

MODERN PUBLIC ADMINISTRATION, OLOMOUC – 16. MAY 2019

What makes eGovernment Services successful!

How new technologies like AI can help to be smart

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Former Federal Executive Secretary eGovernment and Digital Austria



EVER-PRESENT CHANGE
AS BEING THE FUNDAMENTAL ESSENCE OF
THE UNIVERSE.

Heraclitus

 *greek philosopher*

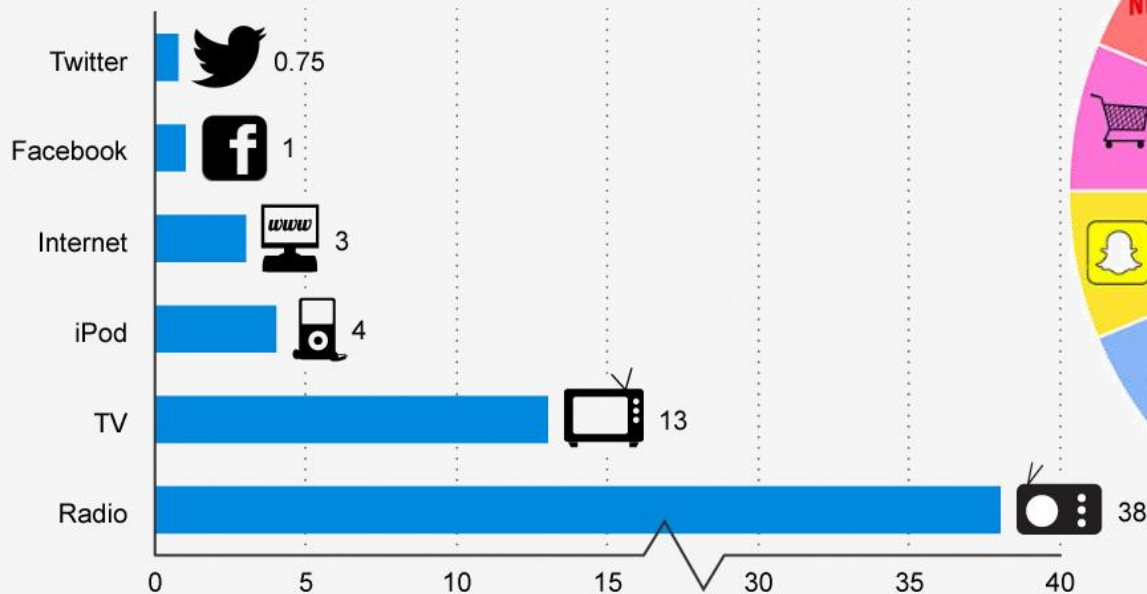
magic square of digital transformation



2018 *This Is What Happens In An Internet Minute*

The Rapid Rise of Social Media

Time to reach 50 million users worldwide (in years)



Drone is in the air



SCHIEBEL CAMCOPTER® S-100 #154



DJI Mavic Air Versicherung | <https://airandmore.at>

Wingcopter DHL Paketkopter 4.0



Flugtaxi Ehang aus Ried im Innkreis (Österreich) ist bereits in Serienproduktion © EHang/FACC: EHang Modell 216



magic square of digital transformation



eGov Legal Framework

01

**EIDAS REGULATION
(EU 2014/910)**

02

**SINGLE DIGITAL GATEWAY
REGULATION (EU 2018/1724)**

03

DATA ONCE ONLY PRINCIPLE

The single digital gateway will facilitate online access to the information, administrative procedures and assistance services that citizens and businesses need to get active in another EU country. By the end of 2020, citizens and companies moving across EU borders will easily be able to find out what rules and assistance services apply in their new residency. By the end of 2023 at the latest, they will be able to perform a number of procedures in all EU member states without any physical paperwork, like registering a car or claiming pension benefits. •The 'once-only principle' (i.e. users should not have to submit to authorities documents or data already held by other authorities) will be applied to cross-border exchanges of evidence for a range of procedures. For these procedures users will be given the option to request the direct exchange of evidence between authorities in different member states.

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DIGITAL AUSTRIA

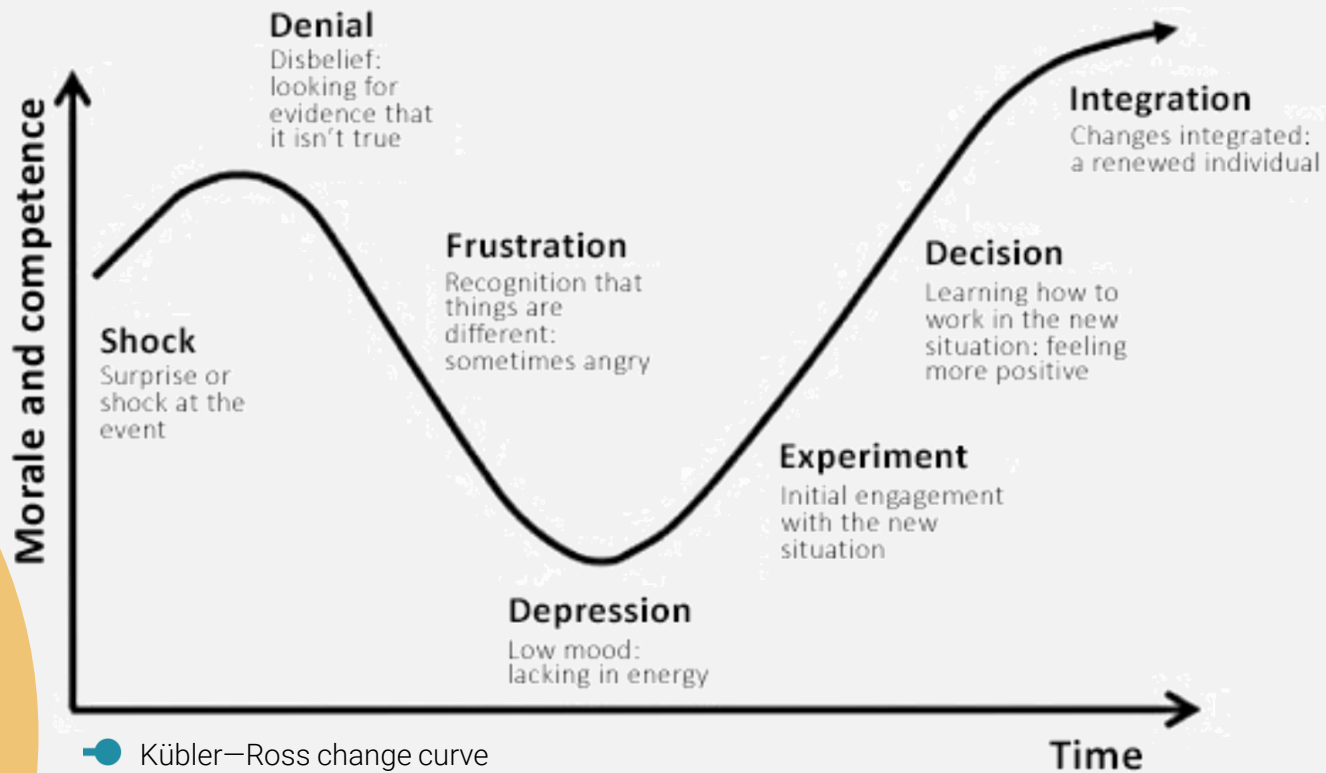
- Citizens and Entrepreneur Portal
- eRegister
- eFile system
- eGov Law
- Mobile phone signature
- eInvoice
- eGov App

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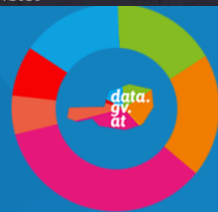


Valey of tears



be smart eParticipation Open Data

Open Data Österreich



Suchbegriff

24.901
Datensätze

466
Anwendungen

60
Organisationen

Themen durchsuchen



Arbeit



Bevölkerung



Bildung &
Forschung



Finanzen &
Rechnungswesen



Geographie &
Planung



Gesellschaft &
Soziales



Gesundheit



Kunst &
Kultur



Land- &
Forstwirtschaft



Sport &
Freizeit



Umwelt



Verkehr &
Technik



Verwaltung &
Politik



Wirtschaft &
Tourismus

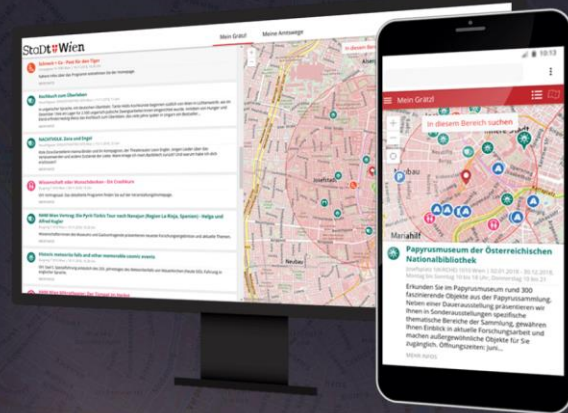
StadT+Wien

Als Grund

Herzlich willkommen beim Beta-Test von Mein Wien!

Schauen Sie sich das an.

Mein Wien bietet



United Nations
Public Service Awards



Challenge of digital transformation

- INFRASTRUCTURE IS THE BASIS
- CHALLENGE FOR PUBLIC ORGANIZATIONS (LAW = ANALOGIC WORLD)
- AGILE THINKING NEEDS DIGITAL COMPETENCES

E-GOVERNMENT - IT'S A JOURNEY NOT A DESTINATION!



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collaborate...

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Verwaltung macht Zukunft.