

No Smart City without Smart Government

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ICT as an Enabler for Intelligent City Development | September 12, 2013 | Munich



Smart City Fields of activity



Health

Education

Safety

Mobility

Environment

Energy

...and more



Taking A Walk Through The City

Road works ahead!



Taking A Walk Through The City

Clean and tidy sidewalks



Taking A Walk Through The City

Mission: no emissions



Taking A Walk Through The City

Enough for today - relax



No Smart City... ...without smart government



Government and Public Administration

Obstacle or enabler for smart cities?



Permissions, Applications,
Records, Waiting Time...

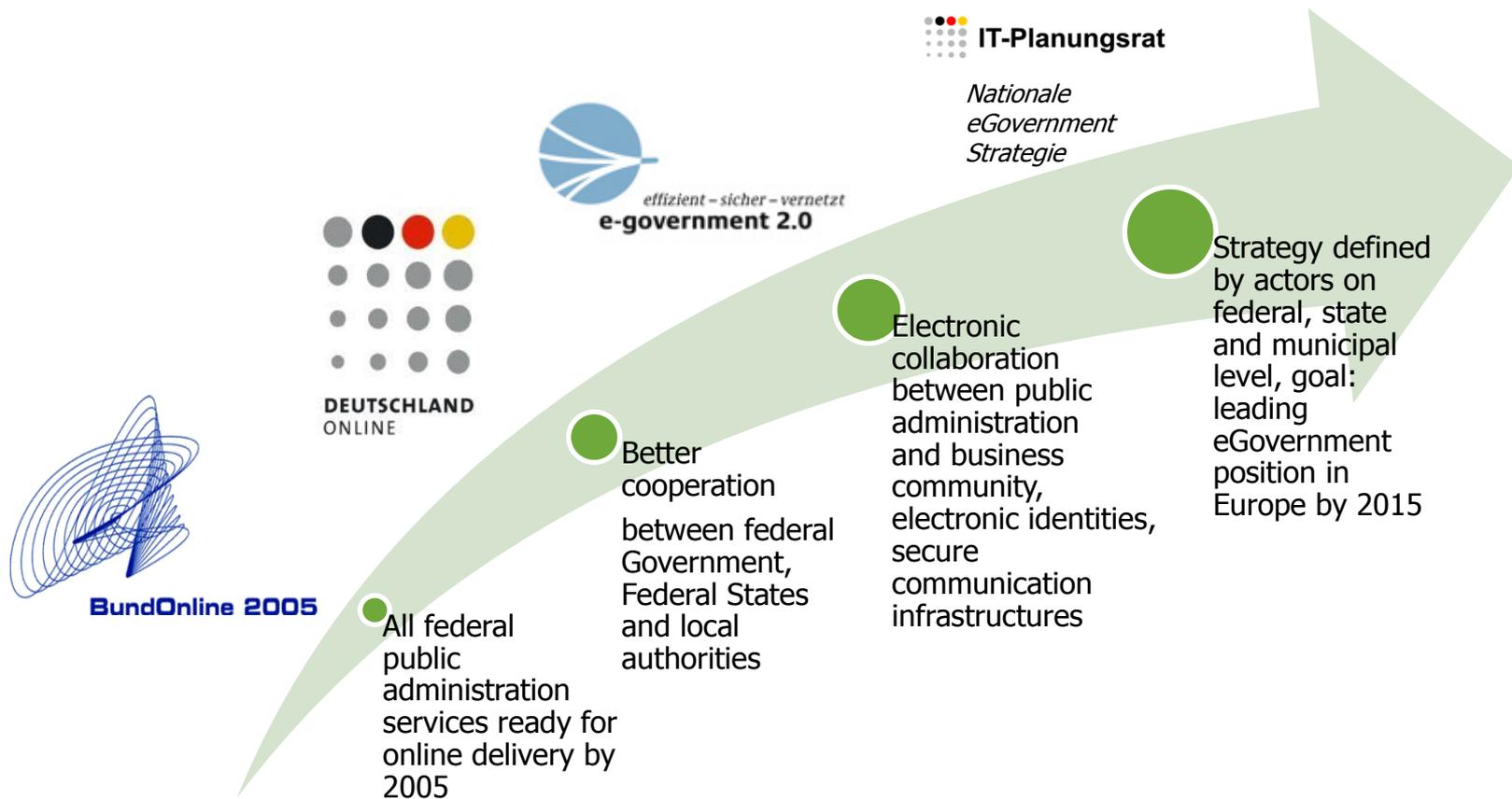
Promotion of Economic Development,
New Infrastructures, Citizen Participation...



ICT for Modern Government

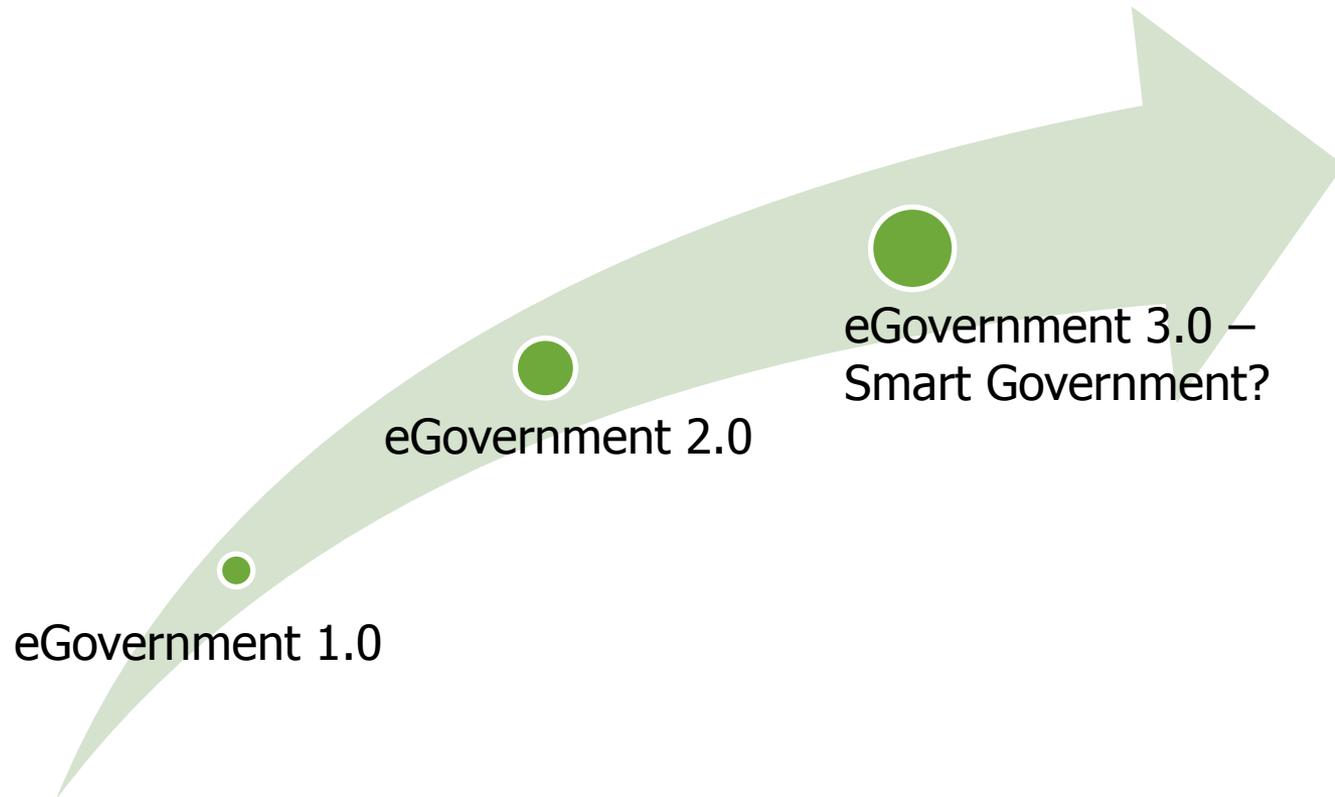
National initiatives

- eGovernment: Use of Information and communication technologies (ICT), and particularly the Internet, as a tool to achieve better government



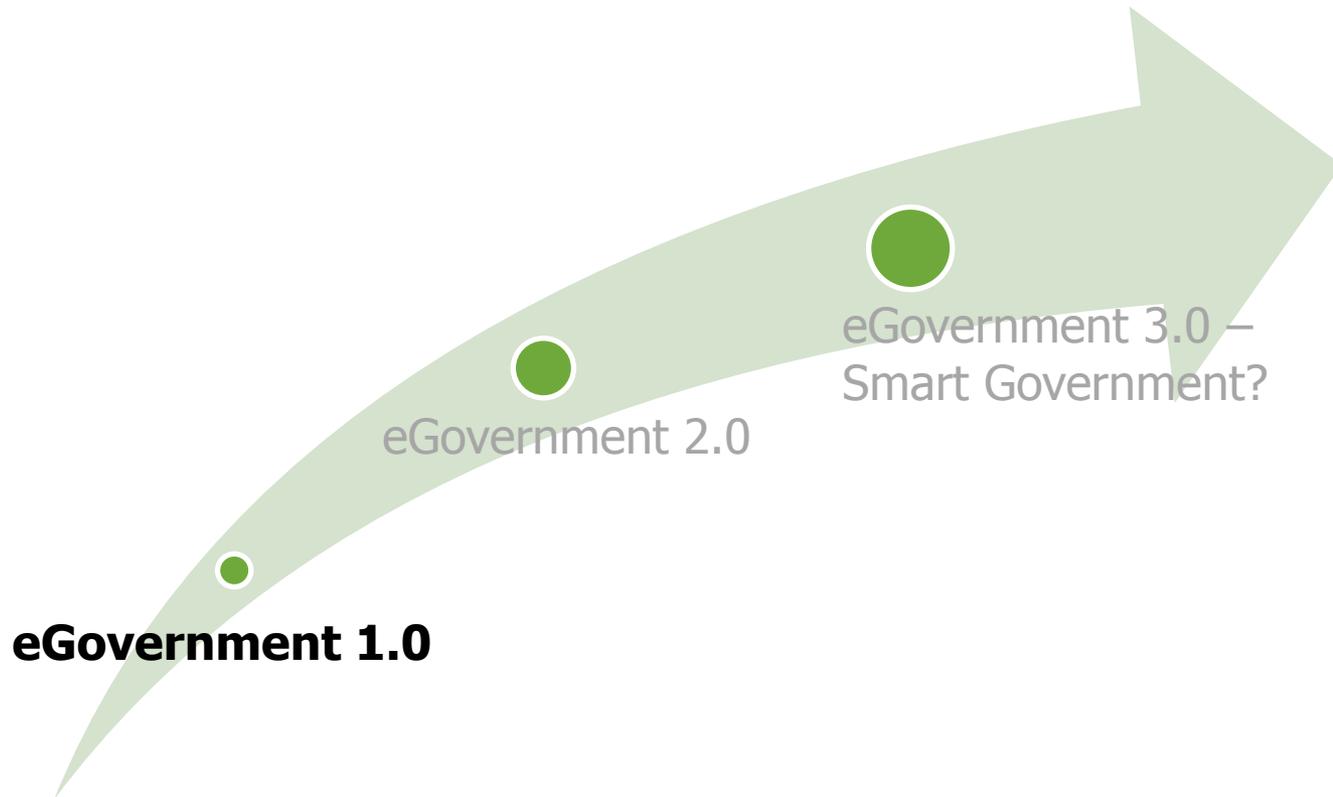
eGovernment

Technological development stages



eGovernment

Technological development stages



eGovernment 1.0

ICT systems for special administrative procedures

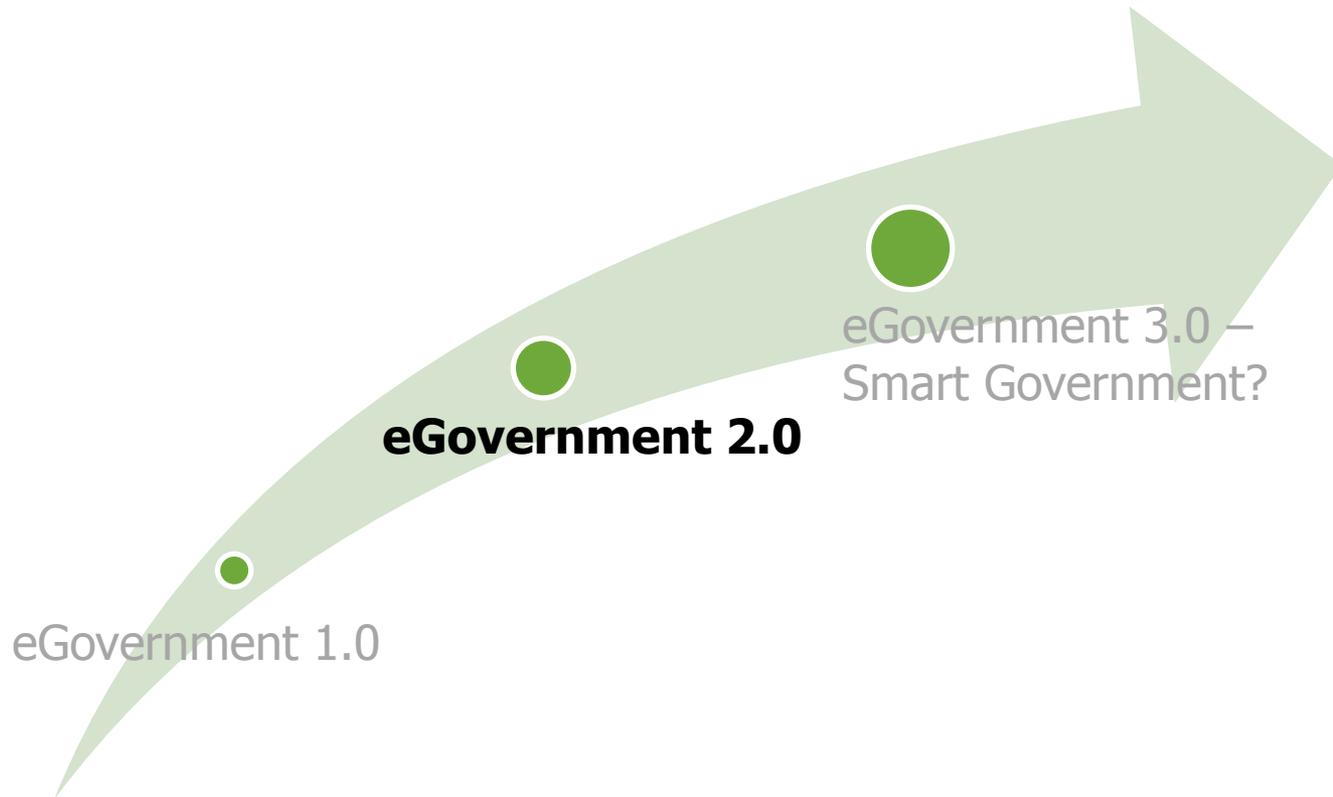


- Support of administration internal procedures
 - processing of building applications, child benefit claims, management of budget funds, citizen registration information...
- Provision of information for citizens and business
 - e.g. simple web sites with office opening hours, contact persons...



eGovernment

Technological development stages



eGovernment 2.0

Process-oriented eGovernment

- From task-oriented to process-oriented administration
- Cross-organizational workflows between public agencies, businesses and citizens
- End-to-end online transactions
- One stop government
- Multi-channel access



- Technical implications
 - Service oriented Architectures (“From software to services”)
 - Open standards
 - Secure electronic identities



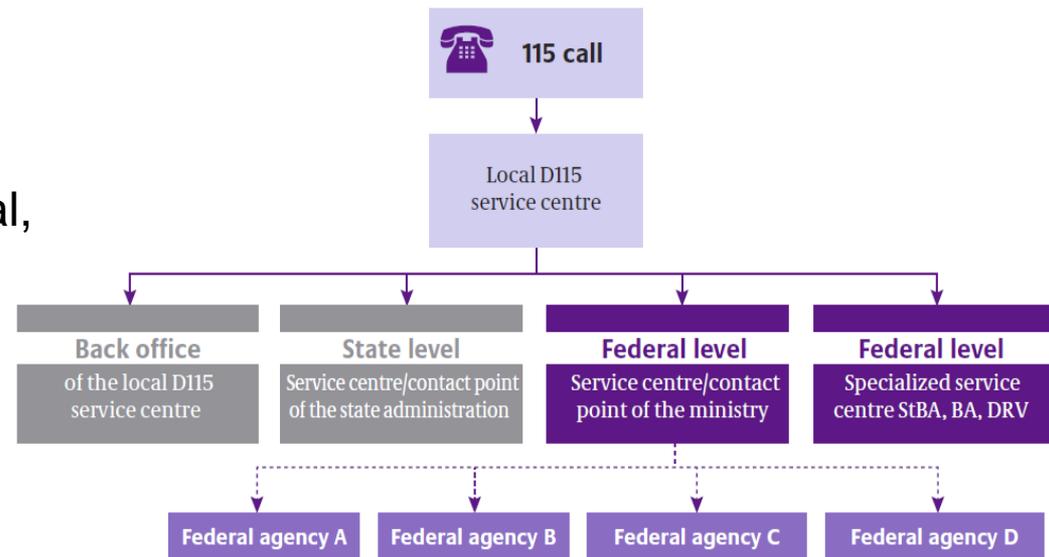
eGov 2.0 – Single Point of Access

Flagship project D115



- Central telephone number (115) to give businesses and private individuals a direct line to public administration
- Fixed service quality: availability, response time, call quality...
- Challenges

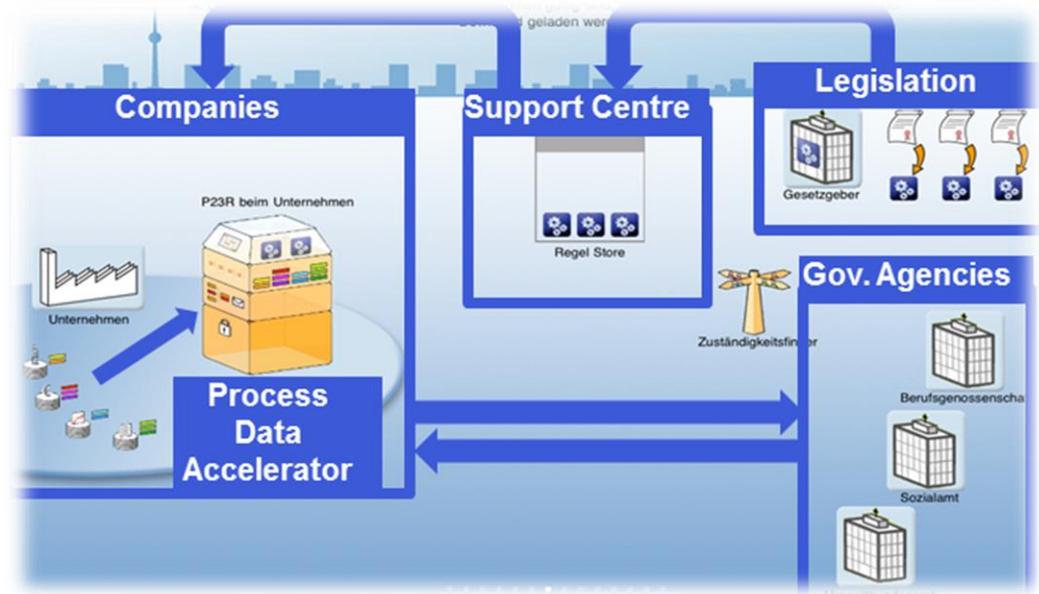
- No central service center, network of hundreds of service centers on federal, state and local level
- Highly heterogeneous knowledge bases and case management systems
- Standards (XML) for caller enquiries (tickets) and for describing the most frequently requested services



eGov 2.0 – Cross-organizational workflows

Flagship Project „Process Data Accelerator“

- More than 10,000 reporting duties, bureaucracy costs 40 Billion Euro p.a.
 - e.g. report working hours of employees and wages to statistical offices
 - e.g. report social insurance contribution to health insurance organizations
- Different recipients, different reporting forms, different timelines
- Solution:
Process Data Accelerator
- 13 partners from government, business and research
- Pilot with BASF, Datev and public agencies (employment reports and environmental reports)

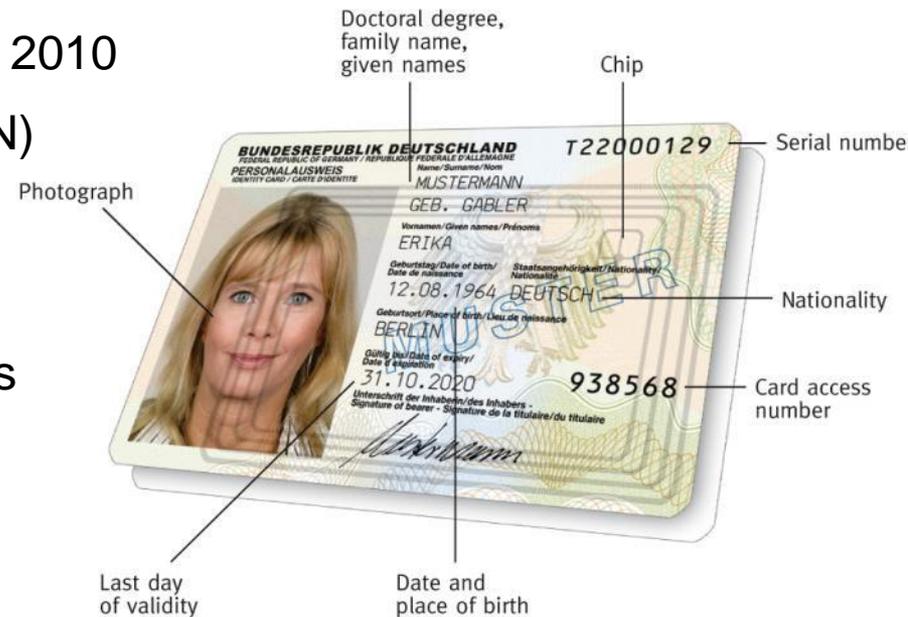


eGov 2.0 – End-to-End Online Transactions

German eID card

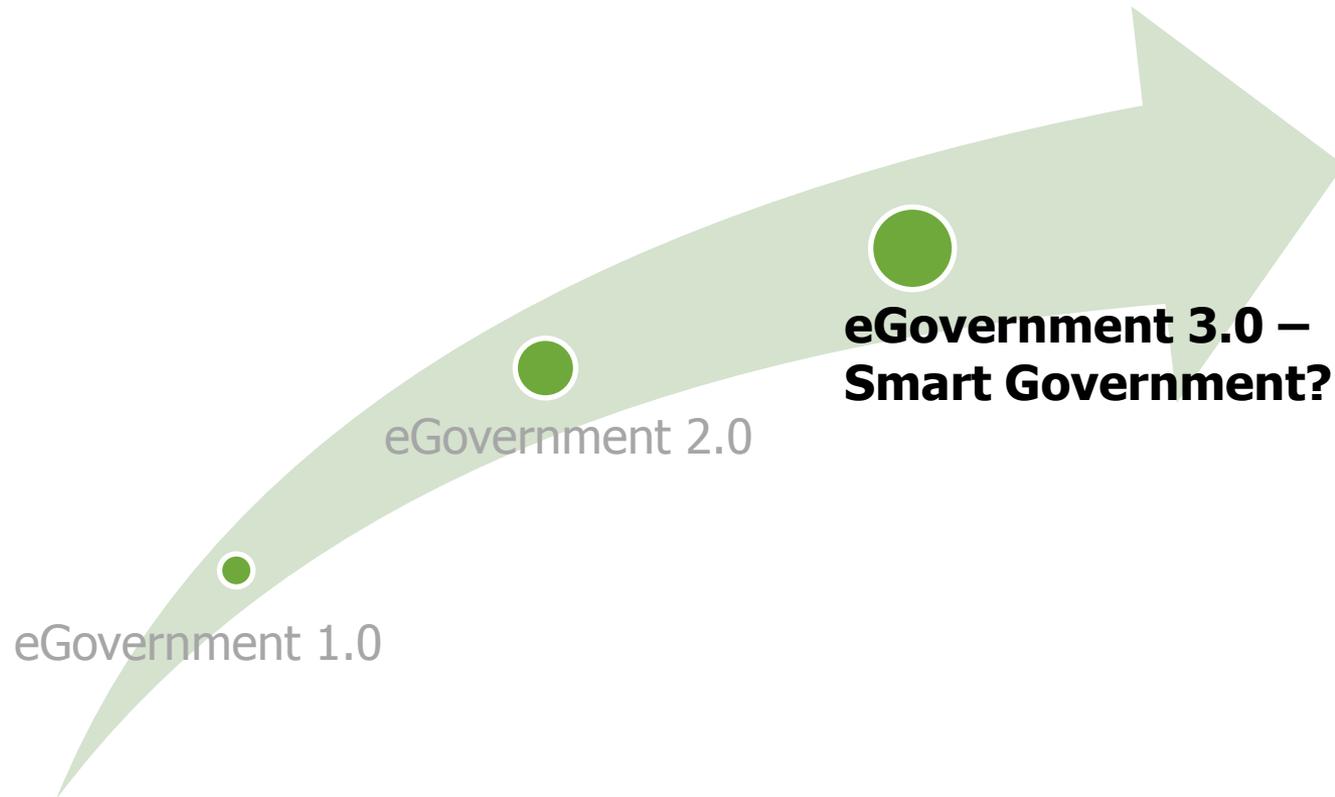


- Secure and media break free online transactions require trustworthy electronic identities
- New German eID card issued since Nov 2010
 - Online electronic authentication (PIN)
 - Electronic signature
 - Sovereign function
 - Digital photograph + fingerprints
 - Access only for qualified authorities
- > 18 Mio. cards are already issued, 60 Mio by 2020
- 70.000 public authorities equipped with hard and software



eGovernment

Technological development stages



Smart (City) Government

- Strong involvement of third parties (business, citizens, civil society)

Government and public administration will develop from service providers to platform providers

Third Party Applications



New Ways of Cooperation

Open Interfaces,
Public Data

Participation and
Collaboration Tools

Government Agencies



Smart (City) Government

Megatrend Open Government Data

OPEN DATA

- Make government data treasures available and reusable for everybody!
 - More transparency, better traceability
 - Commercial (re-)use
- Paradigm shift: „All data is public except for privacy sensitive data“
- Backed by EU and national legislation
- Open Data principles
 - machine processable,
non-proprietary formats,
free license...
- Growing number of Open Data portals
- More and more Open Data apps developed by third parties



Smart (City) Government

Open service platform „goBerlin“



- Marketplace for trusted e-services from public administration **and** business
- App developers combine public and private services to new citizen apps
- Key benefits
 - More online transactions → reduced processing costs
 - New business opportunities (esp. for SMEs)
 - Innovative services for citizens



Smart (City) Government Citizen issue management

- Citizens report local issues to the responsible local authorities
 - Mobile reporting app for citizens
 - Backend integration with case management systems at public authorities
- Public administration:
Reduced inspection efforts
- Citizen:
Track status of issues
- City Government:
Better insight to citizen needs,
better governance



Smart (City) Government Towards a Smart City Cloud

TransitPulse
MuseumFinder
EventsNearby
BusTimes MyCO2Saver
EnergyStats



Development
Tools

Report
Optimize
Analyze
Predict



Data
Analytics

Crowdfunding
Citizen Issue Management
Participatory Budget Planning
Citizen dialogues
Online Petitions



Collaboration
Tools

Open Data and Open Service Interfaces



Smart City Cloud



ENGINEERING ICT FOR SMART CITIES

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