

Welcome to the first edition of the inGov newsletter!

The inGOV project is a 3-year Research and Innovation Action from 2021 to 2023, funded by the European Union under the Horizon 2020 Research Program. The aim of inGov is to enhance existing and also propose new Policies, Methods and ICT Tools for inclusive Integrated Public Service Co-creation and Provision.



Positioning and next steps

Interoperability is a key aspect for Integrated Public Service. In Europe, the most important relevant policy document is the European Interoperability Framework, a Framework that includes a conceptual model for Integrated Public Service (IPS) delivery. inGOV will reach its goals by capitalizing on existing (mainly EU) relevant policies and initiatives, academic literature and practitioners' good practices.

inGOV conceptual approach

The project begins with the enhancement of existing EU IPS models with co-creation aspects, then we proceed with constructing a Holistic Framework providing practical guidelines to practitioners, which is supported by constructing a relevant reference architecture and ICT tools. It follows piloting and evaluating the inGOV framework and ICT tools in four European countries: Austria, Croatia, Greece and Malta. Finally, it is planned to feed our findings back to policy. The figure below captures our approach.



Efthimios Tambouris and Konstantinos Tarabanis (2021) "Inclusive Governance Models and ICT Tools for Integrated Public Service Co-Creation and Provision: The inGOV project", 22nd Annual International Conference on Digital Government Research (dg.o 2021), ACM, pp. 538-539.

News

inGov is about to complete its first year. In addition to our internal work, inGov partners have participated in a number of workshops, conferences and clustering events on e-governance. The project might have been in its initial stage, but any time is a good time for extroversion!

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Introduction to European Interoperability Framework (EIF) and European Interoperability Reference Architecture (EIRA), workshop by EC DIGIT.
10-11th March
[Read more](#)

dg.o 2021: 22nd Annual International Conference on Digital Government Research
9-11th June

REA Clustering event for the call New forms of delivering public goods and inclusive public services
10th June
[Read more](#)

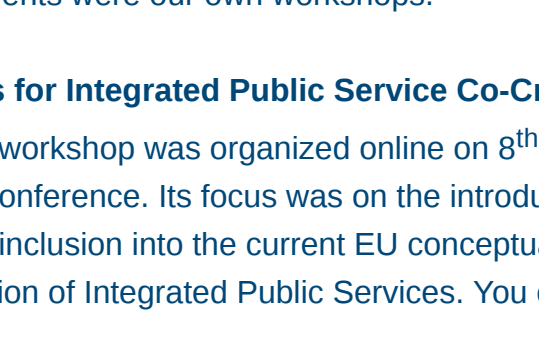
IFIP EGOV2021, a conference on e-government by the IFIP 8.5 WG.
7-9th September

6th South-East Europe Design Automation, Computer Engineering, Computer Networks and Social Media Conference
24-26th September

Clustering event on **Governance for the Future**, by Interlink.
4th November

GovCamp Vienna 2021, workshop by the City of Vienna.
26th November
[Read more](#)

25th Pan-Hellenic Conference on Informatics
26-28th November



Two significant moments were our own workshops.

Conceptual Models for Integrated Public Service Co-Creation and Provision: Our first workshop was organized online on 8th September, as part of the EGOV 2021 conference. Its focus was on the introduction of personalization and inclusion into the current EU conceptual model and guidelines for provision of Integrated Public Services. You can read more about it on our [website](#).

Developing sustainable digital public services: establishing and maintaining cultures of co-creation: The [H2020 inGOV Workshop at ICEGOV 2021](#) was organized on 6-8th October, right after our third plenary meeting, as part of the ICEGOV 2021 international conference. Both events followed a hybrid meeting format, with the physical location being in Athens. The workshop focused on the concept of sustainability in the public sector, the sustainability of digital services and the sustainable impact of co-creation and co-created services on policy. Read more about it on our [website](#).

Last, and definitely not least, members of the consortium have published the first inGOV scientific article: *A Scoping Review of Empirical Evidence on (Digital) Public Services Co-Creation* by A.P. Rodriguez Müller et al., published in Administrative Sciences. Find out more about the public sector challenges and the promise of co-creation [here](#).

From our blog



Introducing the Integrated Public Services (IPS) Co-creation Conceptual Model

The public sector needs to be able to provide services to citizens, organisations, and business (users) that match their needs and are accessible, user-friendly, and personalized. We believe that these challenges can be addressed through adopting public service co-creation and by exploiting emerging technologies.

[Read the full blog post](#)
30 June 2021
César Casiano, A. Paula Rodriguez Müller



inGOV pilots: stakeholder interviews and needs elicitation completed

98 stakeholders have been interviewed in all four pilot countries, including 8 policy makers, 37 public servants, 47 citizens, 3 businesses and 3 business representatives.

[Read the full blog post](#)
1 July 2021
Dorian Dašić

[Read more from our blog](#)

Meet our pilots

In today's issue get up close and personal with our [Austrian pilot](#), which co-creates with 3,200 accommodation providers in Lower Austria.

A web-based solution exploiting geo-spatial data and mobile communications will provide integrated high-quality services, faster response rates and thus reduce the administrative burden.

