



# Modernization of the administration and Online Public Services: what we have learnt and where we are heading.

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Director Government Solutions - Europe

# Agenda

- Citizen Services
- Civil Servant Services
- Data Services - SmartCities





**Our cities are facing 21<sup>st</sup> Century Challenges,  
Responding with 20<sup>th</sup> Century Tools,  
Evaluating with 19<sup>th</sup> Century bureaucratic processes,  
Managed by 18<sup>th</sup> Century founded Institutions**



# PAY, APPLY, REPORT, SHARE



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Life facts

- Services by topic
- Apply for it
- Pay it
- Report it
- Say it

**A time to remember**

Join us at our Remembrance Sunday and Armistice Day services as we remember those who gave their lives serving their country.

3/6

Meet the Mayor

Find your council

Postcode

**Building a resilient community**

Read our resilience booklet

## ¿Qué hacer cuando...?

- Nace un hijo
- Busco Colegio
- Mi Boda
- Cita Previa
- Monto un negocio
- Busco Trabajo

Más hechos vitales

### Apply for it

- Bulky waste collection
- Green waste collection
- Visitor parking permit
- Rented property licence

All applications >

### Pay it

- Council Tax
- Parking Penalty Charge
- Fixed Penalty Notice
- Housing rent

All payments >

### Report it

- Flytipping
- Missed bin collection
- Abandoned vehicle
- Noise nuisance

All reports >

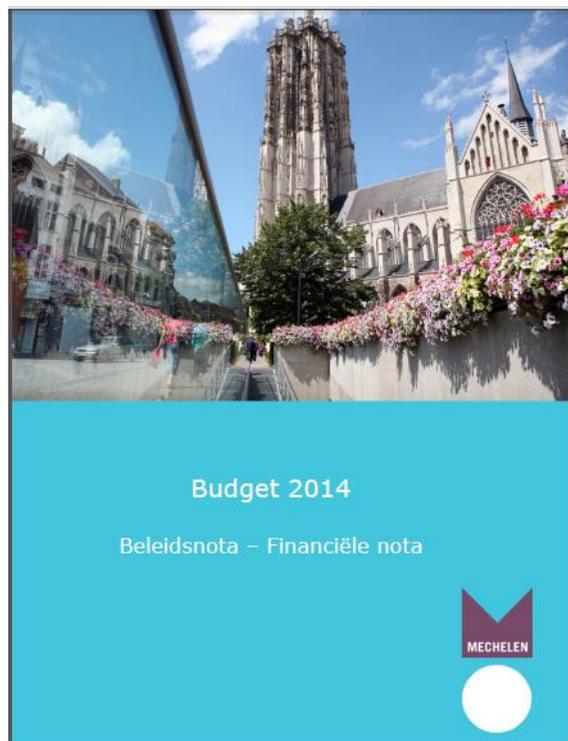
### My Newham

- Login or register
- Track your enquiry
- Edit your profile
- Check your balance

Log in >

# Transparency. Clean Government

## BUDGET

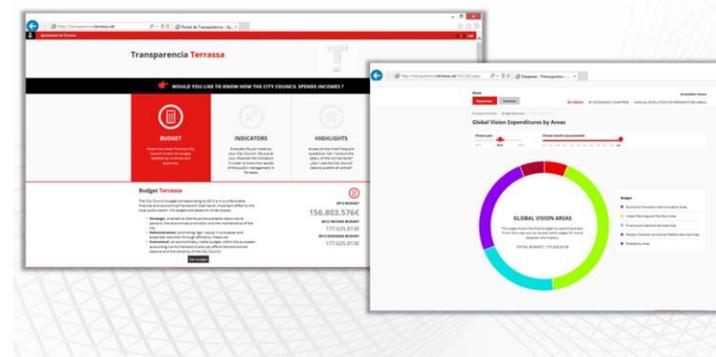


## Solution?

bigov Transparency  
Budget tracking Observatory

bism@rt  
Power your business

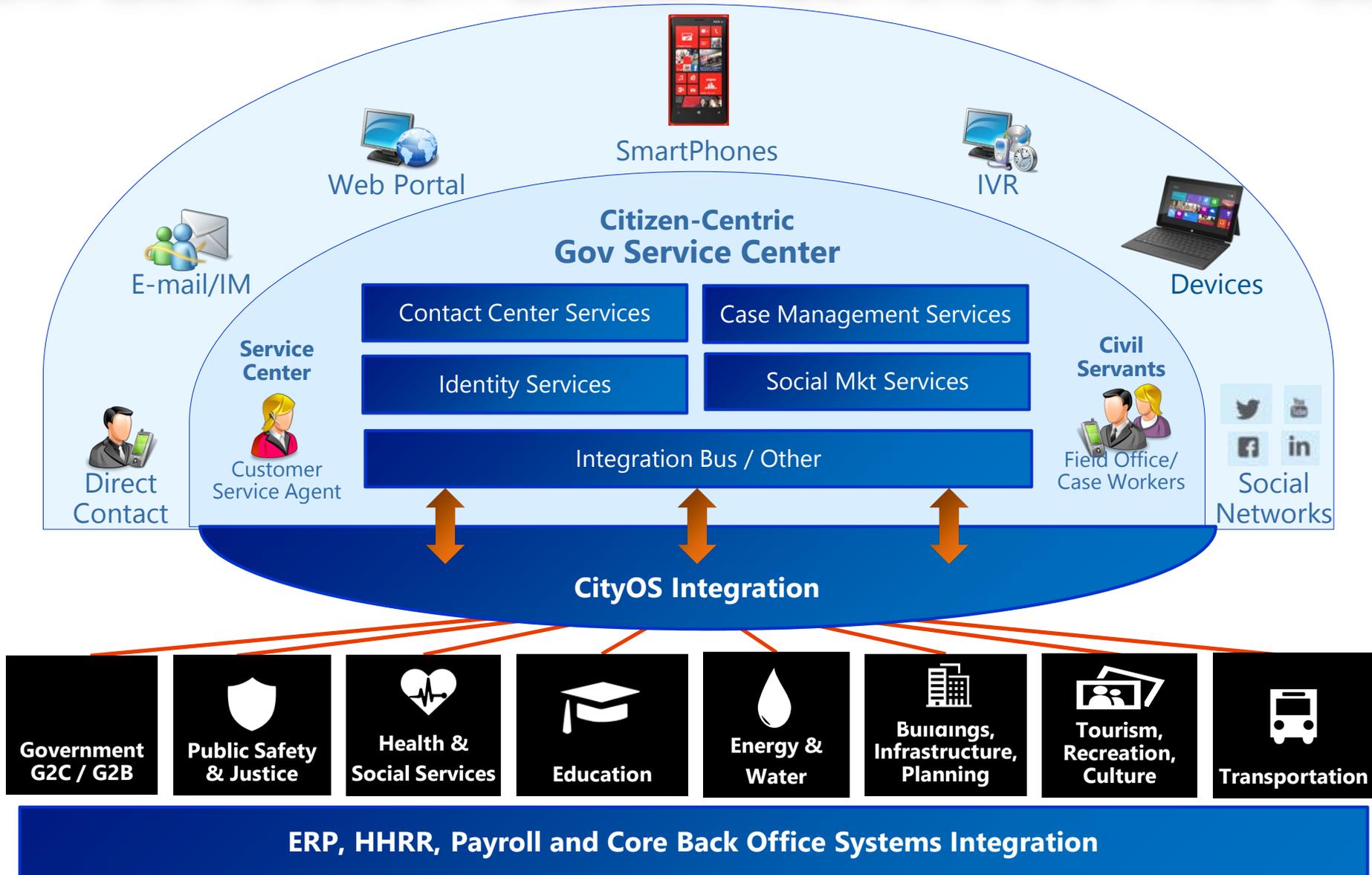
<http://transparencia.terrassa.cat>



Brussels. 341 pags   Mechelen. 98 pags   Luxembourg 368 pags

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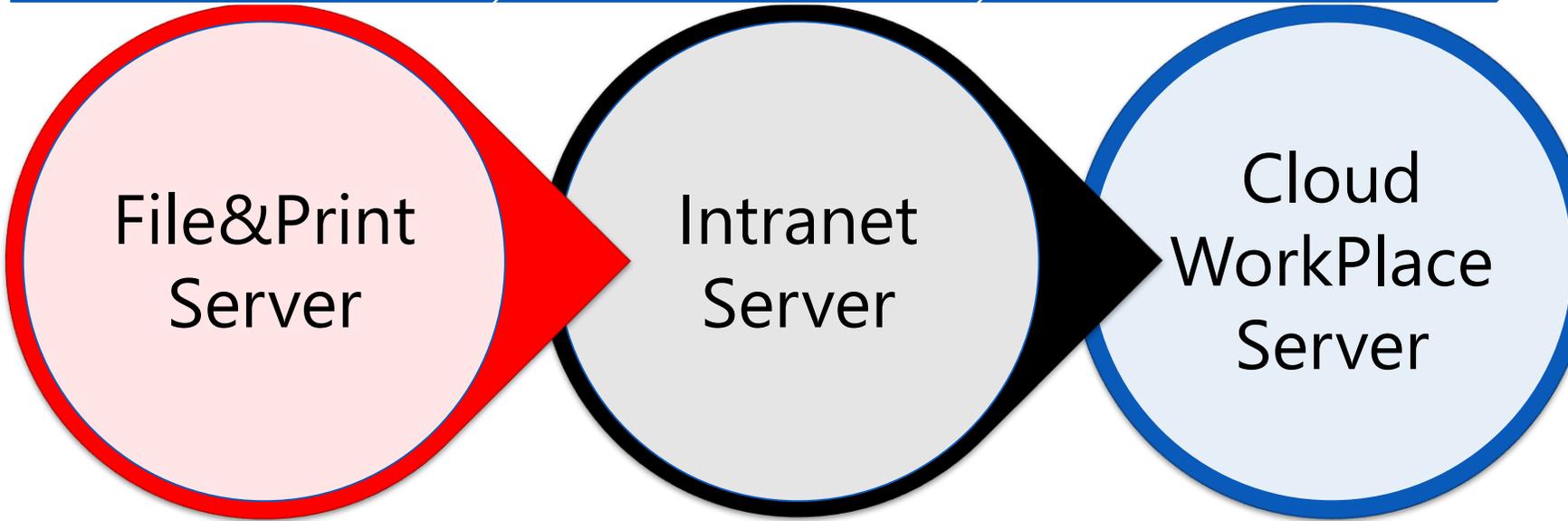
# Next Generation Citizen-Centric Service Center



# New World of Work

## APPS TODAY:

- Mobilizing Apps
- Sharepoint Publisher on Azure
- Reserve a meeting room
- Goods Supply Requestor
- Internal HelpDesk Tool
- Team Task Manager
- Team Workspaces
- Internal News
- PaperFree Board Meetings



Docs Archiving  
Fixed Phones

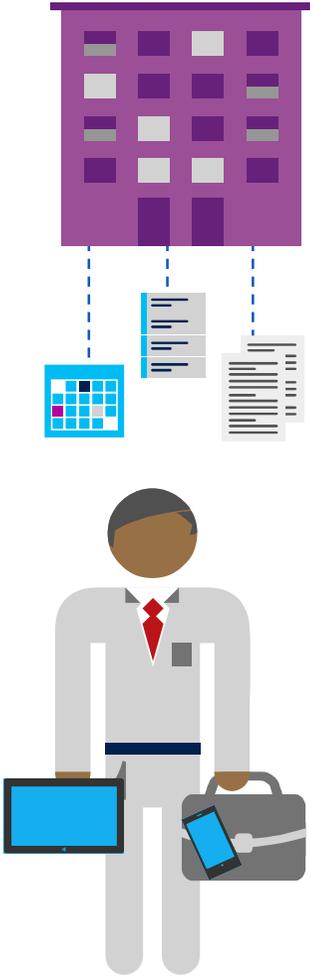
Docs Sharing  
Apps Sharing  
elidentity  
Mobile Phones

Cloud Docs  
Cloud Apps  
BYOD  
SmartPhones  
IoT

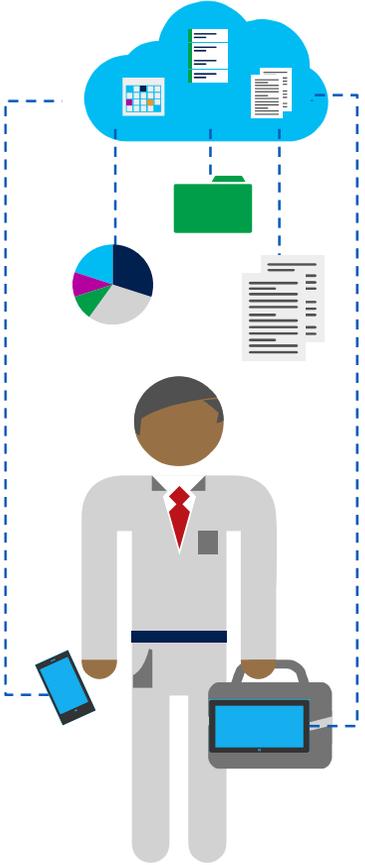
BigData  
Social



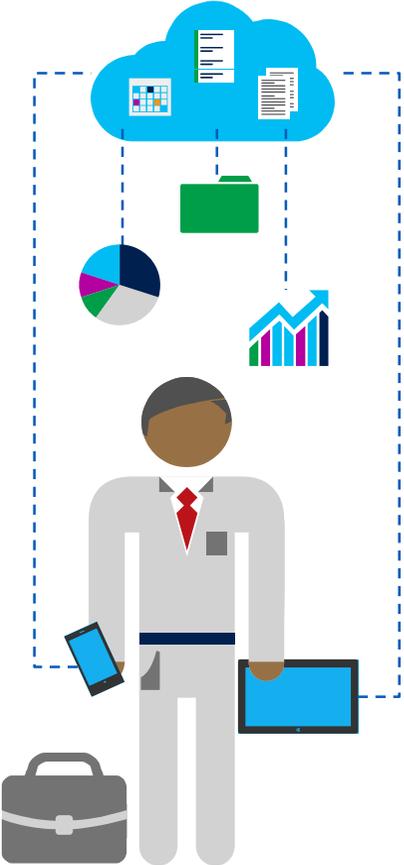
# Civil Servant Use of Technology Evolution



Devices – Data at Office



Devices – Data at Cloud



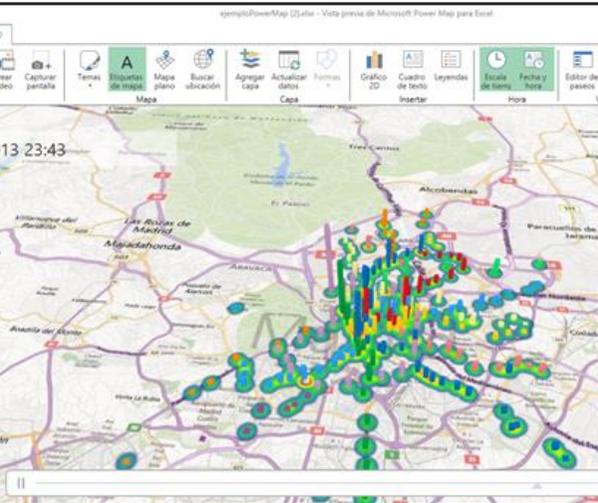
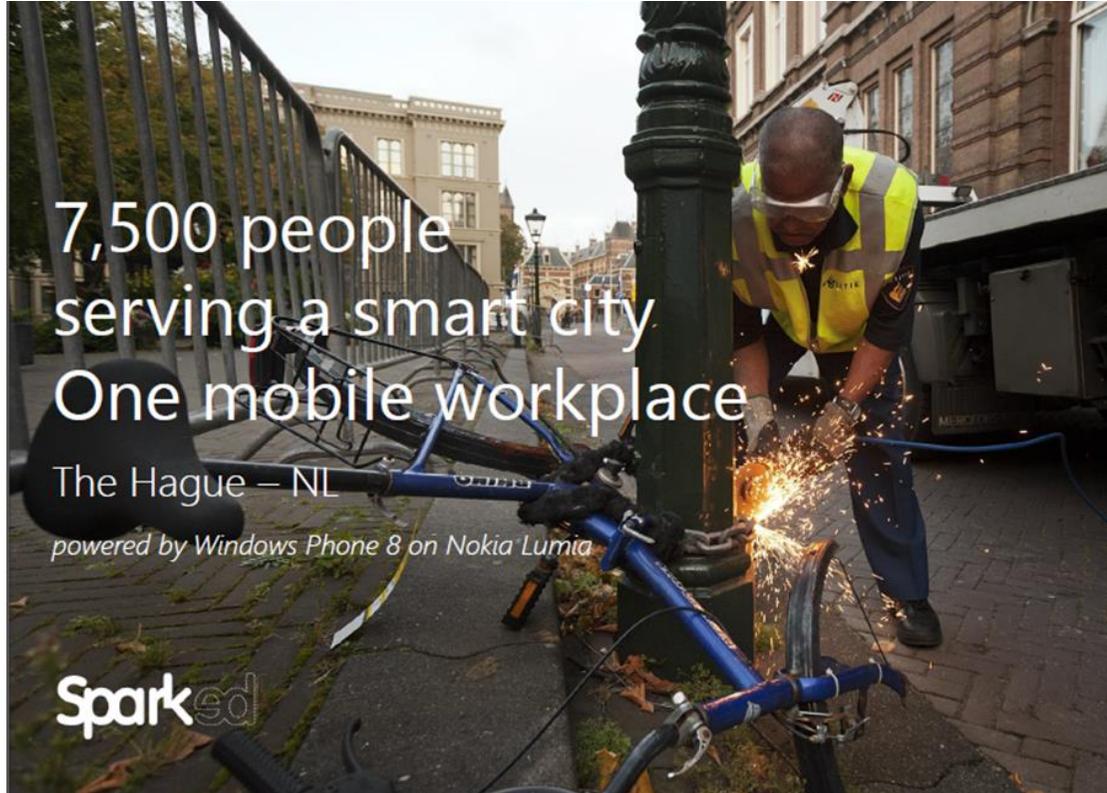
Cloud, Big Data, Mobile



Cloud, Big Data, Mobile, Social

# Mobile-first Scenarios

Mobile Work Force brings together Client, Web, Cloud middle-tier, and hybrid (e.g. on-premises) connectivity for a range of Mobile Worker scenarios including Education, HealthCare, Inspectors, Transportation workers, etc



## Internet of Things

Single Line Display	Embedded	Kiosk	Wearable	Phone	Tablet	Interface Types and Sizes	
Console	Dashboard	Laptop	Desktop	Smart TV	Advertising Display		
Storage Types	Cloud	Local	Camera	GPS	Accelerometer		Sensors
Data Types	Structured	Unstructured	Motion	Light	Connectivity	Power	



# SmartCities = Data Services

