

DRAFT



WORKSHOP
Innovation in E-Government:
Satellite Applications as Enablers
of Smart Public Services
(Case-Studies)

COMMITTEE OF THE REGION'S "OPEN DAYS"
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In partnership with



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Background

The Digital Agenda for Europe is one of the seven flagship initiatives of the EU2020 strategy. E-government is a cross-cutting issue in public administration. It underpins the delivery of public services in a vast number of areas, from education, social inclusion and public health, to the environment and economic development.

It requires not only innovative tools in its implementation, but also a strategic vision of the local leaders and a novel approach to the interaction of public agencies, companies and citizens.

Satellite information, navigation and telecommunication technologies enable the delivery of new, innovative public services and the improvement of existing ones. They support more efficient interactions on all levels of governance, and better quality and diversity of the available services.

Workshop Outline

Through three representative examples, this workshop will explore the stakes, means, organisation and delivery of innovative e-services on three levels:

- public administration agency to agency
- public administration to SMEs
- public administration to the citizen

The examples will be described in an interactive manner, in the presence and with the input of the actors involved in the design, delivery and reception of the e-service, taking into account **transferable, cross-cutting issues** such as:

- broadband infrastructure availability
- funding
- implementation obstacles and opportunities
- organisational change
- results and future perspectives

The examples in case:

1. Public Administration Agency to Agency: Intelligent Transport

The Vienna Region uses an integrated traffic management system to coordinate intermodal transport stakeholder organisations and local authorities, and to encourage citizens to use public transport more extensively. The intelligent traffic management system consists of an integrated network reference system that is constantly updated by all partner organisations dealing with traffic or with factors affecting it (construction works, events, points of interest etc). It is consulted as a source of information on traffic evaluation and forecasting common to the municipalities and federal provinces in the region, and the regional transport authority. Not only does this enable better governance by all the stakeholder organisations involved, but it provides useful travel information to passengers, encouraging them to use public transport.

2. Public Administration to SMEs: Water Use and Agriculture

The Dept. for Agriculture of the Campania Regional Administration has implemented an electronic information service for local farming SMEs. The service is based on satellite



information about the water and fertiliser requirements of the crops, which is communicated to the farmers via SMS and on a web-portal. The service enables the farmers to produce the same quantities of crops, using less water and fertilisers. Qualitative evaluations of the service have concluded that every euro spent for the implementation of the service is worth 5€ in marginal benefits. Despite initial reticence to the service, more and more SMEs now rely on the service to plan water and fertiliser use for their crops.

3. Public Administration to the Citizen: e-Health

The Croydon Council UK has implemented AirText, a free electronic information service for people vulnerable to air pollution. The service is based on satellite information about air quality. In case of high level of pollution sms, e-mail or voice-message alerts are sent to sufferers of asthma, emphysema, bronchitis (COPD), heart disease and angina. The service enables patients to self-manage their symptoms; it helps reduce acute impacts of air pollution (e.g. emergency visits to the doctor). It has effectively addressed health inequalities while saving health care money.

Networking Snack

The workshop will be followed by a snack, as well as a service & project exhibition supported by videos, images and other interactive material.

Target audience

- politicians, agency heads, programme managers, IT managers, satellite application professionals

Venue

Committee of the Regions,
100-101 Rue Belliard
Brussels, Belgium

Organised in the framework of:

