Smart Government in Berlin

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Reasons for a smart government coherent programme:

- **Technologies for digitisation**
  - Internet
  - IOT
  - Cloud Computing
  - Big Data
  - Analytic und Predictive Computing

- Federal structure of the german government

  Demografic evolution of the german society

  Democracy and citizen participation

  Transformation of the economy

Intelligent Integration of ITC

Ipfication of the society:

   -Administration

   -Economy

   -Citizens

Open Data

City Cloud

New definition of the administration

administration

internally	**Citizens**	**Economy**

Intelligent integration in a federal governmental structure

Energy Ressources

Buildings Construction

Environment

Information communiication ifrastruct

Systemic Integration

Mobility Transport

City Processes

Quelle: www.btg.dk

Aims and project clusters

- New infratsructural service offers for the industry, citizens, service providers
- Development (brown-field) existing infrastructure
- Identiity of Berlinas living lab für SMEs
- Chaining reasearch industry and SMEs in a coherent eco system

Actions by the Berlin city administration

Open Government
   - Democracy via „open data"
   - Participation via „social media"

Public Safety
   Predictive systems and early warning systems

eHealth
   Digitazion of the public health system (patient,doctors,hospitals, insurences)

Smart Energy
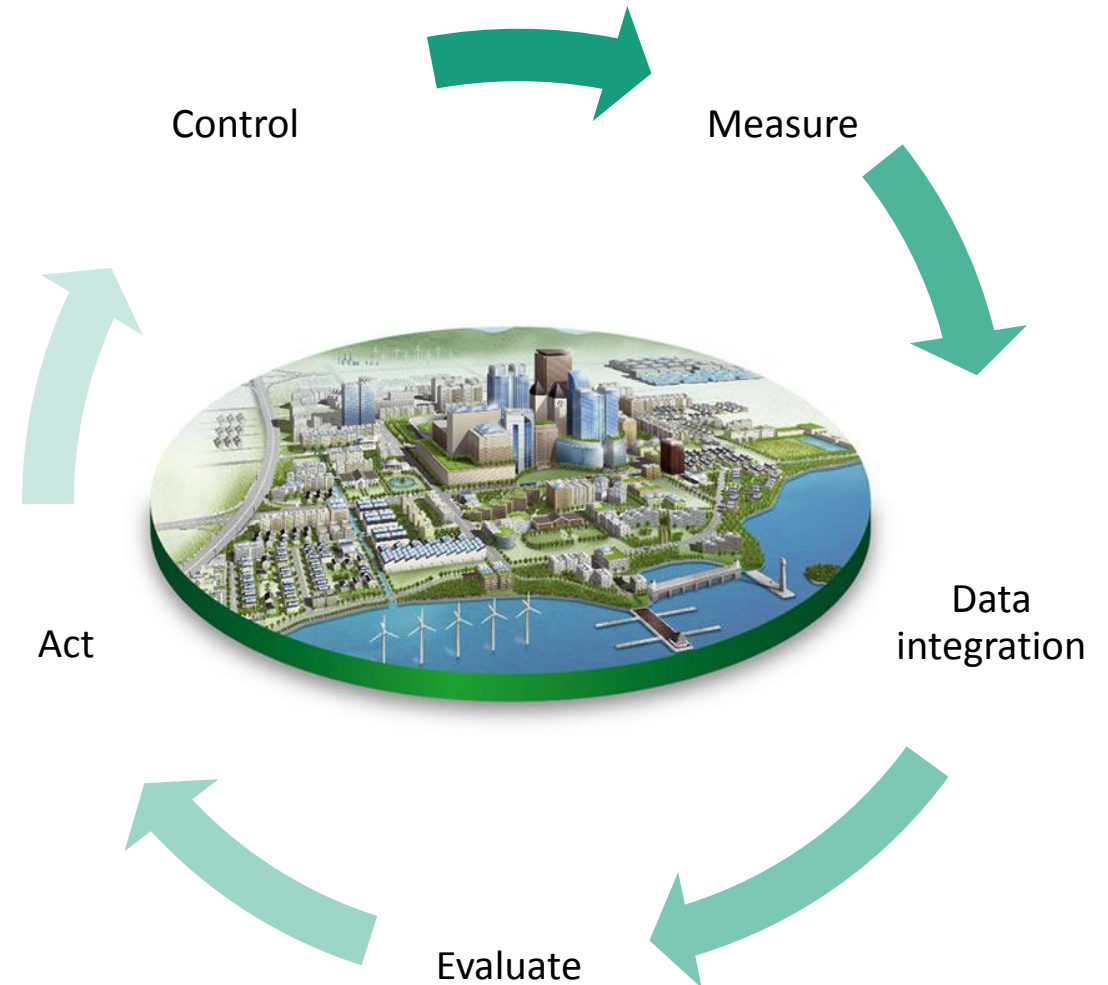   Prosumer systems and grids

Smart Mobility
   Optimisation and integration of the traffic and environmental data

Data controls the administration of tomorrow

The administration of tomorrow
will act over common data

**SMART GOVERNMENT /CITY
IS a process to be developed step by step**

Control

Measure

Data integration

Act

Evaluate

Open Data, Participation, Infrastructure

Public applications

↑

Data-as-a-Service (DaaS)

Citizens, economy, administrationt

Public Events

Public Transit time tables

Reports about potholes

Pollutant reports

Parking space management

Trade structure

Commercial applications

Other Data

Commercial Data

Public Data

Sensor Data

Open Data Platform

Administration and gov agencies

Citizens, ecomomy, administration

↕

New applications and services

↕

Common data and platforms

↕

Infrastructure

Berliner Open Data Plattform
Generischer Sollprozess mit Abbildung auf die Plattformkomponenten

Daten-erfassung
Berliner Verwaltung erfasst relevante Rohdaten

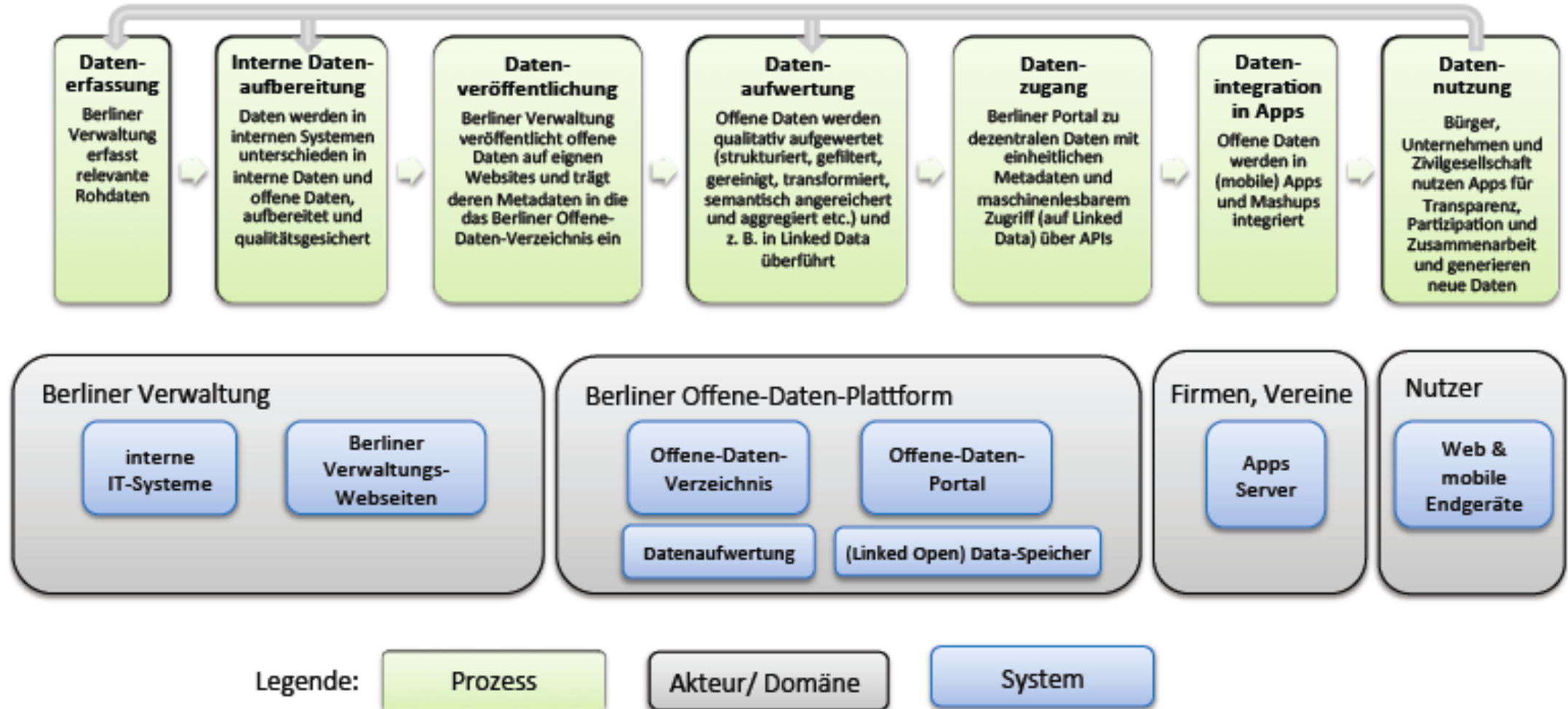**Interne Daten-aufbereitung**
Daten werden in internen Systemen unterschieden in interne Daten und offene Daten, aufbereitet und qualitätsgesichert

Daten-veröffentlichung
Berliner Verwaltung veröffentlicht offene Daten auf eignen Websites und trägt deren Metadaten in die das Berliner Offene-Daten-Verzeichnis ein

Daten-aufwertung
Offene Daten werden qualitativ aufgewertet (strukturiert, gefiltert, gereinigt, transformiert, semantisch angereichert und aggregiert etc.) und z. B. in Linked Data überführt

Daten-zugang
Berliner Portal zu dezentralen Daten mit einheitlichen Metadaten und maschinenlesbarem Zugriff (auf Linked Data) über APIs

Daten-integration in Apps
Offene Daten werden in (mobile) Apps und Mashups integriert

Daten-nutzung
Bürger, Unternehmen und Zivilgesellschaft nutzen Apps für Transparenz, Partizipation und Zusammenarbeit und generieren neue Daten

Berliner Verwaltung
- interne IT-Systeme
- Berliner Verwaltungs-Webseiten

Berliner Offene-Daten-Plattform
- Offene-Daten-Verzeichnis
- Offene-Daten-Portal
- Datenaufwertung
- (Linked Open) Data-Speicher

Firmen, Vereine
- Apps Server

Nutzer
- Web & mobile Endgeräte

Legende: Prozess   Akteur/ Domäne   System

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Participation und Open social innovation

DIE WELT 05.Juni 2013

Warum Berlin das nächste Silicon Valley wird
Die deutsche Hauptstadt hat sich in den letzten Jahren zu einem Epizentrum der Technologie-Start-ups entwickelt. Investor *Matt Cohler* kennt fünf Gründe, die für Berlin sprechen.

UmzugEasy
Pollenalarm
FluglärmApp
EnergySaver
KitaFinder
TransitPulse
BerlinRouting
BerlinTrips
WheelMapBerlin
SaveCO2

Crowdfunding
Bürgerkredite
Anliegenmanagement
Bürgerdialog
Petitionen
Bürgerhaushalt

| Entwicklungstools | Analytics | ... | Partizipationsplattformen |

Offene Daten- und Dienstschnittstellen

Berlin Smart City Cloud

Nothing is good if you do not do it!

Erich Kästner

Egypt example: PSM Project serving the citisen

- **First Results of the GIZ funded Project:**
  - "Improvement of Public Services" Project (IPSP)

- **Objective:**
  - Citizens have better access to public services at the local level. One activity is the development of a **Public Service Map (PSM)**

- **Scientific Partner:**
  - Fraunhofer FOKUS and eGovCD GmbH

- **Role of Scientific Partner :**
  - providing methods
  - best practice knowledge
  - conducting strategic and selected workshops
  - Support of local consulting companies

FUNDAMENTALS OF PUBLIC SERVICE MAP (PSM)

Important to know: A service is...
- ...a smallest deliverable unit which a citizen can receive.
- ...or could be a permission for an object (e.g. building permission), information (advising services), a license (e.g. business affair) etc.

A PSM is...
- ...a structured list of public services which exist in a country regardless of the responsibilities and existing administrative structure.
- ...a basic infrastructural component of public administration which allows citizens and public administration a basic information access.

A PSM contains amongst other things :
- What kind of service is concerned?
- Who is responsible for the service within public administration?
- What are the preconditions for the service from a citizen perspective?
- What kind of documents have to be delivered by the citizen in order of receiving the service?
- What kind of computer applications and IT is used by the administration or citizen?
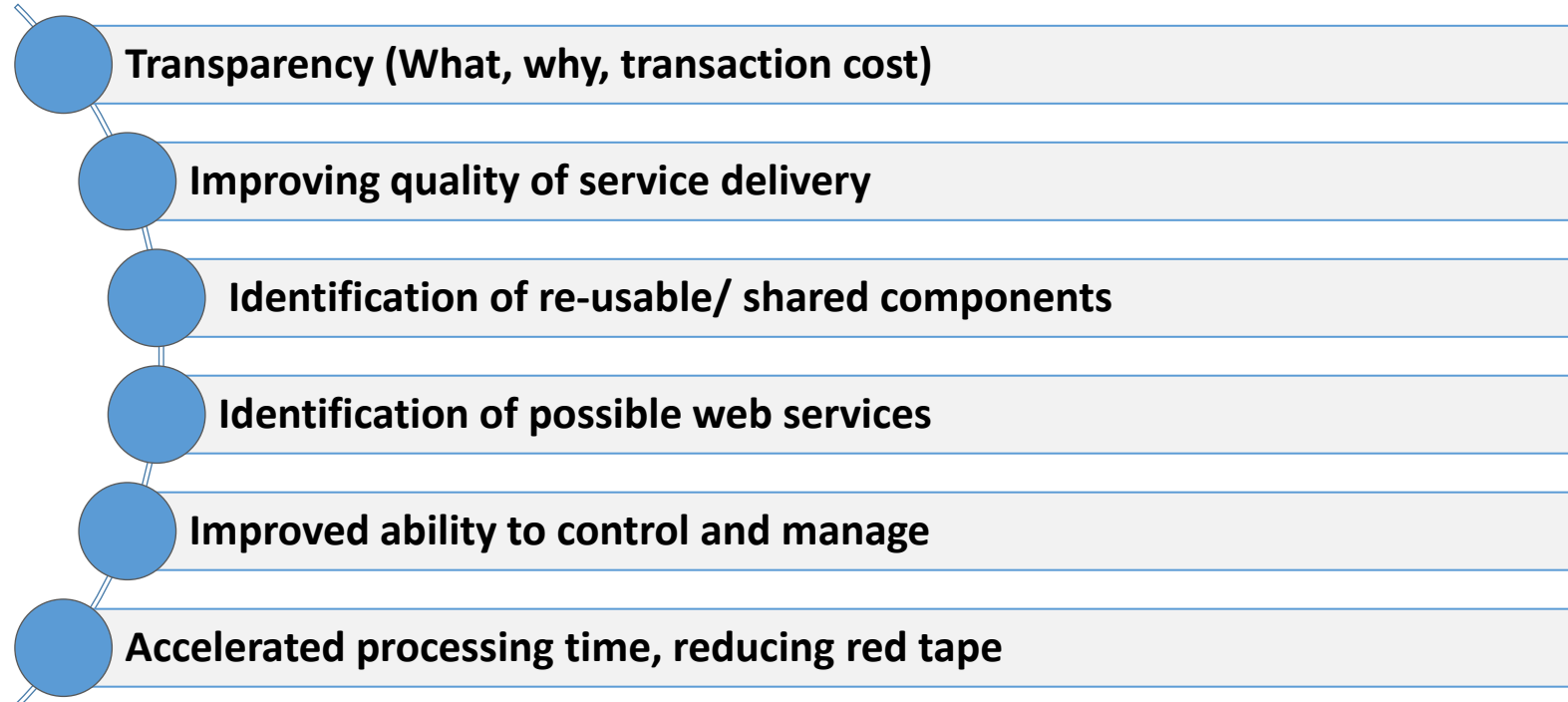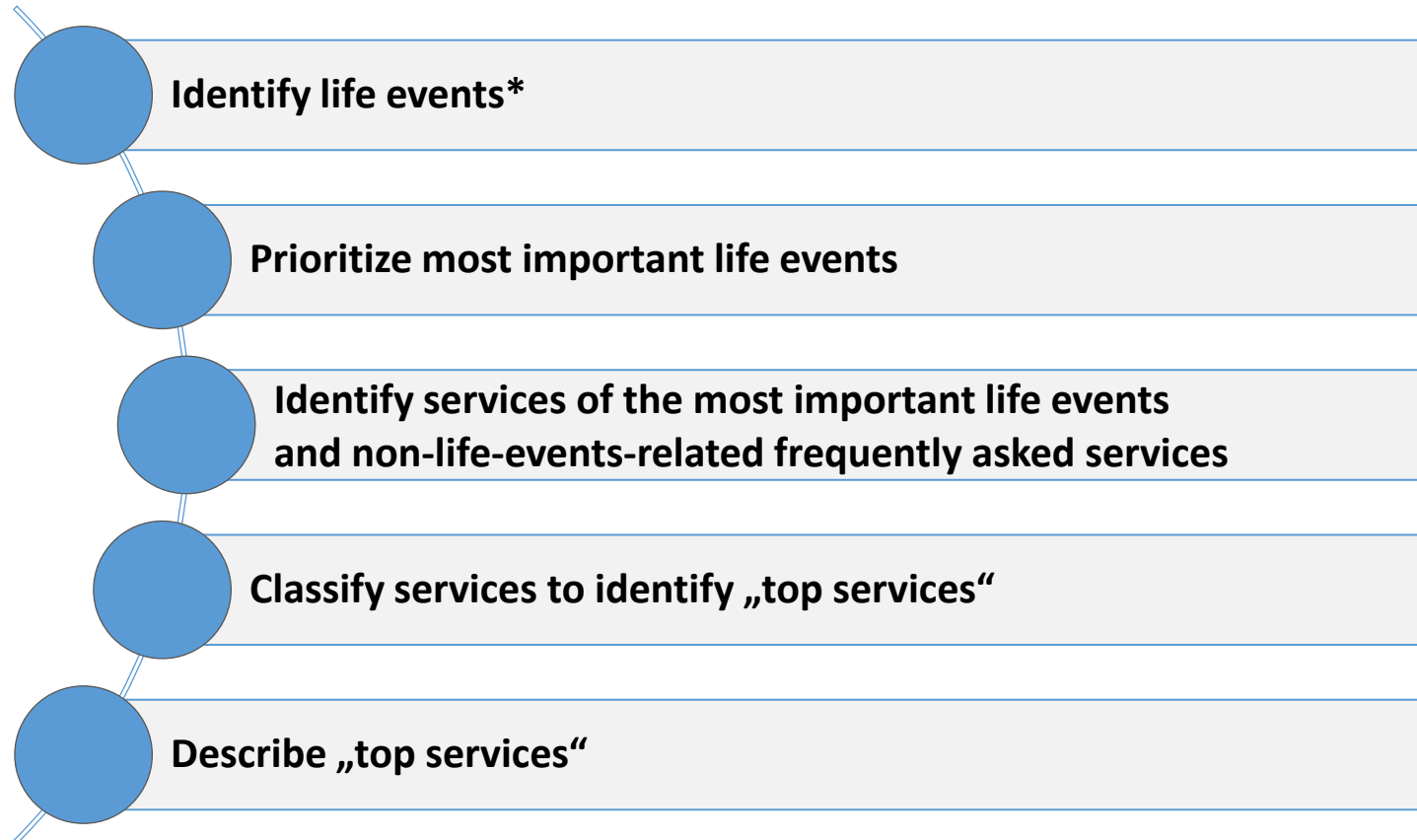
Benefit: PSM offers…

…standardized description of public services and forms	**…clear classification of each public service**	**…separation between core, cross-section and special services**

- **Transparency (What, why, transaction cost)**
- **Improving quality of service delivery**
- **Identification of re-usable/ shared components**
- **Identification of possible web services**
- **Improved ability to control and manage**
- **Accelerated processing time, reducing red tape**

OVERVIEW: EGOV CD 5-STEP-METHOD FOR PSM

Identify life events*

Prioritize most important life events

**Identify services of the most important life events
and non-life-events-related frequently asked services**

Classify services to identify „top services"

Describe „top services"

* a significant situation in the life of citizens related to a specific topic, a state or an object, triggered by an event, a decision or time span [...] which makes an interaction with the public administration necessary (long definition see page 18)

Life Events						
Health	Disability	Receiving healthcare	Having an accident	This method allows you to take a look at all services provided to citizens depending on which life event they experience. Using this method gives you access to all the necessary information such as the relevant charges, procedures and required documents, as well as the criteria making you eligible for receiving a service and places offering this service.		
Employment	Jobs	Agriculture	Establishing a company			
Education	School enrollment	Receiving vocational training	Receiving tertiary education			
Children and Families	childbearing	Inheritance				
Residency	Immigration to other countries	Changing place of residence	Acquiring housing	Disaster management		
Transport	Car ownership	Trips/ travel				
Personal Affairs	Performing military service	Marriage	Ownership/ construction of property	Adopting a certain religion	Receiving social support	Dispute settlement

Life Event	Service Package	Service
Healthcare	Ambulance	Application for advanced healthcare vehicles for household medical examination
		Application for an ambulance vehicle to transport newborns
		Application for ambulance vehicle for non-emergencies
	Medical Treatment	Subscription to health insurance
		Obtaining an equipped vehicle
		Applying for the issuance of decrees under which patients receive state-funded treatment within the country
Schooling	School Enrollment	Nursery/major education enrollment application
		Applying to the first primary grade online
		Public education enrollment application
		Private educational school enrollment application
		Secondary/technical education enrollment application

Prospect: PSM as a Basis for…

- Various requirements can be met in one place.
- Front Office integration in a single working place

- Clear service bundles

Business process management

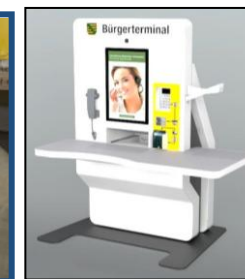**…One Stop Shops**

…Mobile Services

PSM

…Target-group-oriented Website and applications

…Remote Services

Knowledge and quality management

- Suitcases connected to the administrative network via mobile access (G3/UMTS etc.)
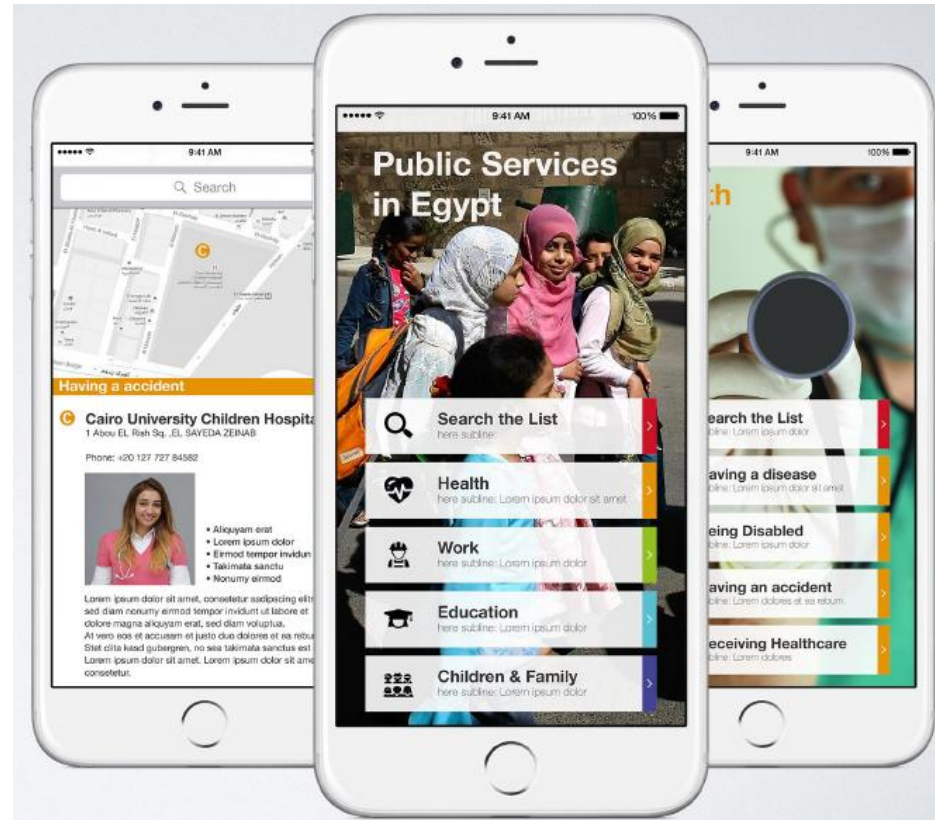- Provision of services by mobile staff

- Government Services via eKiosk
- Getting public services without personal contact
- Secure connection to the public administration

Samples & Ideas for Citizen Service Apps

Abudabi

Citizen Service App

Egypt

Citizen Service App

Thank you

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Contact

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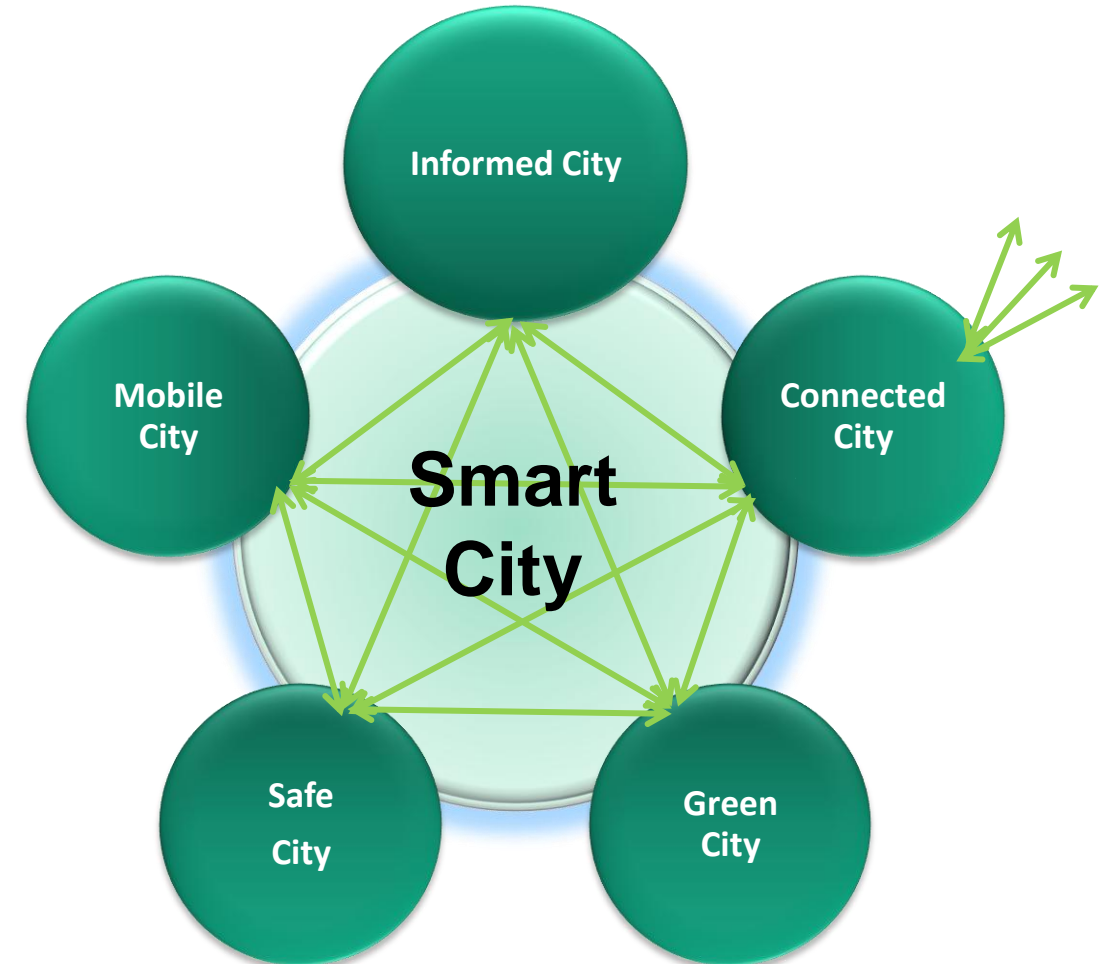
Our Smart Cities Vision Information is Key

- City as **service provider**

    for citizens, enterprises, institutions, and tourists

- Smartness via

    Always best Informed and inter-connected urban actors (Machines, Systems and People)

    Information at any need, at any place, at any device, at any time, at any preference

Data sources

Social media

Logistic

Health care

Education

Open government

Sensor data, un-/poly-/structured data, open / private data , high volume data

Smart grid

Smart mobility

Public safety

Production Industry 4.0

Life logs