

Digital Government Conference

Next steps for a human-centric digital government

22 October 2019, Helsinki, Finlandia Hall

Organised by the Ministry of Finance of Finland

EU2019.FI

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The 2019 digital government conference comes at a unique historical conjunction. Two years have passed since the Tallinn declaration, and it is time to discuss the progress and the lessons learnt on past commitments. However, we must also take stock of the fast evolving reality where citizens' trust in government remains under challenge. At the same time, new issues have emerged such as how to improve policy-making through data sharing and make algorithmic decision-making explainable. What is more, 2019 is the year when the new European Parliament and Commission will begin their terms.

This is why the conference could become a key event for discussing and shaping a new wave of EU policies still in formation. It is not a time to rest on our laurels, but to provide a further push towards a new approach to digital government that puts technology and government at the service of citizens. The Finnish Presidency is ideally placed to facilitate a new perspective for this human-centric digital government.

The conference, therefore, aims to:

- Create a renewed policy momentum behind digital government
- Shape the future of digital government policy towards "human centricity"
- Provide an educational and inspiring opportunity for participants.

Accordingly, the discussion will be organised around past accomplishments and future developments: looking back at the progress on the Tallinn declaration, and looking ahead at new topics of human-centric digital government.



The morning will be dedicated to the progress on the Tallinn declaration, starting with a keynote overview of the progress and followed by a panel consisting of policy-makers from different Member States who will discuss the concrete challenges and progress on the once-only principle.

New topics will be addressed in the afternoon. First, we will start with two parallel tracks on human-centric data and human-centric services. In these sessions, world-class experts from the frontier of innovation will share insights on key topics such as data for policy, algorithmic accountability, service co-creation and digital social services, with plenty of room for discussion and knowledge sharing.

Governments will not be able to deliver all of this alone. The final panel will therefore discuss how to create a government ecosystem. Decision-makers from different levels of government, the private sector, startups and academia will exchange views on how the concept of government as a platform can become a reality by bringing all stakeholders onboard.

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22 October 2019

Finlandia Hall, Congress Wing, Hall B, Helsinki

Agenda (26.9.2019)

Moderator and presenter of the day: Mr Olli Seuri, Journalist at Finnish Broadcasting Company Yle, Professor of Practice at Tampere University

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| 8.30 | Min. | Registration and coffee |
| 9.00 | 15 | Opening remarks
Ms Sirpa Paatero, Minister of Local Government and Ownership Steering, Ministry of Finance, Finland |
| 9.15 | 15 | Key note 1: Message from the Commission
Mr Roberto Viola, Director General, The Directorate-General for Communications Networks, Content and Technology (DG CNECT), European Commission |
| 9.30 | 30 | Key note 2: Towards human-centric digital government
Mr Mike Bracken, former Executive Director of Digital and the Chief Data Officer for the UK Government |
| 10.00 | 30 | Key note 3: What we have achieved in Digital Government in Europe
Mr Gé Linssen, Deputy Director, Netherlands Ministry of the Interior and Kingdom Relations |
| 10.30 | 30 | Coffee |
| 11.00 | 15 | Introduction to the panel
Tallinn Declaration in Action: Single Digital Gateway (SDG), once only and cross-border by default principles
Mr Siim Sikkut |
| 11.15 | 1h15 | Panel: What do the SDG and once-only principle mean in practice for cross-border public services?
Moderator: Mr Olli Seuri <ul style="list-style-type: none">- Mr Siim Sikkut, Government CIO, Ministry of Economic Affairs and Communications, Estonia- Ms Rikke Hougaard Zeberg, Director General, Agency of Digitisation, Denmark- Ms Polonca Blaznik, Head of eGovernment Unit, IT Directorate, Ministry of Public Administration, Slovenia- Mr Fernando de Pablo Martín, General Secretary of Digital Administration, Ministry of Territorial Policy and Public Function, Spain- Mr Norbert Sagstetter, Head of Unit, H4 eGovernment & Trust, DG CNECT, European Commission |
| 12.30 | 1h15 | Lunch |

13.45		Track 1 Human-centric data Moderator: Mr Paul Hofheinz, President, The Lisbon Council think tank	Track 2 Human-centric services Moderator: Ms Nina Nissilä, Director, Social Insurance Institution of Finland (Kela)
13.45	45	Session 1 A: Data for better policies - From base registries to open data Mr Barteld Braaksma, Innovation Manager, Statistics Netherlands (CBS) Comment remarks: Ms Daniela Battisti, International Relations, Digital Transformation Team, Government of Italy	Session 2 A: Service design and co- creation - Applying service design at scale in government Ms Leonie Melchers, Manager, Municipality of Rotterdam Comment remarks: Ms Itziar Pobes Gamarra, Service Designer & Project Brain We Question Our Project Consultancy, Barcelona
14.30	45	Session 1 B: Making algorithms accountable Ms Katharine Jarmul, Developer, Entrepreneur	Session 2 B: Experimenting innovative social services Case: Universal Basic Income Mr Roope Mokka, Co-Founder, Demos Helsinki think tank
15.15	15	Coffee break	
15.30	1h15	Plenary: How to grow a digital government ecosystem? - Fostering startup innovation: Mr Faruk Tuncer, CEO, Polyteia - Bringing the industry onboard: Mr Sami Honkonen, CEO, Dias - Bridging government departments: Ms Gertrud Ingestad, Director-General, DG DIGIT, European Commission - Learning lessons from other sectors: Mr Jonathan Wareham, Professor, ESADE University - Connecting with local government: Ms Roberta Cocco, Councillor for Digital Transformation and Citizens Services, Municipality of Milan Panel discussion. Moderator: Mr Olli Seuri	
16.45	15	Closing remarks Mrs Katica Prpic, State Secretary, Ministry of Public Administration of the Republic of Croatia	
17.00		Closing of the conference	
17-18	1h	Farewell cocktails	