



**REGIONS
& CITIES**

**European Week
Brussels 8-11 October 2018**

The territorial and urban dimensions of digital transition of public services

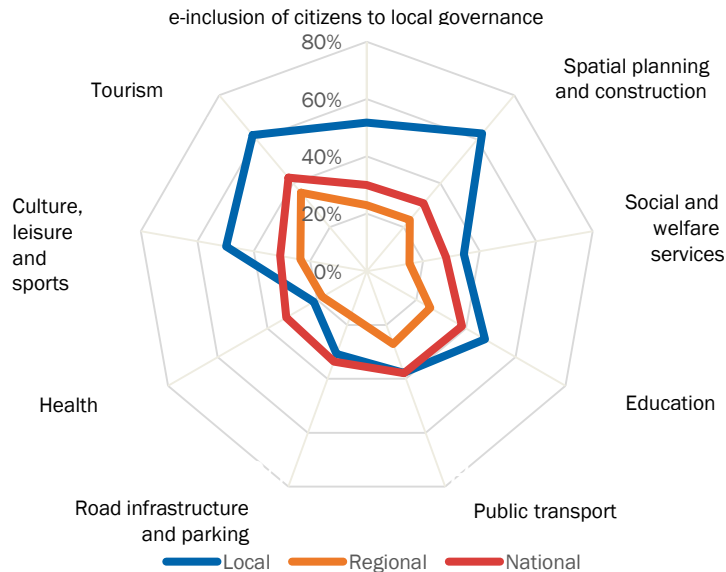
Laurent Frideres, ESPON EGTC



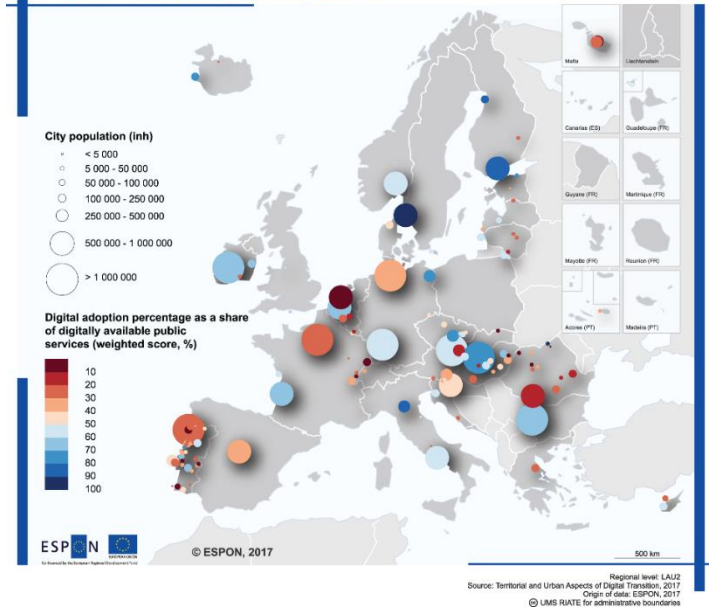
REGIONS
& CITIES

European Week
Brussels 8-11 October 2018

ESPON study “The territorial and urban dimensions of digital transition of public services”



Level of locally provided digital public services





REGIONS
& CITIES

European Week
Brussels 8-11 October 2018

The digital transition is reshaping public services

91% city services have improved as a result of digitalisation

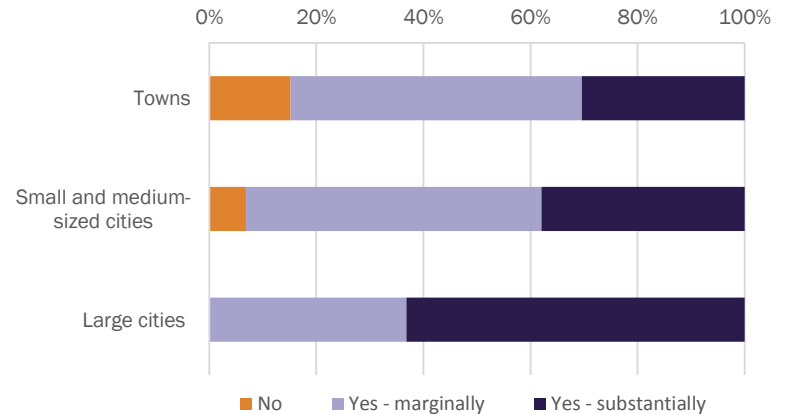
39% of cities saw a **substantial increase in the uptake**

a result
of digitalisation

68% use the data gathered from the use of digitalised service
to improve services in decision making processes

1 in 3 cities has seen a **substantial reduction in operating costs** as a result of digitalisation

The digitalisation of services has resulted in a **reduction of staffing** as a **3 in 5 cities**



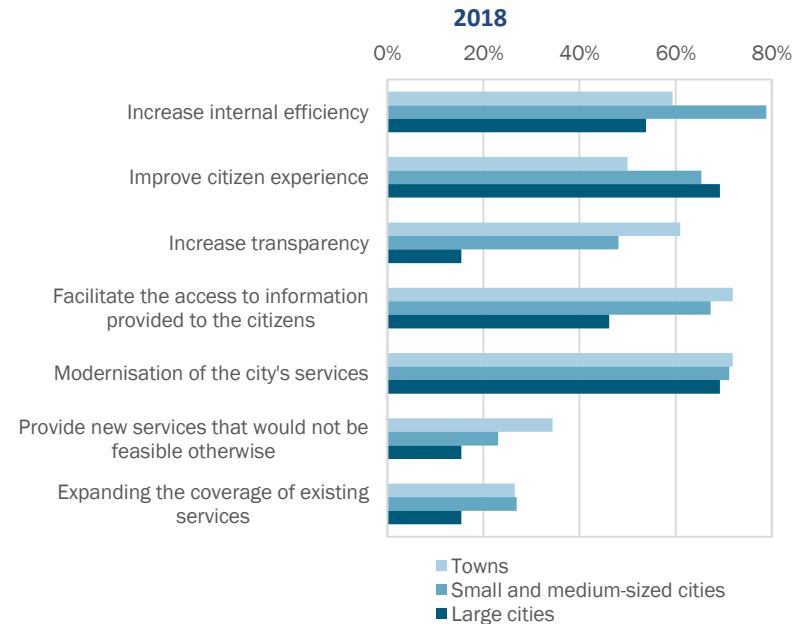
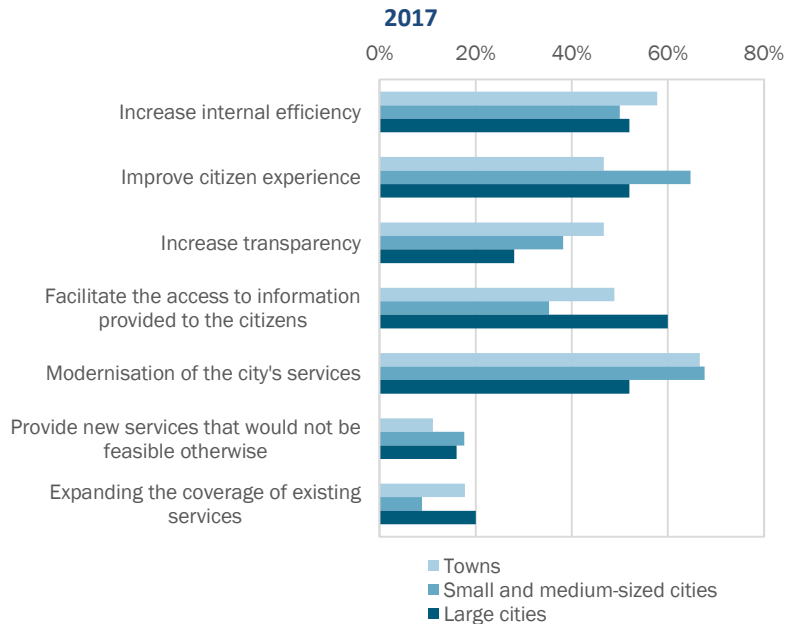


**REGIONS
& CITIES**

**European Week
Brussels 8-11 October 2018**

The growing importance of strategy and leadership in delivering user-centric eGovernment

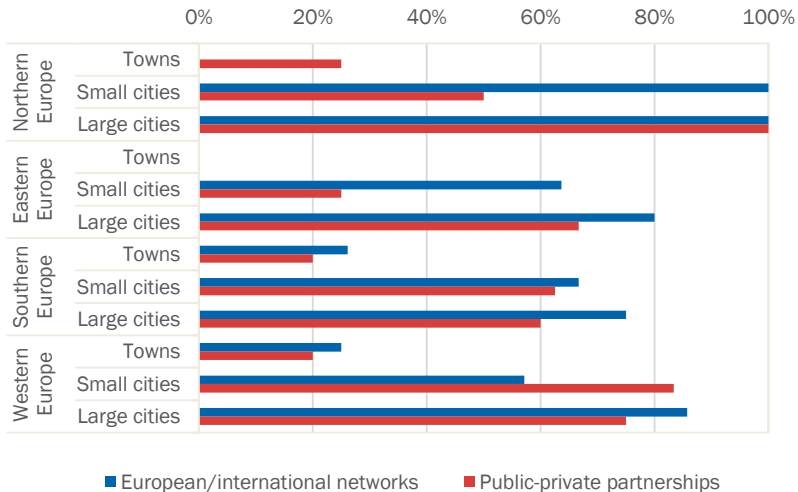
Main drivers of city digital strategies



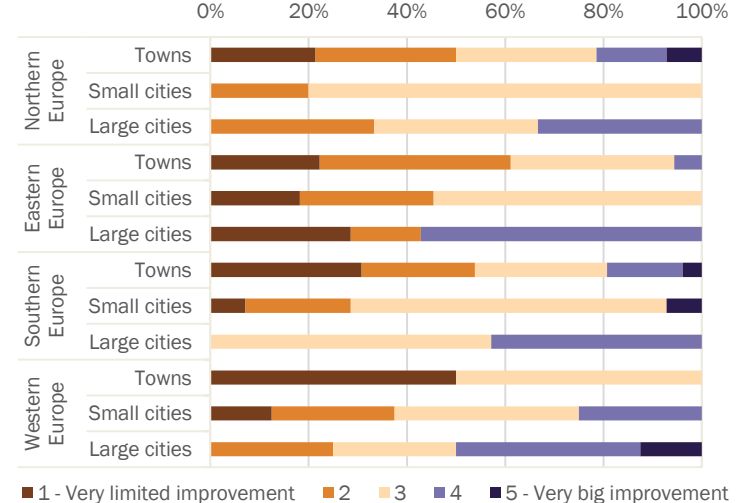


Improving the delivery of services through engagements in networks and partnerships

Share of cities participating in European/international networks and/or engaging in public-private partnerships to promote digital transition



Level of Improvement of digital services due to its engagements in European/international networks and/or public-private partnerships



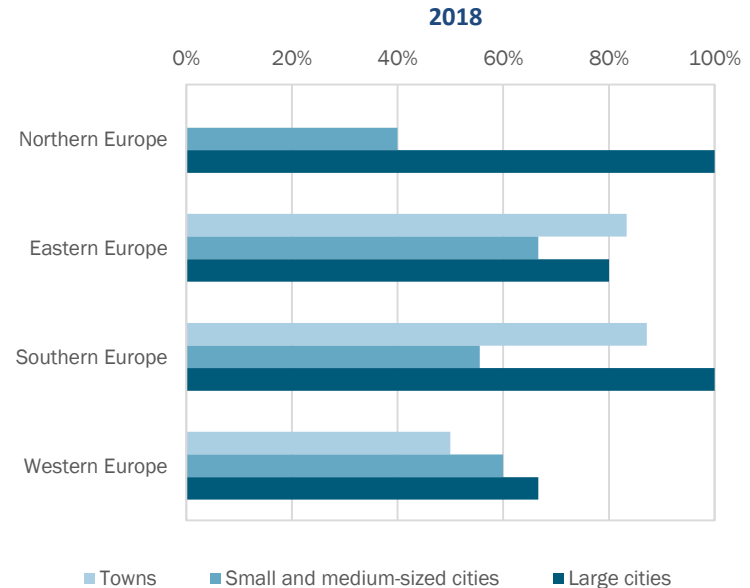
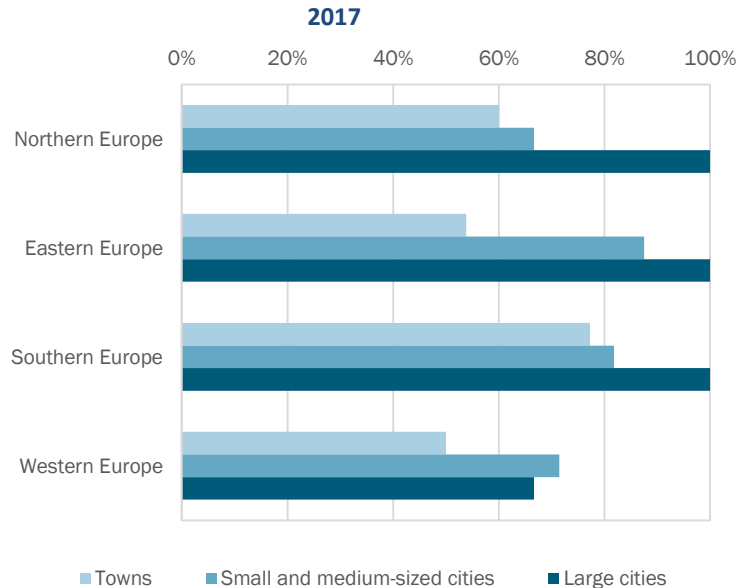


**REGIONS
& CITIES**

**European Week
Brussels 8-11 October 2018**

The use of data from digitalised services and user-centric digital government

Use of data from digitalized services to improve services or in the decision making processes

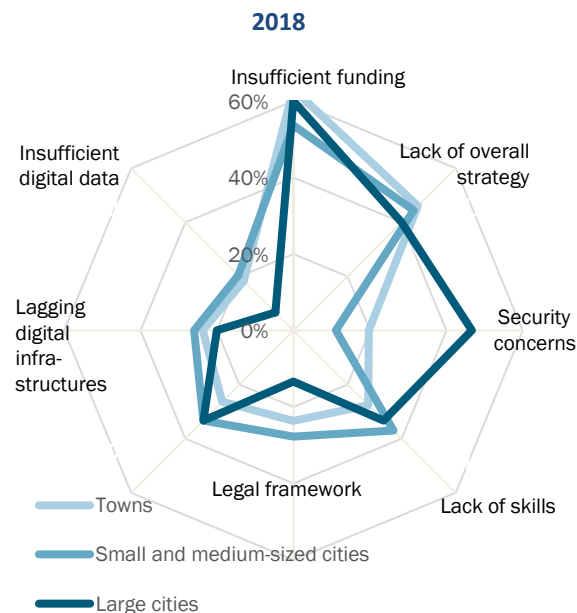
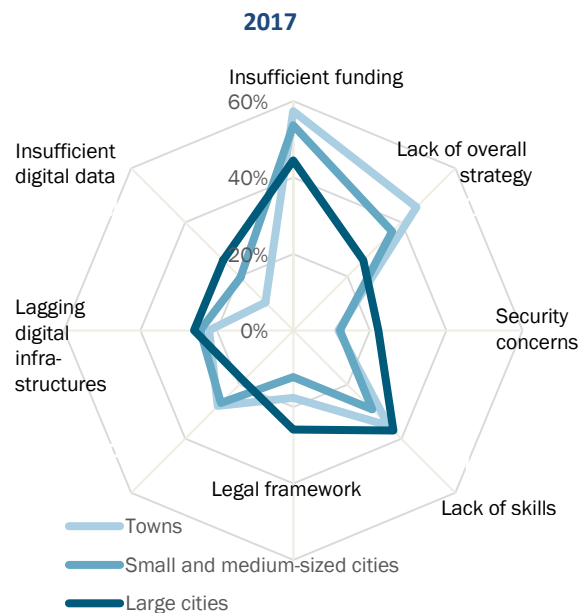




**REGIONS
& CITIES**

**European Week
Brussels 8-11 October 2018**

Main challenges in digital transition public services





**REGIONS
& CITIES**

**European Week
Brussels 8-11 October 2018**

KEY POLICY MESSAGES

EU level

- Remove barriers to cross-border interoperability
- Create a European platform for cities to share their data and services
- Create a supportive legal framework for digital solutions in healthcare and social welfare services

National and regional level

- Build partnerships to develop digital solutions in key sectors including education and transport
- Support the digital transition of towns and smaller cities

Medium-sized and large cities

- Invest in ICT infrastructures for local digital services
- Open up to support the development, testing and roll-out of advanced digital solutions

Towns and small cities

- Adopt and implement a digital strategy and appoint a digital leader
- Map and prioritise services to be digitalised at the local level
- Develop collaborations to enhance peer learning and skills development