



“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



Administrative decisions portals

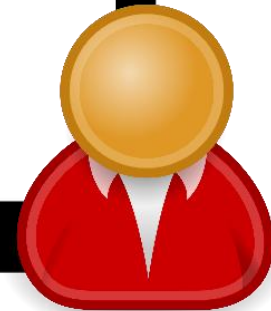
Performance and results portals

*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



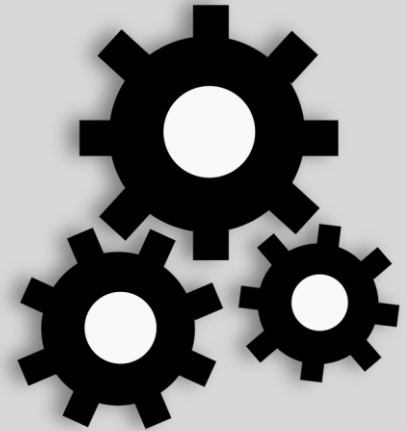


***Deep v. Shallow
Service Portals***





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



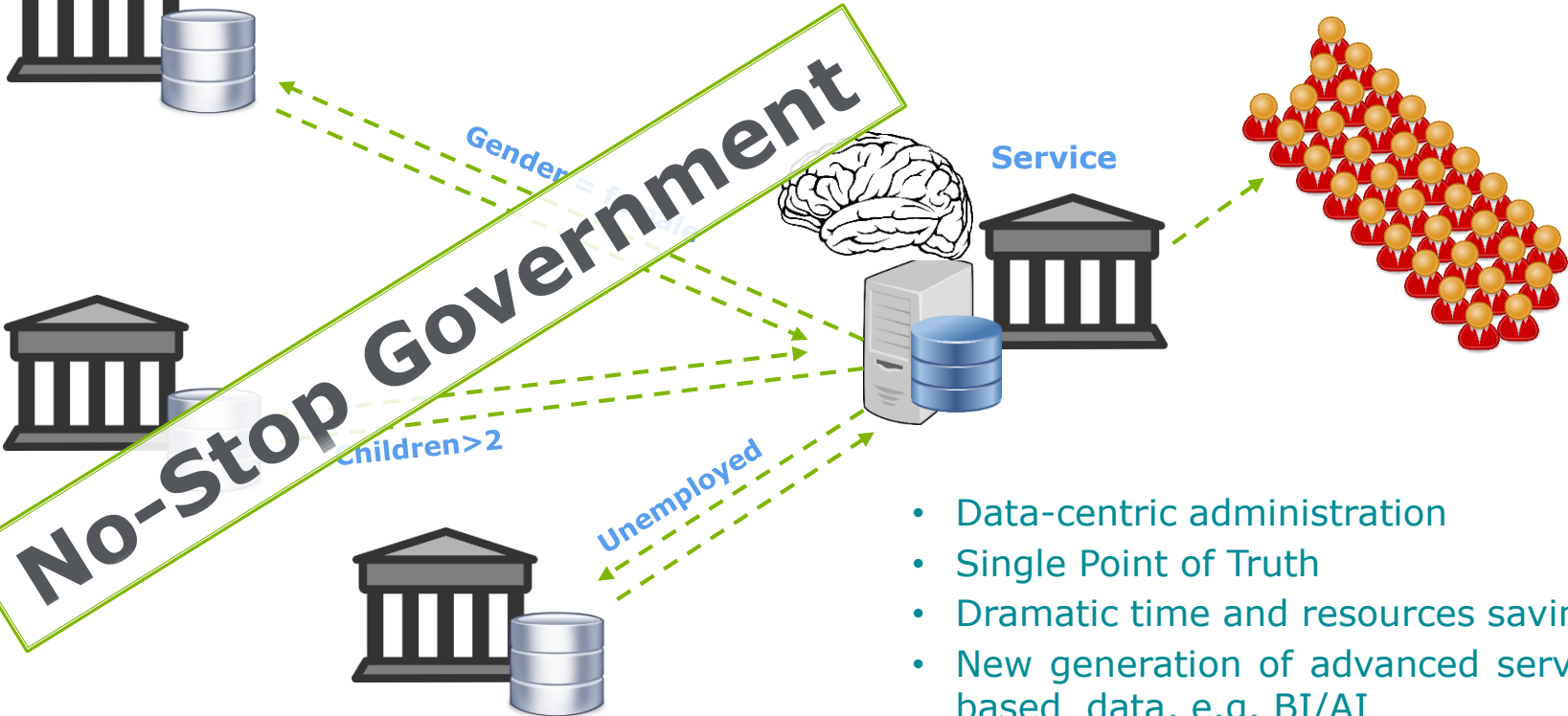
- Whole-of-government consolidation
- Monitoring & Performance data



- (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 data, e.g. BI/AI

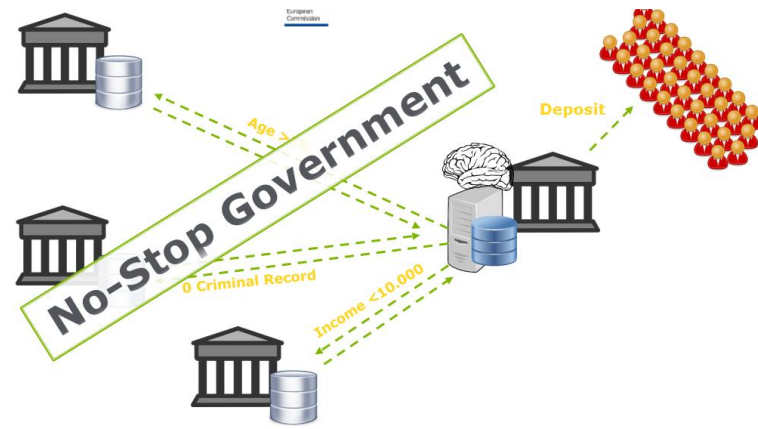


Important Disclaimer

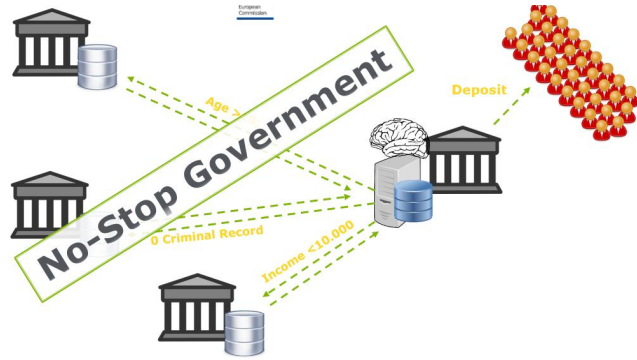
Advanced portals cannot be just procured

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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