

Shaping the future for an inclusive and transparent society

Are you a policy maker, public officer, academic, practitioner or business that designs and implements e-government projects? Are you interested in:

- 1/ Offering inclusive and transparent e-services to citizens?
- 2/ Joining in the rising implementation of e-services?
- 3/ Engaging stakeholders?

Public Authorities strive to provide better services to end-users (citizens and businesses) while end-users don't associate themselves with the offered public e-services, considering them of low value, leading to low engagement.

The EU-funded inGOV project envisages to provide innovative ICT-supported governance models where public authorities and relevant stakeholders can collaborate in co-creating inclusive and accessible integrated public services.

inGOV investigates and suggests multidisciplinary scientific methodologies, including design science, to suggest how government authorities can exploit the co-creation methodology and technologies (i.e. mobile apps, virtual assistance) to improve user experience and increase engagements by offering personalized, secure and reliable services of increased value for the end-user.

inGOV applies and tests the new IPS model, on a pilot basis, in four countries.

Austria

Digitalization of the tourism overnight stay tax service

In Lower Austria, stakeholders and users will be involved in the digitalization of the overnight stay tax. A solution will be developed to minimise manual steps in the submission of the tax, simplify processes and reduce errors through digitalization.

Greece

Digitalization of issuing and renewal process of the discount cards of disabled citizens for public transportation.

Testing of how the new IPS framework can contribute to the reengineering and digitalization of the discount cards of disabled citizens for public transportation, provided with the strict institutional framework of the service. Co-creation is expected to minimize the burden faced by citizens due to red tape.

Croatia

An AI-driven mobile virtual assistant and a common public services platform for the citizens.

In the city of Bjelovar the IPS will be tested in the development of AI-driven virtual assistants for mobile mobile applications, so the Municipality can provide citizens with better access and more customized services.

Malta

Modernization and integration of the digital common household unit public service in Malta.

Using the new IPS to modernize the digital common household unit public service, offering the once-only principle minimizing the administrative burden for the government. This way, citizens can enjoy more efficient and effective public services in terms of processes, incentives and benefits.

What do you gain from inGOV?

- 1/ A Taxonomy of IPS co-creation principles, with an enhanced common language (CPSV) for co-creation in e-services development.
- 2/ Increased participatory governance with added value services for businesses and citizens.
- 3/ Services with increased added value for the users and the government.
- 4/ Improvement of engagement rates of Public Service provision
- 5/ Meaningful services offered to citizens

Co-creation in e-governance

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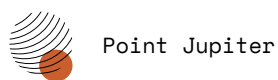
inGOV engages partners from 8 countries to co-create the new Integrated Public Service (IPS) holistic framework. Existing policy frameworks, such as EIF, EIRA, Core Vocabularies, are questioned using wide-field research for their co-creation compatibility and set a basis for issuing a new framework and a set of guidelines (roadmap) on how to succeed in co-creative e-service design and implementation. We test this new IPS approach in 4 pilot cases that face different policy, technical, and social challenges and inGOV enhances the IPS holistic framework with actual findings.

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