“Towards a new generation of Governmental Portals”

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The need for new A2C interfaces: an ecology of Governmental portals

Government structure portals
Service Portals
eParticipation Portals
Law and case law portals
Performance and results portals
Administrative decisions portals
Open Data (information) portals
Portal of portals

- Government structure portal
- Service Portal
- eParticipation Portal
- Law and case law portal
- Performance and results portal
- Administrative decisions portal
- Open Data portal
- Official social media accounts, apps, media-releases
- APIs
Deep v. Shallow Service Portals
Informational v. Executional Service Portals
"My” Whole-of-Government Portal

- Identifying, knowing, cataloguing services
- Standards to describe services, e.g. the Core Public Service Vocabulary
  
  - Service Portfolio Management
  - Service bundles e.g. life-events
  - eID
  - One-stop Government

- Whole-of-government consolidation
- Monitoring & Performance data

- (Radical) personalization
- “Mydata” approach
- No-Stop Government
“My” Intelligent Whole-of-Government Portal

- Data-centric administration
- Single Point of Truth
- Dramatic time and resources saving
- New generation of advanced services based on data, e.g. BI/AI
Important Disclaimer

Advanced portals cannot be just procured

They are based on certain legal, organisational and technical prerequisites
Legislation, policies, organisations, roles, processes, standards and human resources
"My" Intelligent Whole-of-Government Portal

- Corporate Information Strategy
  - Data Architecture
  - Interoperability
  - Master/meta/open data management
  - HR policies, Chief Data Officer
- Open government, co-creation
- Modern managerial and financial practices
- Redesigned business processes
- Interconnectivity, e.g. Enterprise Service Bus
- Interoperability, e.g. European Interoperability Framework
- Common standards
- Masterdata management, aka Base Registries
- New technologies, e.g. analytics, BI/AI
thank you

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