

ReSPA e-GOVERNMENT PILOTS

This document provides the key elements of the e-Government (e-GOV) pilots initiative as follows:

1. Purpose of e-Government pilots
2. Core theme
3. Piloting approach
4. Categories
5. ReSPA support
6. Eligibility criteria for participation
7. Implementation format

The purpose

The purpose of the e-GOV pilots initiative is to introduce the model for improving the practices related to digitalisation of public services, which will serve as the applicable standardised model in Western Balkans public administrations (WB AP). Upon the completion of the e-GOV pilots, the experiences and lessons learned in pilot projects will be evaluated and summarised. This will inform the development of a standardised model, which will be offered to public administrations as the option for improving the design and delivery of digitised public services (e.g. principles for designing digitised public services).

1

Expected results

Expected results are that WB PA-s will use the e-GOV pilots to improve their policies, processes and services by taking a user-centric approach. The pathway to achieve this is by using the Design Thinking approach. It is also expected that WB PA-s will increase their capacities in terms of design thinking, digital skills, digital communication, networking and partnering.

Core theme

The core theme is enhancing the quality of digitised public services by piloting design or redesign of e-services, work processes or policies.

1. Design of new service or redesign of existing service or/and its delivery implies the design of new or redesign of existing e-services by using a human-centred e-service.

2. Design of new or revised process of work based on improved knowledge and skills or on mapping new processes and using agile approach in work.
3. Designing policies or procedural frameworks for digitised public services or testing the newly developed policies pertaining to e-services

Piloting approach

The piloting approach will adopt the Design Thinking Methodology that consists of five phases:

- 1) Empathy,
- 2) Define,
- 3) Ideate,
- 4) Prototype and
- 5) Test.

Where applicable, the beneficiary might utilise design principles or digital service standards elsewhere developed. Pilots will last up to six months (from inception at the post to launching) plus six months for evaluation and summarising the lessons learned.

Thematic categories

e-GOV pilots in designing or redesigning services, processes or policies, can relate to the following thematic categories:

- 1) specific public service deriving from the mandate of public administration institution - this category refers to all digitised public services (G2G, G2C, G2B) their delivery, processes and policies in institutions at national level regardless of their position or sectorial belonging.

Examples include:

- ✓ Design of new service which is user/human-centric
- ✓ Redesigned service with “user research” and assured co-creation with end users
- ✓ Mobile e-service delivery
- ✓ Mapping new process for developing of services-agile approach
- ✓ Design e-service management plan with baseline research for digital skills
- ✓ Testing of methodologies related to public services
- ✓ Training for specific digital skills or development of agile work approach

- 2) opening of the data - this category refers to piloting opening of the data and refers specifically to the design of open data portal of specific institution or developing the open data policies.

Examples include:

- ✓ Designing and roll out of the open data portal of specific institution

- ✓ Creation of the guides pertaining to issues of open data (licencing, data protection, etc)
- ✓ Drafting open data policy
- ✓ Designing toolkit for data opening

3) using cloud infrastructure for public administration - this category refers to piloting the using of the cloud infrastructure in public institutions aimed at designing new service/tool which is free cloud-based.

Examples include:

- ✓ Designing chatbot or another cloud-based service/tool
- ✓ Designing the guidelines on how to procure and use cloud services

ReSPA support

ReSPA support will help to ensure the implementation of pilot project and, based on the applicant proposal, ReSPA will:

- (i) Engage up to two experts per pilot project to:
 - provide technical assistance throughout the project implementation
 - provide training

As a minimum one expert will be regional expert using the language of the country where the pilot project will be implemented.

- (ii) Provide peer-to-peer exchange visit in the region at the inception stage of the pilot project if requested and indicated by the applicant.
- (iii) Cover the costs of final presentations or sectorial/country level event

Eligibility criteria

Eligibility criteria will require that the applicant be a public administration institution which is the budget user at the national level belonging to public administration in Albania, Bosnia and Herzegovina, Serbia, North Macedonia, or Montenegro i.e. ministries, subordinated organisations, executive organisations and independent institutions in these countries.

The applicants will need to have the following:

- **Institutional managerial consent and sustained support** to engage from inception phase until the service or newly-developed process or policy is fully developed, is operational and is launched and can be measured after six months of becoming functional,
- **Maturity level regarding the ability to host piloting project** – available digital infrastructure,

- **Confirmation of availability of a multidisciplinary and multifunctional team** (IT, policy maker, other supporting staff) and stated commitment to ensure conditions in terms of staff and their time, appointed leader and staff in the pilot project with roles and responsibilities and decision-making structure,
- **Determined lines of communication internally and with key stakeholder(s)** (and if needed externally)
- **Readiness to ensure monitoring and evaluation of the project** and feed into the “principles for designing digitised public services” standardised model

How to apply

The applicant needs to provide the following information:

- Evidence of a foundational digital infrastructure (possibly Cloud-based) to support the project
- Description of the service (or process, policies) to be designed or redesigned/improved through e-Gov pilot, with identified challenges and expected outputs
- Initial pre-pilot user-research (unless it will be developed within the project), or some baseline data or relevant data regarding users’ needs for digitised public service
- Description of ReSPA support needed, with content and approximate timelines
- Confirmation that requested activity will be endorsed within the Institution by a relevant responsible person

4

Each application will be assessed by two external Assessors.

Implementation

e-Gov pilot implementation will include:

- Timeline - up to 6 months of implementation (from initial concept to evaluation of the project activity)
- No of experts - up to two (for each project 2 experts, one from the country or region and one international)
- Profile of experts - One generalist (Familiar with IT) – will be selected first and the other will depend on the required specific support
- Video Documentary on each of the e-GOV pilots (start – mid phase (important aspects) – end of the activity –several months after pilot ends)