

# New Models and Practices of ICT Innovation and Management in the Public Sector

Barcelona, 23-24 March 2015

Jointly organised by



With the collaboration of



# Introduction

Europe is an advanced information society which depends on information and communication technologies (ICT). The effect of ICT is complex and affects all aspects of life. From a government perspective, an integrated, strategic and coherent approach for stimulating and facilitating the development and deployment of ICT for the common welfare is necessary. Hence, European public administrations have implemented deep reforms by using smart technology solutions to increase efficiency and effectiveness, reduce bureaucracy, simplify procedures, reallocate resources and increase overall quality of the public services provided.

In addition, when deploying ICT applications in governments, it becomes more obvious and necessary to weigh the costs against the benefits of the (new) actions, especially now in view of the public financial constraints. ICT and its integration are not goals in themselves. They are powerful tools for improving the public sector services (delivery). Especially against the backdrop of the current financial crisis, ICT offers many opportunities for public administrations across Europe to get involved in transformational processes, usually leading to better public services whilst reducing costs, i.e. boosting public innovation and excellence.

The **European Public Sector Award (EPSA)** – running in 2015 its fifth edition – serves well as an observatory for current (e-)trends and (ICT) innovation areas, and is a good example of a reform driver and catalyst for change. To this end, when screening the 800+ applications from 36 countries, it becomes apparent that the majority of government bodies in Europe, regardless of whether they are from the local, regional, national or even trans-national levels, rely on new technologies to improve their performances. Thus, a remarkable number of good practices have been developed with a clear ICT dominance. More than 40% of all EPSA applications are strongly ICT enabled and nearly 45% have received a BPC or more – nominee or winner.

One of these outstanding examples (i.e. an *EPSA 2013 Finalist and Best Practice Certificate recipient*) is the ***New ICT Model of the Catalan Government - An innovative Sourcing Process through Public-Private Collaboration***. This project is an impressive reengineering project, with a PPP developed in a competitive way. Although it started as a governmental initiative, this major reform is a good case of joined-up governance, in close dialogue with the economic forces. It created an optimised system of ICT procurement and management for the whole Catalan regional administration replacing the previous decentralised solutions based on in-house and external services. The focus is on cost-effective ICT solutions, which are a must in the current economic environment, and internal resources are shifted and centralised successfully while creating external economic growth and job creation.

These specific vital results and many other elements and experiences – which cannot only be utilised to the benefit of public administrations, but will also stimulate transmission of best practice knowledge amongst all governments of Europe – are nowadays indispensable, not only in the short term (e.g. growth and job creation), but of course in a much longer perspective towards the creation of a real common digital administrative space and economy in Europe.

It is for these reasons that the **European Institute of Public Administration (EIPA)** is partnering with the **Generalitat de Catalunya and the Partners Program of ESADE** to hold this International Knowledge-Transfer Event in Barcelona on ***'New Models and Practices of ICT Innovation and Management in the Public Sector'*** to present, share, award and inspire the many ICT and innovation good practices from all levels across Europe.

## Objectives

Transfer of the knowledge, know-how and practices obtained from schemes such as the EPSA represent the core of this conference. The many good practices offer and contribute to a faster adoption process by other public administrations. Thus, promoting exchange continues to be a valuable mechanism to ensure maximum benefit of lessons learned across Europe. It will also provide an opportunity for the exchange of experiences between other 'eChampions' who have already successfully achieved tangible results, as well as to examine the latest trends and forecast within the digital world. Another essential element of this conference is networking. The event will provide a unique opportunity for participants and experts to meet peers and other decision-makers in the areas of ICT and electronic government, and will thus support and enhance the building of capacities within administrations.

## Target group

The event is not only open to the EPSA community, but also to all public actors from all levels of government in Europe and beyond, as well as to both academic and private sector audiences who have an interest in the latest developments, models and best practices in ICT innovation and management.

## Methodology

The activity will combine a mixture of panel discussions and presentations, onsite inspection and exchange of views. Above all, participants will have the opportunity to learn from leading edge public management best practices and their insights on how to reach outstanding results.

# Programme

## MONDAY 23 MARCH 2015

Venue: ESADE Business School

09.00 **Registration and delivery of the seminar kit**

09.30 **Official opening and welcome of the participants**  
*Eugenia Biato*, Director General, ESADE (tbc)  
*High-level Representative of the Catalan Government*  
*Marga Pröhl*, Director-General, EIPA, Maastricht (tbc)

### Setting the scene: emerging innovation challenges in the public sector at times of (post-) crisis

10.00 **Opening panel**

Introduced and chaired by:

*Alexander Heichlinger*, EIPA Barcelona

#### Speakers & discussants:

*Florian Hauser*, Policy Officer, DG Employment, European Commission, Brussels

*Jonathan Wareham*, Dean at ESADE, Barcelona

11.30 **Networking coffee**

### New Models and Forms of ICT Innovation and Management in the PS

12.00 **Panel: Introductory presentation of the EPSA 2013 Catalan ICT awarded project**

Chaired by: *Jordi Escalé*, Director-General, CTTI, Catalan Government, Barcelona

**Managing Human Public Resources with an Integrated Vision, Vice-Presidency of the Regional Government of Azores** – EPSA Nominee/Finalist

*Hélio Dias*, Director of Services, Vice-Presidency of Employment and Competitiveness of the Region of Azores (tbc)

*Speaker from Israel* (tbc)

13.30 **Joint walking lunch**

### EPSA as an Observatory of ICT Innovation and Excellence in the European Public Sector

15.00 **Panel: National categories**

Chaired by: *N.N.*

**Austrian Business Service Portal, Ministry of Finance** – EPSA Best Practice Certificate (BPC)

*Theresia Niedermüller*, Project Leader, Federal Ministry of Finance, Vienna

**Transforming Federal IT Services, 'Doing more with less', German Federal Office of Administration** – EPSA BPC

*Stefan Salz*, Head of Unit, Federal Office of Administration

*Jan Herfeldt*, Federal Office of Administration

**Towards a Paperless Administration, Spanish Ministry of Finance and Administration** – EPSA Nominee/Finalist

*Manuel Ruiz de Corral*, Project Leader, Ministry of Finance and Public Administration

**Voices and opinions from the EPSA evaluator**

*Julia Bosse*, Junior EPSA Officer and Research Assistant, EIPA Barcelona

17.00 **End of the first day**

19.30 **Official conference reception (venue tbc)**

## TUESDAY 24 MARCH 2015

09.30 **Panel: Cross-sectorial and cross-level ICT champions**

Chaired by: *Harrie Scholtens*, Seconded National Expert & EPSA Category Leader, EIPA Maastricht

**DISCIMUS, Flemish Agency for Educational Services** – EPSA BPC

*Peter Van Poucke*, Project Leader, Agency for Educational Services - AgODi (Flemish government)

**Police and Social Media, Reykjavik Metropolitan Police** – EPSA Nominee /Finalist

*Thorir Ingvarsson*, Detective Inspector, Reykjavik Metropolitan Police

**Andalusian Health e-Library** – EPSA Honourable Mention

*Veronica Juan*, Director, Virtual Library of the Andalusian Public Health System

**Voices and opinions from the EPSA evaluator**

*Harrie Scholtens*

11.15 **Networking coffee**

11.45 **ICT for transparency and trust in government**

**Transparency and social media: The case of Catalonia**

*Mila Gascó*, Senior Researcher, Institute of Public Governance and Management, ESADE, Barcelona

**The Compass of Transparency, Italian Department of Public Administration** – EPSA Winner

*N.N.*

# Programme

- 12.30 **The EPSA 2015: The Public Sector as Partner for a Better Society**  
Video message by *Guy Verhofstadt*, Chairman of EIPA's Board of Governors, MEP & Leader of the Group of the Alliance of Liberals and Democrats for Europe (ALDE), Former Belgian Prime Minister, Brussels
- 12.45 **Honorary speech: The City of Barcelona European Capital of Innovation 2014-2016**  
*Eduard Martin*, Director of Innovation, City Council of Barcelona (tbc)
- 13.15 **Concluding address and closure**  
*Representative(s) of the Catalan Authorities*  
*Mónica Reig*, Associate Director, Partners Program of ESADE
- 13.45 **Farewell cocktail and end of the 2015 ICT Knowledge-Transfer Summit**



# General Information

## Programme

The programme will commence on Monday at 09.00 and will finish on Tuesday at 13.45 followed by a cocktail.

## Seminar venue

ESADE Business School  
Av. Pedralbes 60-62  
08034 BCN

## Working language

The seminar will be conducted in English. Simultaneous interpretation into Spanish and Catalan will be provided.

## Project leaders

### *EIPA Barcelona*

*Alexander Heichlinger*, Manager of the European Public Sector Award (EPSA) - 2009, 2011, 2013 and Expert, EIPA Barcelona

### *Catalan Centre for Technology and Telecommunication*

*David Puentes*, Director for Inter-institutional Relations, Catalan Centre for Technology and Telecommunication (CTTI)

## Registration

Registration is **free of charge**, but places will be allocated on a strictly first-come-first-served basis.

Participation includes: documentation, coffee breaks, two lunches and a reception/cocktail. Accommodation and travel costs are at the expense of the participants or their administration.

Deadline for registration: **17 March 2015**

Your name and address will be part of EIPA's database for our mailing purpose only. If you do not want to be included in our mailing database, please tick the box on the registration form.

## Social activities during the conference in Barcelona

There will be a range of several social activities during the course of the conference, such as a guided visiting walking tour, an official welcome cocktail and/or an official conference reception. Walking lunches and networking coffees will provide for lively interaction in between the panel sessions. Exact details will be communicated upon registration for the event.

## Information and registration

Marta Gràcia, Programme Organiser  
EIPA Barcelona  
C/ Girona, 20 - 08010 Barcelona (ES)  
Tel.: +34 93 245 13 13  
Fax: +34 93 245 13 12  
E-mail: [m.gracia@eipa.eu](mailto:m.gracia@eipa.eu)

## Hotel reservations

EIPA Barcelona will be pleased to make reservations for you at the hotel Silken Havana (special rates are applied for EIPA participants):

### *Silken Gran Hotel Havana \*\*\*\**

Gran Via de les Corts Catalanes 647  
08010 – Barcelona (ES)  
[www.hoteles-catalonia.com](http://www.hoteles-catalonia.com)

## Rates:

€134 Double room for single use

€148 Double room

Breakfast buffet and VAT included (+ tourist tax €1,25 per day and person)

Should you wish to make use of this possibility, please indicate the dates of arrival and departure on the registration form. Payment is to be made directly and personally to the hotel on checking out. Please note that if you register after the closing date, hotel reservations cannot be guaranteed.

## Confirmation

Please note that your registration is not finalised until you receive a confirmation e-mail from us. Moreover, your participation is not confirmed until you receive another e-mail from the Programme Organiser confirming your registration and some details.

## Cancellation policy

EIPA reserves the right to cancel the seminar up to two weeks before the starting date. EIPA accepts no responsibility for any costs incurred (travel, hotel, etc.). For EIPA's cancellation policy, please visit our website <http://seminars.eipa.eu> (FAQ - cancellation policy)

# Registration Form

International EPSA Knowledge-Transfer Conference:  
New Models and Practices of ICT Innovation and Management in the Public Sector  
Barcelona (ES) – 23-24 March 2015

Surname: ..... Title: ..... M/F  
First name: .....  
Organisation: .....  
Department: ..... Current position: .....  
Work address: .....  
Postal code & Town: ..... Country: .....  
Telephone number: ..... Fax number: .....  
E-mail address: .....

## Hotel reservation

- Please make a reservation for me at Silken Gran Hotel Havana \*\*\*\*
- Double room for single use      Date of arrival: .....      Date of departure: .....
- Double room      Number of nights: .....       No hotel reservation required

## Meals

- Vegetarian →  Fish allowed →  Other dietary requirement: .....

To ensure the optimal organisation of the seminar, please return the completed registration form **by fax or e-mail before 17 March 2015** to: Marta Gràcia, Programme Organiser, Tel.: +34 93 245 13 13, Fax: +34 93 245 13 12, E-mail: m.gracia@eipa.eu, www.eipa.eu – The registration will be confirmed by e-mail.



Your name and address will be part of EIPA's database for our mailing purpose only.  
Please tick  if you do not want to be included in our mailing database.