

## The inGOV project is sharing its news & updates!

Welcome to the third issue of our newsletter, in which you will find out what happened, what is in store and what is going on around our blog and journal publication..



The vision of the inGOV project is to provide innovative ICT-supported governance models for Public Services

### News At a Glance

The first review meeting of the inGOV project took place virtually on March 3<sup>rd</sup>. The consortium presented the work carried out as well as the key achievements of the first year of the project and we are proud of our accomplishments so far under challenging conditions. Following the successful interim review, all deliverables submitted were accepted and will be available soon on the project's website. You may learn more about the initial outcomes of inGOV [here](#).

### inGOV 3rd PLENARY MEETING

Moreover, the inGOV 03 plenary meeting, the first one of the 2<sup>nd</sup> reporting period, was successfully held on May 4<sup>th</sup> virtually. The consortium had the opportunity to collaborate on the on-going tasks of the project, discuss about the comments received from the experts during the first review of the project and how they should address them in the best possible way, as well as plan ahead for the upcoming pilot operations.



### WORKSHOPS

The inGOV project organized successfully several workshops and participated to others during the last months.

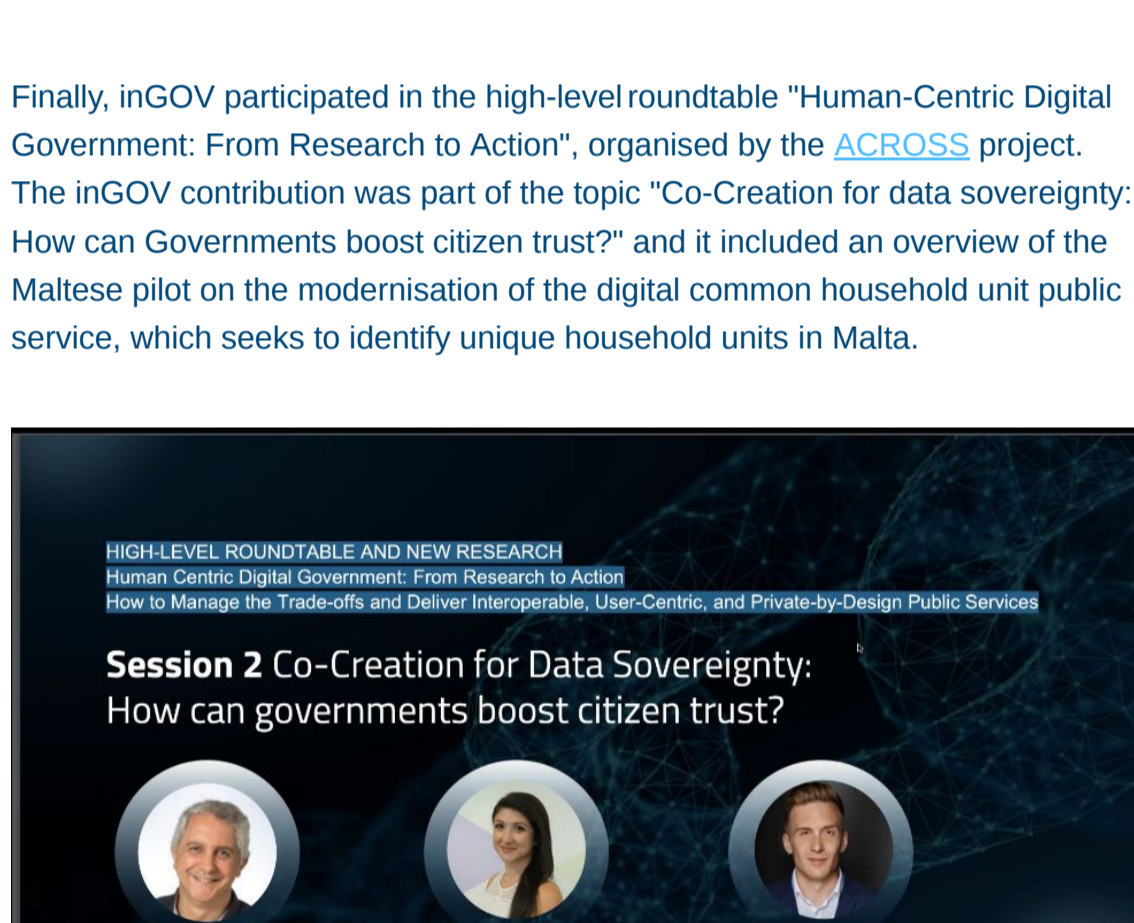
More specifically, the workshop "A Framework for Integrated Public Services Co-Creation and Sustainability", in the framework of the 23<sup>rd</sup> Annual International Conference on Digital Government Research (DGO 2022), presenting the concept of the project, discuss with participants the role of co-creation within the European Interoperability Framework, the Integrated Public Services (IPS) holistic framework and sustainable co-creation for policy development.

**A Framework for Integrated Public Services Co-Creation and Sustainability**  
Workshop DGO 2022, 16 June 2022

- Noella Edelmann (University for Continuing Education Krems)
- Efthimios Tambouris (University of Macedonia)
- A.Paula Rodriguez Müller (KU Leuven)
- Anita Cioffi (Deloitte)

A joint workshop took place with [Interlink](#) project on "Long-term Sustainability of Co-creation and Co-production of public services". The workshop addressed the question of whether and how co-creation can be scaled-up and sustained over time to create long-term collaboration between professionalized service providers in public agencies and citizens.

[Learn more from our workshop](#)



Finally, inGOV participated in the high-level roundtable "Human-Centric Digital Government: From Research to Action", organised by the [ACROSS](#) project. The inGOV contribution was part of the topic "Co-Creation for data sovereignty: How can Governments boost citizen trust?" and it included an overview of the Maltese pilot on the modernisation of the digital common household unit public service, which seeks to identify unique household units in Malta.

### Our Distinctions!



The [Berlin Declaration on Digital Society and Value-based Digital Government](#) builds on the political commitments of the [Tallinn Declaration on eGovernment](#) and it takes the user-centricity principles that were formulated a step further by strengthening the pioneering role of public administrations in the value-based digital transformation. In its first report, our [Maltese pilot](#) was listed among the Good Practices.

Well done to all!  
[Read the full report](#)

### Read more from inGOV

#### Blogspot

**Leveraging inGOV's Holistic framework and EIRA to implement architectures for interoperable services by using co-creation**

One of the main obstacles of designing and delivering user-centric applications, is the gap that exists between stakeholders and IT specialists; stakeholders may be unaware of existing technical solutions and frameworks that can offer new, or leverage existing, services, while, on the other hand, IT specialists may often make invalid assumptions concerning the needs and expectations of citizens.

[Read the full blog post](#)

### Publications

**Long-term Sustainability of Co-Creation and Co-production of Public Services**

*Administrative Sciences*, the peer-reviewed, open access journal on organization studies, ran a special issue on "Long-term Sustainability of Co-Creation and Co-production". The special issue is guest-edited by two inGOV project team members, representing KU Leuven and University for Continuing Education Krems – together with TRadbound University and Ghent University.

[Read more here](#)

**Enhancing Core Public Service Vocabulary to Enable Public Service Personalization**

MDPI, the peer-reviewed, open-access journal, guests inGOV article "Enhancing Core Public Service Vocabulary to Enable Public Service Personalization". The article is edited by inGOV project team members representing University of Macedonia and RIDE Technologies d.o.o.

[Read more here](#)

### Meet our pilots

In today's issue get up close and personal with our [Croatian pilot](#), which aims to envision, design, and deliver a universal virtual assistant for public services of the City of Bjelovar.

*A mobile app developed to interact with existing disparate services and encompassing them in a uniform, simple, accessible, and enjoyable to use experience.*



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