Session 9: Addressing public sector organisation needs

Outcomes of the brainstorming

Driving question 1: What are the key needs of Public Sector Organisations (PSOs) when it comes to digitalisation?

- Skilled workforce, in particular when it comes to AI skills.
- Data (management) strategy and data literacy.
- Compliance with digital policies/legislation: e.g.: on AI (AI Act), data, interoperability, etc.
- Cybersecurity, data and system security.
- Designing citizen-centric digital public services; bridging the gap between digital solutions and societal taste, energy transitions, mobility; digital divide in rural areas.
- Support the implementation of new technologies and critical infrastructure; means to scale digital pilots.
- Change management, cultural shift.

Driving question 2: How can EDIH services be improved to meet PSO needs?

- Offer feasibility studies.
- Go beyond the delivery of demonstrators – i.e.: also provide and implement pilots.
- Increase the offer of test-before-invest services, especially of those that can be scaled up.
- Offer innovation procurement.
- Provide microservices to address the needs of municipalities.
- Identify a set of standards for PSOs.
- Offer services that simplify legislation (e.g.: summaries of legislation and comparisons with other policies).
- Differentiate services based on the maturity level of PSOs.
- Offer matchmaking services to connect PSOs with companies/startups/solution providers.

Driving question 3: What could be concrete suggestions/next steps for EDIHs supporting PSOs?

1) Map the PSO ecosystem in each region and select those that could be potential clients.

2) Develop a targeted communication strategy for the selected PSOs that should:

   a. Contain clear and simple communication about opportunities related to digital transformation for PSOs.

   b. Explain, in an accessible way, how EDIHs can support in-house services or help connect PSOs with the right solution provider.

3) Create solid contacts within PSOs:

   c. Find points of contact ('innovation champions') in PSOs: bottom-up and top-down approach to outreach (not just top-level management).

   d. Collaborate with EU institutions to boost visibility, create synergies and build up the prerequisites for European-wide matchmaking and scaling.

4) Make access to EDIH services as simple as possible for PSOs:

   e. Offer feasibility studies and map their needs, e.g.: with digitalisation roadmaps.

   f. Develop a portfolio of offerings that can be re-used by PSOs and respond to specific needs.

   g. Account for a reduced budget for the integration of solutions.

   h. Engage the PSO in the test-before-invest/prototyping service from the beginning.

5) Share knowledge and best practices across EDIHs and countries.