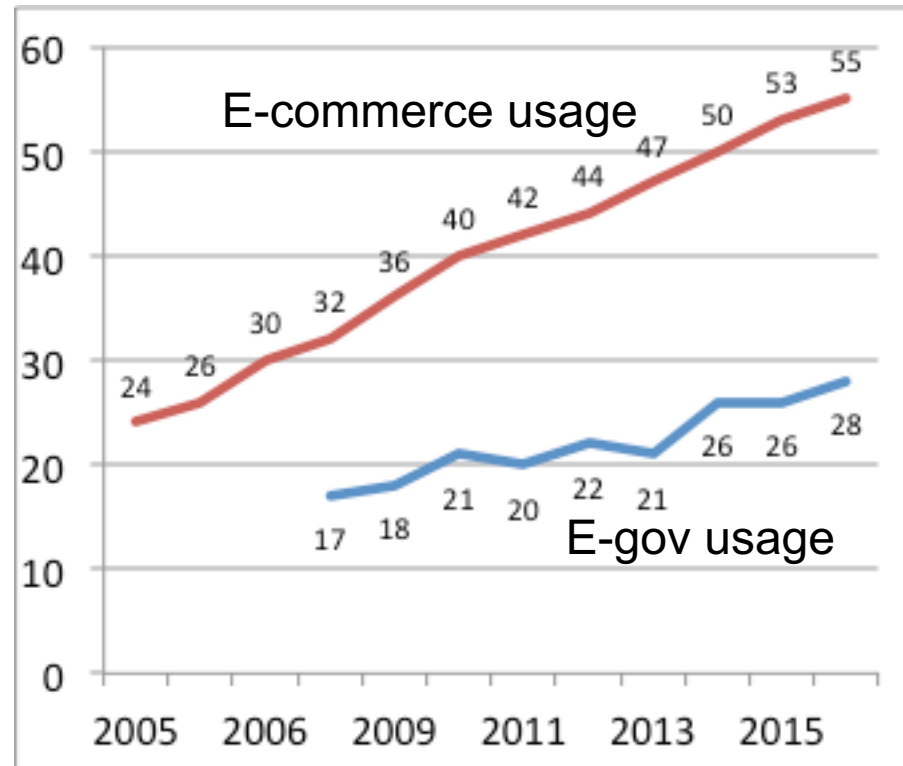


Participants:

- 1/3 citizens
- 1/3 industry
- 1/3 government, NGOs, researchers
- 168 contributions, including several position papers
- Overall very high-quality contributions

The ‘fierce urgency of now’

The gap in user experience between government and commercial services is increasing



Source: Eurostat

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Embrace ‘once only:’ Balance data sharing and control

- **Once only as a lever** towards digital by default, single point of entry, integration of private service providers
- Balancing the risks of centralisation through **greater control by users** over data held by government (access, edit and port)
- Greater leadership on **interoperability** and (open) **standards**

Deliver open government: More data, and more than data

- More data, and **high quality** data: from bulk data upload to API
- **Expand PSI** to open source, open standards and reusable software
- Focus on **citizens experience and inclusiveness**: digital “right to choose”

Improve trust and security: Pillars, not tick boxes

- **Speed up** eIDAS implementation
- Focus on **adoption by private identity providers**, to ensure usability
- **Concrete support** to public agencies in planning and implementing “security by design”

Deliver:

The key will be making it happen

- Radical improvement in **digital skills** of decision makers and civil servants – also through “digital service teams”
- **Agile** methodologies and fast experimentation (including in **public procurement**)
- **Monitor** thoroughly and make results understandable to citizens

Thank you for your attention.

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