

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 Nominee/Finalist and Honourable Mention  
*Veronica Juan*, Director, Virtual Library of the Andalusian Public Health System
- Voices and opinions from the EPSA evaluators**  
*Harrie Scholtens*

- 11.00 Networking coffee
- 11.30 **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  
*Marco Versari*, Expert, Presidency of the Council of Ministers, Department for Public Administration, Rome
- 12.00 **Smart CATALONIA: A strategy to transform Catalonia into a smart region**  
*Jordi Puigneró*, Director General for Telecommunications & Information Society, Government of Catalonia

- 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

- 13.00 **The City of Barcelona European Capital of Innovation**  
*Eduard Martin*, Director of Innovation, Knowledge Society and ICT Architectures, Municipal Institute of Information Technology (IMI), City Council of Barcelona
- 13.30 **Concluding address**  
*Alexander Heichlinger*, Expert & Manager, EIPA Barcelona  
*Jordi Escalé*, CEO, CTTI, Government of Catalonia, Barcelona  
*Mónica Reig*, Associate Director, Partners Program of ESADE
- 13.45 **Closure**  
*Pere Torres*, Secretary for Business and Competitiveness, Ministry for Business and Labour, Government of Catalonia
- 14.00 **Farewell walking lunch and end of the 2015 ICT Knowledge-Transfer Summit**



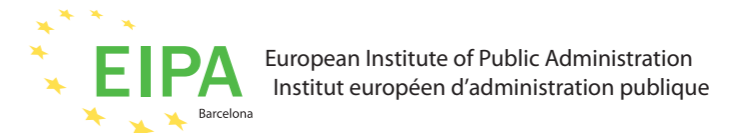
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# New Models and Practices of ICT Innovation and Management in the Public Sector

Barcelona, 23-24 March 2015

Jointly organised by



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## 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**  
*Joana Ortega*, Vice-President and Minister of Governance and Institutional Relations, Government of Catalonia  
*Jonathan Wareham*, Dean at ESADE, Barcelona

**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*, Expert & Manager, EIPA Barcelona

### Speakers & discussants:

*Florian Hauser*, Policy Officer, DG Employment, European Commission, Brussels  
*Jonathan Wareham*, Dean at ESADE, Barcelona  
*Enric Colet*, Secretary General, Department of Justice, Government of Catalonia  
*Josep Manuel Desco*, CEO, T-Systems

11.00 **Networking coffee**

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

11.30 **Panel:**

**Introductory presentation of the EPSA Catalan ICT awarded project**  
Chaired by: *Jordi Escalé*, CEO, CTTI, Government of Catalonia, 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

**Towards Digital Administration 2020**  
*Victor M. Izquierdo Loyola*, Informática El Corte Inglés

**Microsoft Vision Administration**  
*Jordi Marin Puigpelat*, Director General Catalonia, Microsoft

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: *Josep Palet*, Partner, Deloitte

**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  
*Dolores Hernández Maroto*, Head of Technology Unit, Ministry of Finance and Public Administration

**Voices and opinions from the EPSA evaluators**  
*Julia Bosse*, Junior EPSA Officer and Research Assistant, EIPA Barcelona

16.30 **Public-private collaboration: A vision from the IT Industry**  
Chaired by: *Jordi Escalé*

**COLT-FUJITSU-IBM-INDRA-ORACLE-T-Systems-MICROSOFT-IECISA**

17.30 **End of the first day**

20.00 **Official conference reception at the Hospital de la Santa Creu i Sant Pau (by invitation only)**