



Ministerie van Binnenlandse Zaken en
Koninkrijksrelaties

What we have achieved in Digital Government

Digital Government Conference

Next steps for a human-centric digital
government

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Landscape

- › Decentralized unitary state: powers devolved to regional and local governments

National:

- › 12 ministries with sector responsibility
- › over 100 agencies and autonomous administrative authorities

Regional governments:

- › 12 provinces
- › 21 water boards

Local government:

- › 355 municipalities

- › Digital government is also decentralized, ICT services, budgets, HR
- › But central digital government infrastructure





Focus on human centric digital government

A digital government that:

- > meets changing public needs and expectations,
- > makes responsible use of new technologies and data (safeguard human rights).
- > arranges the right for citizens and businesses to digital interaction
- > is inclusive and does not exclude people experiencing difficulties with digital interactions
- > enables citizens to have more control over his data



This agenda is all about utilising opportunities and protecting rights of the society and how the government contact with citizens and entrepreneurs can be smarter, more accessible, understandable and intended for everyone. In five steps it explains how the government sees the digital future in mind. > nldigitalgovernment.nl/NLDigibeter

Opportunities and challenges in the digital society

The government is becoming smarter, more accessible, more personal



We invest in innovation

- Innovation budget
- Government and experimentation
- Reducing the administrative burdens for businesses
- Enabling permanent beta sciences
- Promoting knowledge and skills within government



Protecting fundamental rights and public values

- Debate, research and methods
- Data and algorithms
- Future-proof legislation



Accessible, understandable and intended for everyone

- Right to digital services
- Control of data
- Everyone must be able to participate
- Accessible and understandable information and services
- Digital identification tools and authorizations
- Open data
- Open source software



Making our services more personal

- Focus on life events
- Modernising government gateways
- Standardisation
- Guaranteeing secure information and services



Ready for the future!

- We will update the agenda at least once a year
- Reconsidering the management of existing programmes
- Looking for active collaboration with the environment



AI risks for human rights

Public value	Description	Risk
Non-discrimination principle	People should be treated equally in the same cases, and should not be unjustly excluded on the basis of certain characteristics.	<ul style="list-style-type: none">• Bias in underlying data, leading to discriminatory patterns• Bias in an algorithm, leading to discriminatory patterns• Margins of error leading to incorrect classification
Privacy	People must be able to be 'themselves' and do whatever they want, without the interference of third parties.	<ul style="list-style-type: none">• Large amount of data required for proper outcomes of AI systems• Sensitive data generated by AI systems
Freedom of expression	Everyone has the right to express and share beliefs, feelings and opinions with others. This includes the right of access to (balanced) information.	<ul style="list-style-type: none">• Restricted access to and pluralism of information• Inaccurate algorithms that remove content too quickly
Human dignity	The mere 'being' of human beings is accompanied by a certain dignity, which guarantees a level of protection vis-à-vis the government and third parties.	<ul style="list-style-type: none">• Decrease of interpersonal (and therefore quality of) contact when AI takes over interaction
Personal autonomy	A person must be able to make free choices and largely decide for himself how he organises his life.	<ul style="list-style-type: none">• Undetected influence by steering AI
Right to a fair trial	Everyone must have access to the law; to information, advice, negotiating assistance, legal aid and the possibility of a decision by a neutral (judicial) body.	<ul style="list-style-type: none">• Non-transparent algorithms that make it more difficult for individuals to stand up for their rights.



Looking back: what was agreed

5 years objectives and actions around 5 main principles:

- › 1. Digital-by-default, inclusiveness and accessibility
- › 2. Once only
- › 3. Trustworthiness and Security
- › 4. Openness and transparency
- › 5. Interoperability by default and Horizontal enabling policy steps





Digital by default in the member states

- › A right for citizens to use digital services is in place in six countries (AT, DK, FI, HU, ES, PT) and two under discussion (NL, CZ)
- › In many countries, tax declaration and business services are often mandatorily digital. In Denmark, more than 100 services are mandatorily digital (with exemptions and face to face support).
- › High activity on user centricity, typically through creation of toolkit and guidelines in 10 member states.
- › Synergy with accessibility: 2016/2102 directive is transposed in almost all MS, supported by templates and monitoring mechanisms
- › New design competencies created (e.g. SK Behavioral Unit) or built in partnership; (e.g. IE with Trinity College)
- › Adoption metrics? Only SE reports 80% of public administrations involve users formally in the design.



NL achievements principle digital by default ..

- › Law on modernisation of electronic administrative traffic sent to Parliament for adoption (July 2019)
- › digital inclusion policy letter submitted to Parliament (Dec 2018)
- › Check lists for 15 life events for citizens and 109 business situations





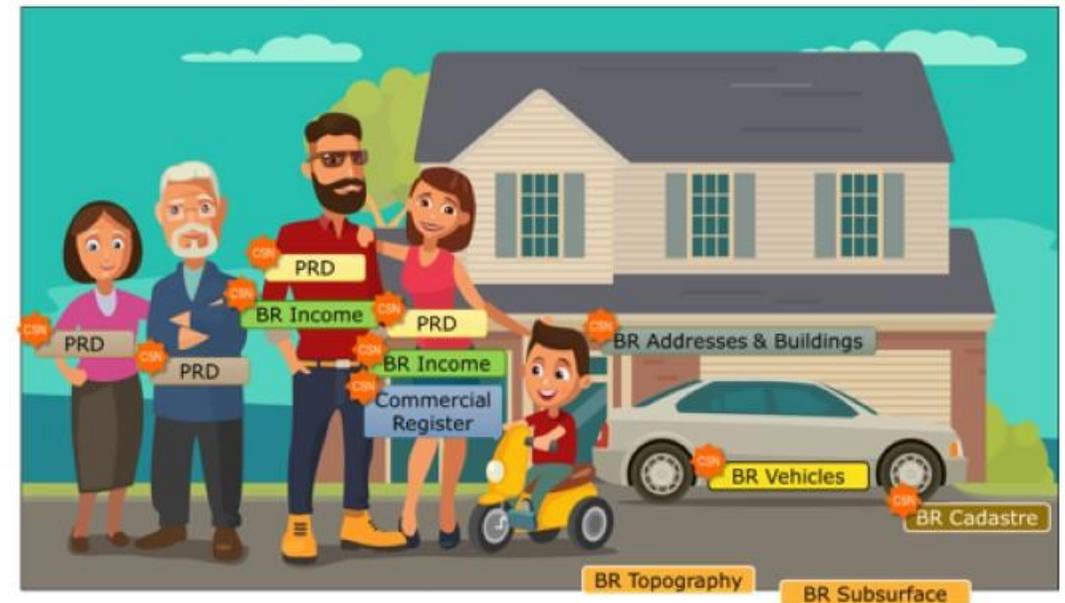
Once only in the member states

- > From a generic legal principle to real implementation
 - Reuse of data is mandatory in many countries, compliance varies but growing
- > High activity on base registries:
 - Advanced countries improve governance and establish data hubs
 - Other focus on establishing strategic base registries (population, business, social security)
 - Data quality is a priority: guidelines (AT, CZ, SK), hard enforcement (DK, EE, LU), data catalogues (ES, NL)
 - Frequent usage of hard adoption metrics for base registries adoption (EE, IT)
- > From once only to fully automated services
 - Automated, proactive services related to e-invoicing and XBRL (DK, FI, NL). But also for social benefits: automatic Social Energy Fare (PT) led to 400% increase in number of beneficiaries.
 - Integration with private providers limited to specific services (FI, EE, PT) but growing activity on APIs (NL, SK)
- > Emphasis on creating cultural change:
 - Awareness raising, data officers, hackathons
- > Cross border once only is still more a plan than a reality.



NL achievements principle once only

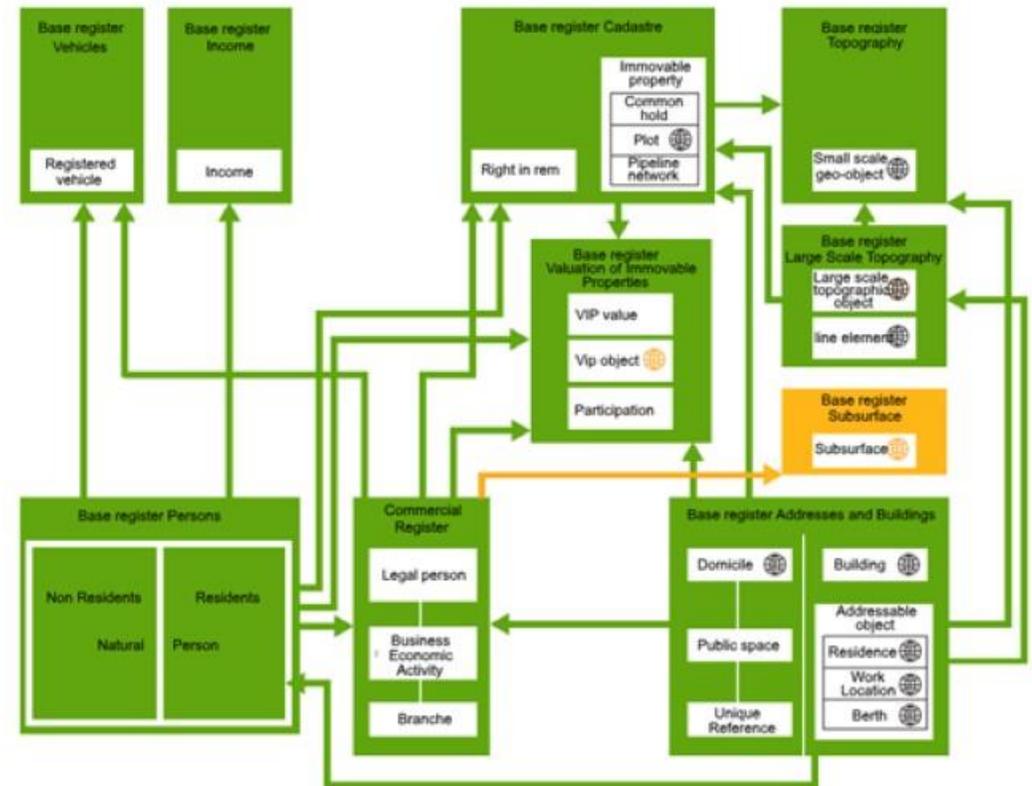
- > Publication NL DIGItaal government data agenda about better and responsible (re)use of data (March 2019)
- > Including measures for further optimization of base registers
- > Standard Business Reporting national standard for digital exchange of business reports





Dutch base registers

- > The system of base registers consist of 10 separate fundamental, interconnected registers.
- > Use of these registers is mandatory for all governmental organisations.
- > What is registered is stipulated by law





Trust and security in the member states

- Progress in eIDAS notifications: 11 MS have completed, 3 in pre-notification. No correlation between maturity of adoption of eID and notification of eIDAS.
- eIDAS nodes implemented in many countries (DK, EE, FI, IT, LUX, PL, PT, SI, ES, NL) and in some cases online services already accessible.
- Challenges in gaining buy-in from private sector. Most MS make solutions available, but only AT, DK, EE, FI, LU, PT, SW report concrete adoption by private providers
- Different uptakes of different solutions
 - eSeals popular (EE, AT) or not (NL, FI, DK)
 - QWAC face challenges due to uptake (EE) and lack of providers (PL, AT, SK)
- Transposition of NIS directive almost done, but little detail on action plans and CSIRT.



NL achievements principle trustworthiness..

- > Letter sent to Parliament setting out the measures on information security (Oct 2018)
- > 308mln DigiD authentications
 - 10,9 mln with app
 - 2,1 mln mandates
- > 5,5mln eHerkenning authentications
- > eIDAS node operational (since Sep 2018)
 - Last month 1033 authentications





Openness and interoperability in the member states

- > Member states increasingly give citizens control over data, enabled by strong base registries (EE, FI, PT, NL, LU, BE, CZ, PL): correcting data, knowing who accessed them – in particular in the health domain – and more countries are following suit
- > All countries have open data portals, high activity on the quality of open data and API publication and upload are emerging
- > Challenges of adoption, as reuse rates fall short of fostering a data ecosystem
- > Member states have national plans for long term preservation of information. Estonia has data embassies for off site storage of critical data.
- > Most popular building blocks relate to eID and eInvoicing
- > Changes in procurement rules in favour of open source (HU, IT, PT) and direct contribution to open source repositories (EE)



NL achievements openness and interoperability

- > Letter sent to Parliament with ambitions on personal data management (July 2019)
- > Digital Government Act - currently under parliamentary scrutiny - contains a legal basis for appointing mandatory open standards
- > API portal www.developer.overheid.nl was launched, in order to collect government APIs and make them available to businesses.





Horizontal policies in the member states

- > Most member states have dedicated training policies, in DK dedicated especially to top level leadership
- > Increasing prioritization of collaboration with local level, e.g. knowledge sharing platform in Sweden or support services such as Belgian G-Cloud community
- > New instrument for agile and prioritized digital government, such as sama2020 in Portugal
- > Several countries have dedicated digital minister
- > Increasing experimentation with new technologies e.g. blockchain (PT, PL)
- > Member states are changing procurement and development towards a more co-creative approach



NL achievements horizontal policy

- › National Academy for Digitalization and Computerization Government (RADIO) was established (end 2017)
- › Additional budget of 165 mln for the years 2019 to 2021 dedicated to the development and innovation of the digital government (aug 2018)
- › May 2019 Startup in Residence programme was kicked off. The Startup in Residence programme connects startups with key social challenges.





Future agenda?

- › Co-ordinated action needed on digital government (EU and MS)
- › Digital government should be human centric
 - Apply new technologies and data responsibly
 - Be inclusive, combine userfriendly and comprehensible digital government services with support and skills development
 - Increase personal data management
 - Be trustworthy
- › Innovative culture based on openness and co-operation
- › Interoperability: develop an EU wide framework for responsible data exchange (standards and services)



QUESTIONS?

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