The Belgian digital transformation

An analysis of business models

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Public services in the digital age

Today
- Combination of physical and virtual/cloud systems
- Powered by data analytics for decision-making
- Apps on mobile devices, “streamed” to user
- Hosted on a cross-agency plug-and-play platform

Tomorrow
- Intelligent public services
- Insight-driven, leveraging the power of data analytics, wrapping around us, learning and adapting
- Personalisation, automation, context-awareness
Global changes in major ICTs, 2000-2015*

**Per 100 inhabitants/households**

- **Mobile-cellular telephone subscriptions**
- **Population covered by a 2G mobile-cellular network**
- **Mobile-broadband subscriptions**
- **Households with Internet**
- **Individuals using the Internet**
- **Fixed-broadband subscriptions**

*ITU estimates.
Source: ITU.*
Quartiles by IDI value, 2015

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The base map for this infographic is based on the UNmap database of the United Nations Cartographic Section. UNmap is being updated on a continuous basis.

Source: ITU.
DIGITALISING YOUR GOVERNMENT
WHERE TO START?
WHAT DO YOU WANT ???

COUNTRY
CITIZEN
COMPANY
POLITICIAN
IMMIGRANT
VISITOR
MINISTRY
CITIZEN

Who am I ???
What do I want ???

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WHO AM I ???
WHAT ARE THE CRITERIA FOR YOUR CITIZENS?
GOVERNMENT

Who am I ???
What do I want ????
EFFICIENCY - SPEED - TRANSPARENCY - COST
WHAT ARE THE CRITERIA FOR YOUR GOVERNMENT?
OBSERVE YOUR CITIZENS/INDUSTRY WHEN THEY INTERACT (with Government)
DO I NEED ONE OR MORE eGOVERNMENT STRATEGIES?
FRONT-OFFICE >> BACK-OFFICE
BACK-OFFICE
START FROM THE START...
manage and secure your basics
WHAT ARE YOUR GOVERNMENT’s BASICS?
MY GOVERNMENT’s BASICS ARE:

MY CITIZENS  MY COMPANIES  MY TERRITORY
IT ALL STARTS WITH...

IDENTIFICATION

What is the name of this company?

Who is he/she?

Who owns this land?
1st QUESTION:
INTERESTING (e)ID SOLUTIONS

• AUSTRIA: pure virtual
• BELGIUM: just a key to open doors
• ESTONIA: e-Residency
• MALAYSIA: multi-application card
• MOLDOVA: Mobile ID
• U.K.: private sector
Authoritative Source

(Population Register)

• Authoritative Source for:
  – Biographic data
  – Civile data (identity and status)

• Derived Lists or databases (travel, elections, etc)

• Links with other registers
  (election lists, emigration lists, etc.)
Management Authoritative Sources

MANAGE COLLECTION
create
change
delete

MANAGE HISTORY & QUALITY

MANAGE ACCESS
consult

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WHY DO I NEED A COMMON BACK-OFFICE?
ACCESS AND APPLICATION ENVIRONMENT

WWW.BELGIUM.BE

TRANSACTION ENVIRONMENT

NETWORK ENVIRONMENT
AN ELECTRONIC KEY: 
THE BELGIAN eID
Electronic identity card (eID)

- Belgian citizens >12 years old
- Children <12 years old
- Foreign residents
IDENTIFICATION OF LEGAL ENTITIES

Verify the Law:
– Legal entity can represent
– Legal entity must be represented by physical person

My name is Bill Gates, CEO of Microsoft
Mobile ID
MULTITUDE of APPLICATIONS
Tools for better comprehension and usage

www.belgium.be
DO I WANT TO MAKE GOVERNMENT APPLICATIONS?

or

DO I WANT GOVERNMENT APPLICATIONS TO BE MADE?
GOVERNMENTAL MARKETING TASKS
EUROPEAN CROSS-BORDER CONTEXT
CONCLUSION
SOME SUGGESTIONS

• eID is not a project on its own
• Look at the total picture:
  – eGovernment strategy
  – eGovernance model
• Know your customers => make their live better and more efficient
• Use Open Standards as much as possible
• Don’t re-invent the wheel
10 basic ACTIONS to get there...

1. Get national political consensus to go ahead
2. Create legal framework
3. Clean your “authentic sources” => eID
4. Build your overall back-office
5. Connectivity layer
6. Communication layer
7. Create “rules of the game” (Proportionality & finality)
8. Create tools for users and developpers
9. Invest in recurrent communication & education
10. Connect with the rest of the world
Thank you

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