



The Belgian digital transformation

An analysis of business models

Frank LEYMAN

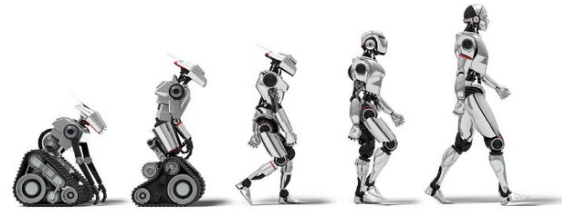
ID4AFRICA

Kigali - 25th May, 2016

fedict 
@-novating government

Public services in the digital age

Today

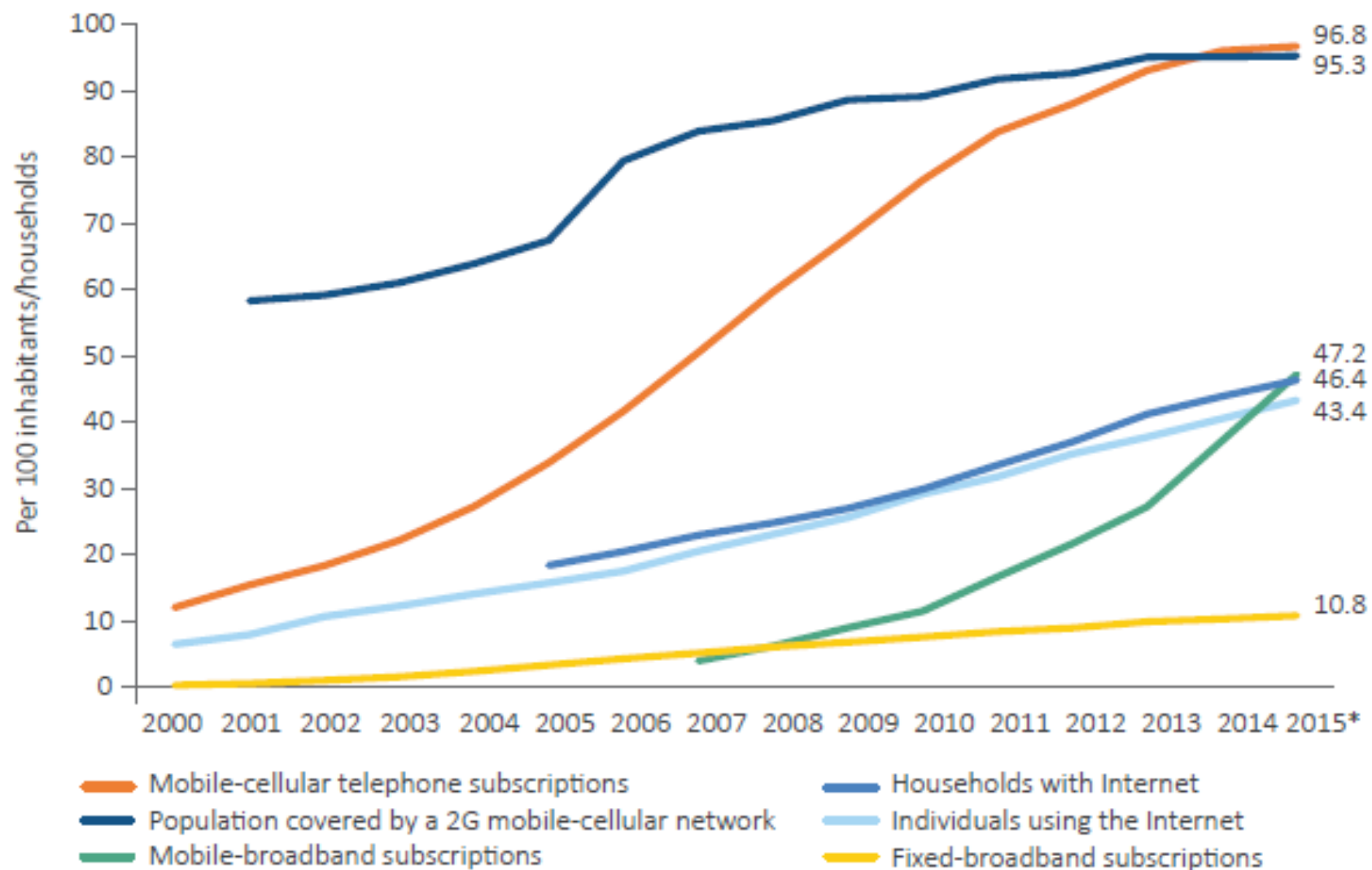


- Combination of physical and virtual/cloud systems
- Powered by data analytics for decision-making
- Apps on mobile devices, “streamed” to user
- Hosted on a cross-agency plug-and-play platform

Tomorrow

- intelligent public services
- Insight-driven, leveraging the power of data analytics, wrapping around us, learning and adapting
- personalisation, automation, context-awareness

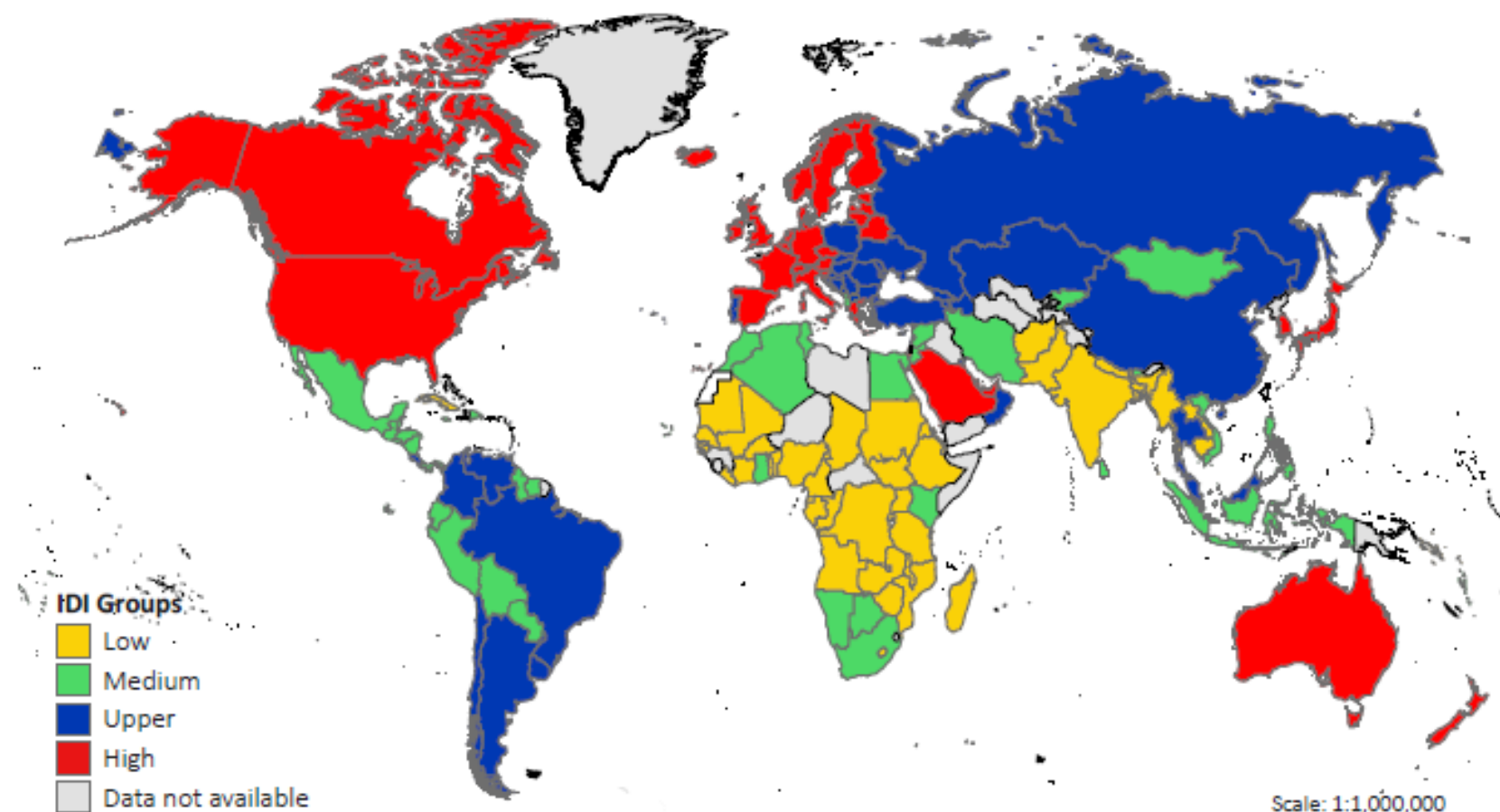
Global changes in major ICTs, 2000-2015*



Note: *ITU estimates.

Source: ITU.

Quartiles by IDI value, 2015



UNCS Disclaimer: The designations employed and the presentation of material on this map do not imply the expression of any opinion whatsoever on the part of the Secretariat of the United Nations concerning the legal status of any country, territory, city or area or of its authorities, or concerning the delimitation of its frontiers or boundaries. Dotted line represents approximately the Line of Control in Jammu and Kashmir agreed upon by India and Pakistan. The final status of Jammu and Kashmir has not yet been agreed upon by the parties. Final boundary between the Republic of Sudan and the Republic of South Sudan has not yet been determined. Final status of the Abyei area is not yet determined. A dispute exists between the Governments of Argentina and the United Kingdom of Great Britain and Northern Ireland concerning sovereignty over the Falkland Islands (Malvinas).

The base map for this infographic is based on the UNmap database of the United Nations Cartographic Section. UNmap is being updated on a continuous basis.

Source: ITU.

DIGITALISING YOUR GOVERNMENT

WHERE TO START ?







CITIZEN

Who am I ???
What do I want ???

**PROFESSIONAL
MANAGER
EMPLOYEE**



WHO AM I ???

**PRIVATE
PARENT
CHILD**



CEO of COMPANY

MEMBER of BOARD

LAWYER

ACCOUNTANT

MEMBER OF
SERVICE CLUB

SOCIAL SECURITY

DRIVING LICENSE

IDENTITY

NAME

DATE of BIRTH

PLACE of BIRTH

GENDER

ADDRESS

NATIONALITY

FAMILY STATUS

FATHER





EFFICIENCY

SPEED





TRANSPARENCY



COST



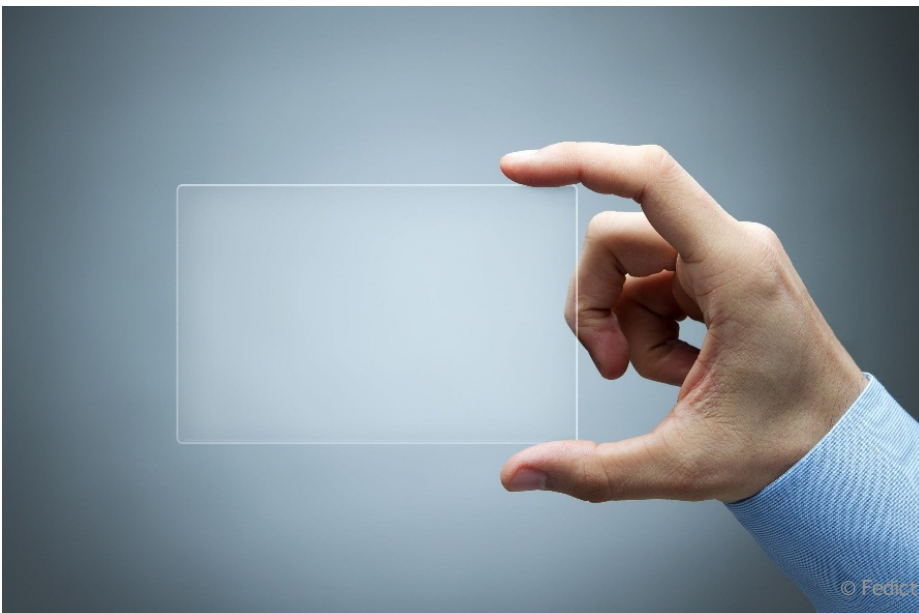
WHAT ARE THE CRITERIA FOR YOUR CITIZENS?

GOVERNMENT

Who am I ???
What do I want ???



EFFICIENCY - SPEED - TRANSPARENCY - COST





WHAT ARE THE CRITERIA FOR YOUR GOVERNMENT?



OBSERVE YOUR CITIZENS/INDUSTRY WHEN THEY INTERACT (with Government)











DO I NEED ONE OR MORE eGOVERNMENT STRATEGIES?



FRONT-OFFICE >< BACK-OFFICE

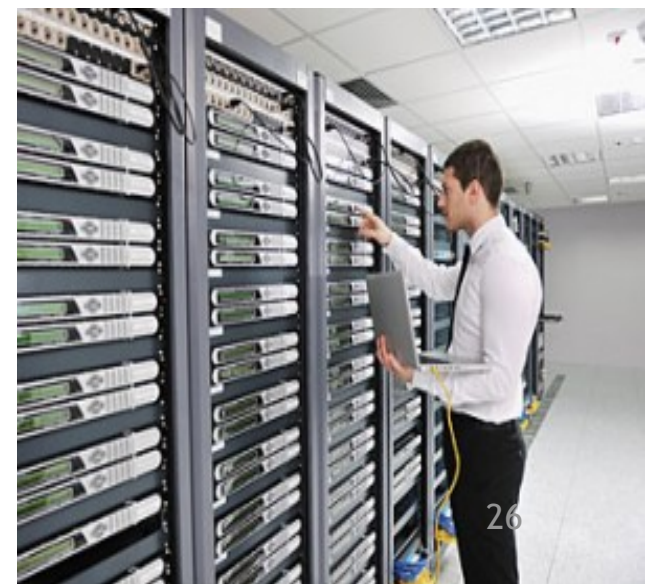
FRONT-OFFICE



BACK-OFFICE



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START FROM THE START...
manage and secure your basics



WHAT ARE YOUR GOVERNMENT's BASICS?

MY GOVERNMENT's BASICS ARE:

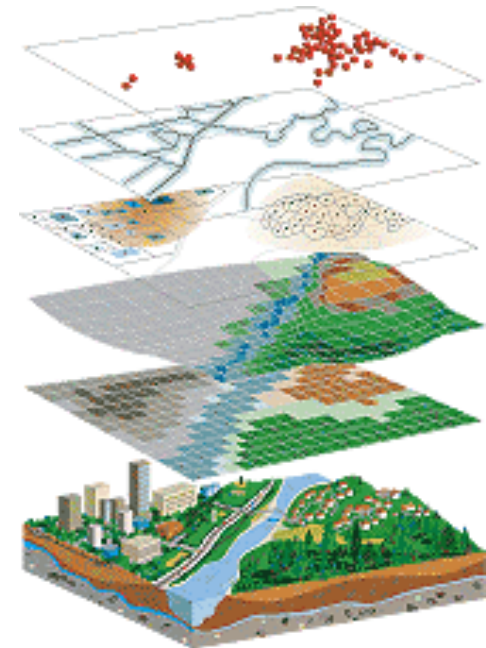
MY CITIZENS



MY COMPANIES



MY TERRITORY



IT ALL STARTS WITH...

IDENTIFICATION

What is the name of this company?

Who is he/she?

Who owns this land?

1st QUESTION:

ONLINE
OFFLINE
NE



INTERESTING (e)ID SOLUTIONS

- **AUSTRIA:** pure virtual
- **BELGIUM:** just a key to open doors
- **ESTONIA:** e-Residency
- **MALAYSIA:** multi-application card
- **MOLDOVA:** Mobile ID
- **U.K.:** private sector

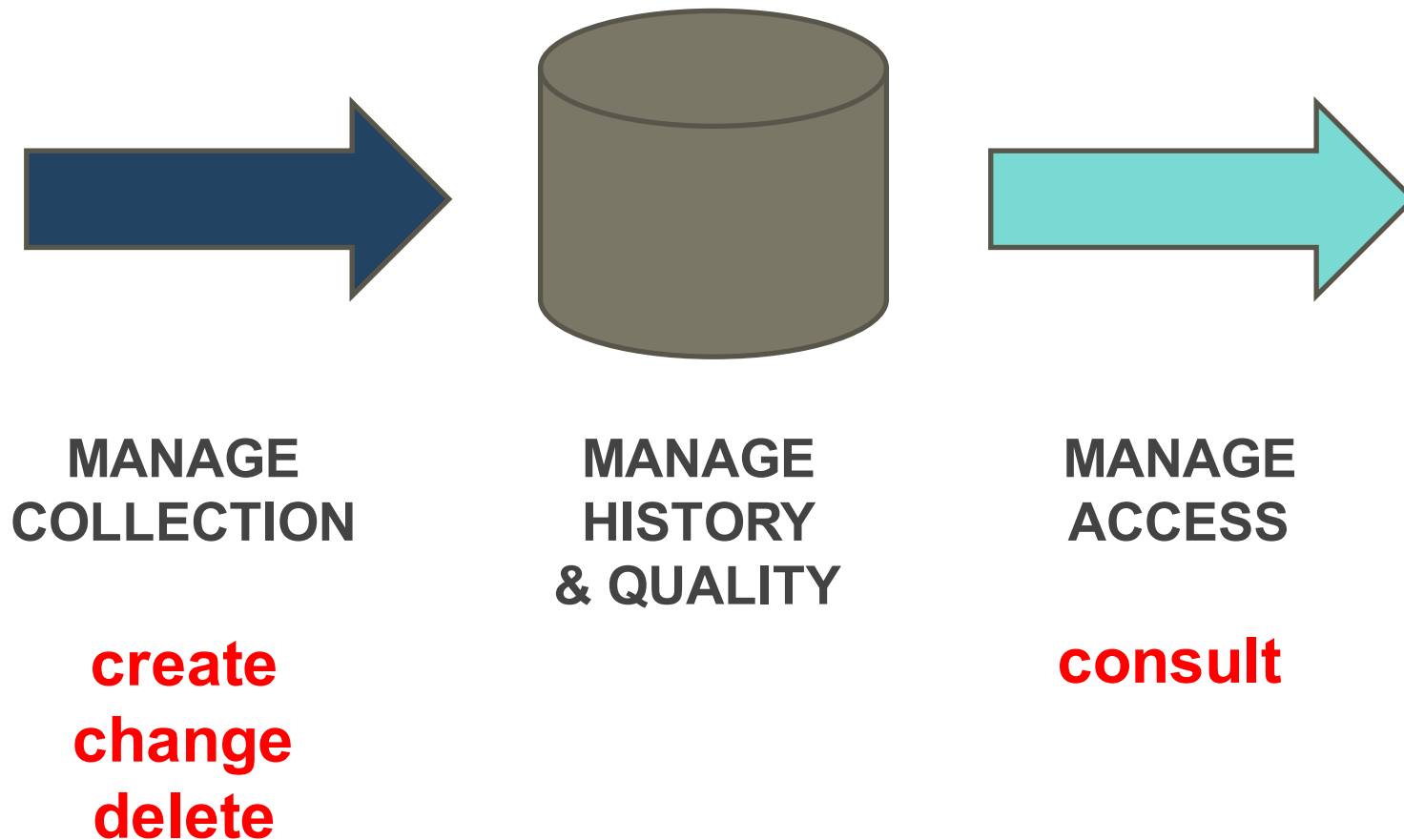


Authoritative Source

(Population Register)

- Authoritative Source for:
 - Biographic data
 - Civile data (identity and status)
- Derived Lists or databases (travel, elections, etc)
- Links with other registers (election lists, emigration lists, etc.)

Management Authoritative Sources





**WHY DO I NEED A
COMMON BACK-OFFICE?**



LOGIN

ACCESS AND APPLICATION ENVIRONMENT

WWW.BELGIUM.BE

TRANSACTION ENVIRONMENT

NETWORK ENVIRONMENT



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AN ELECTRONIC KEY: THE BELGIAN eID

Electronic identity card (eID)



- ▶ Belgian citizens >12 years old



- ▶ Children <12 years old

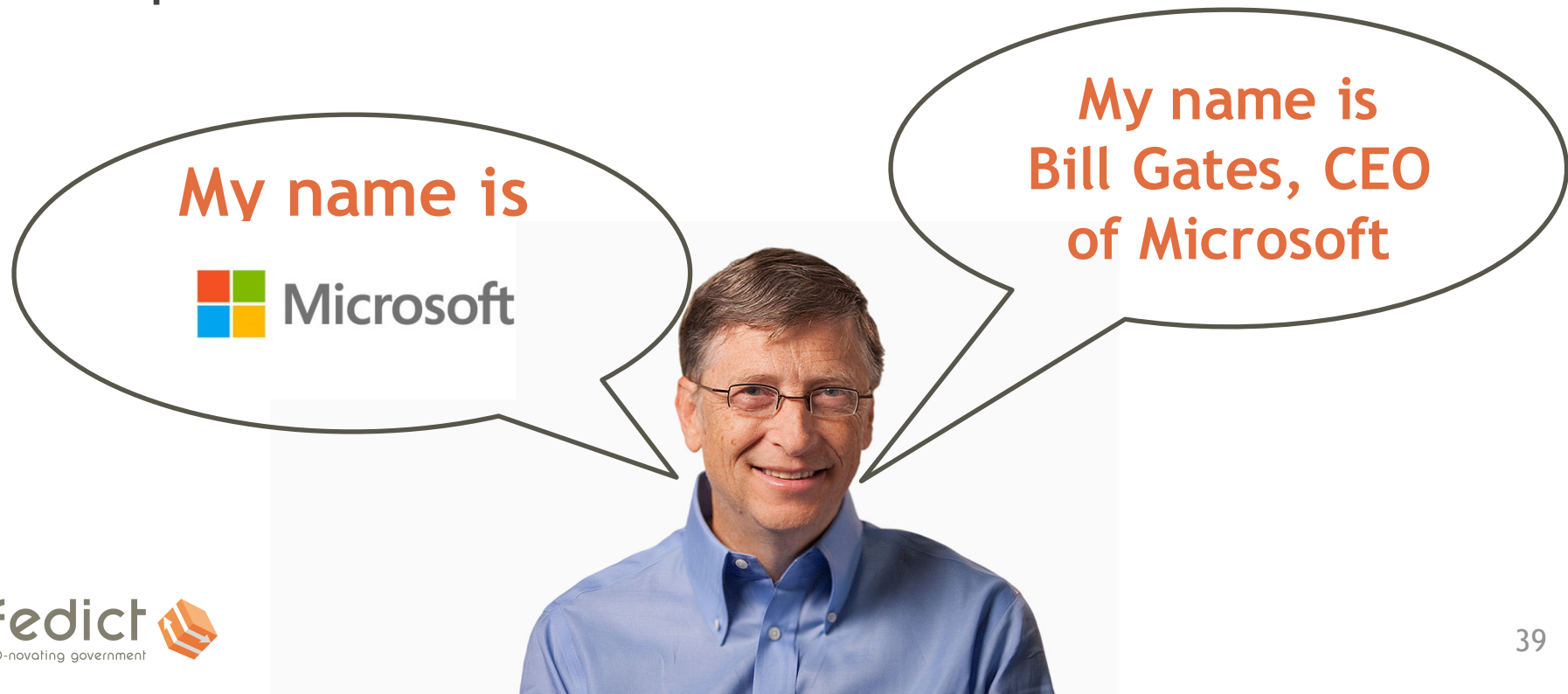


- ▶ Foreign residents

IDENTIFICATION OF LEGAL ENTITIES

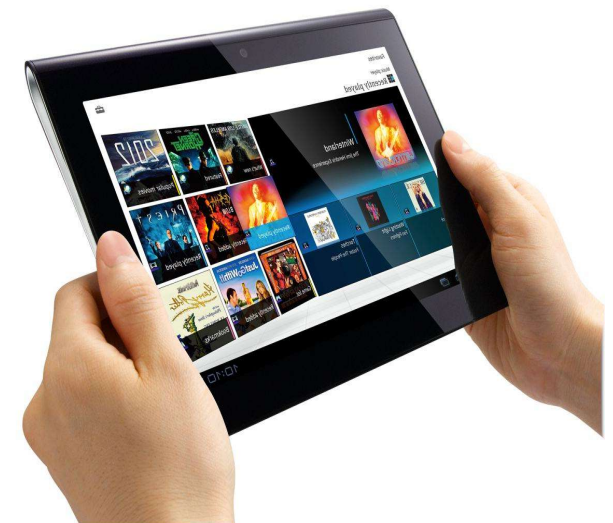
Verify the Law:

- Legal entity can represent
- Legal entity must be represented by physical person





Mobile ID

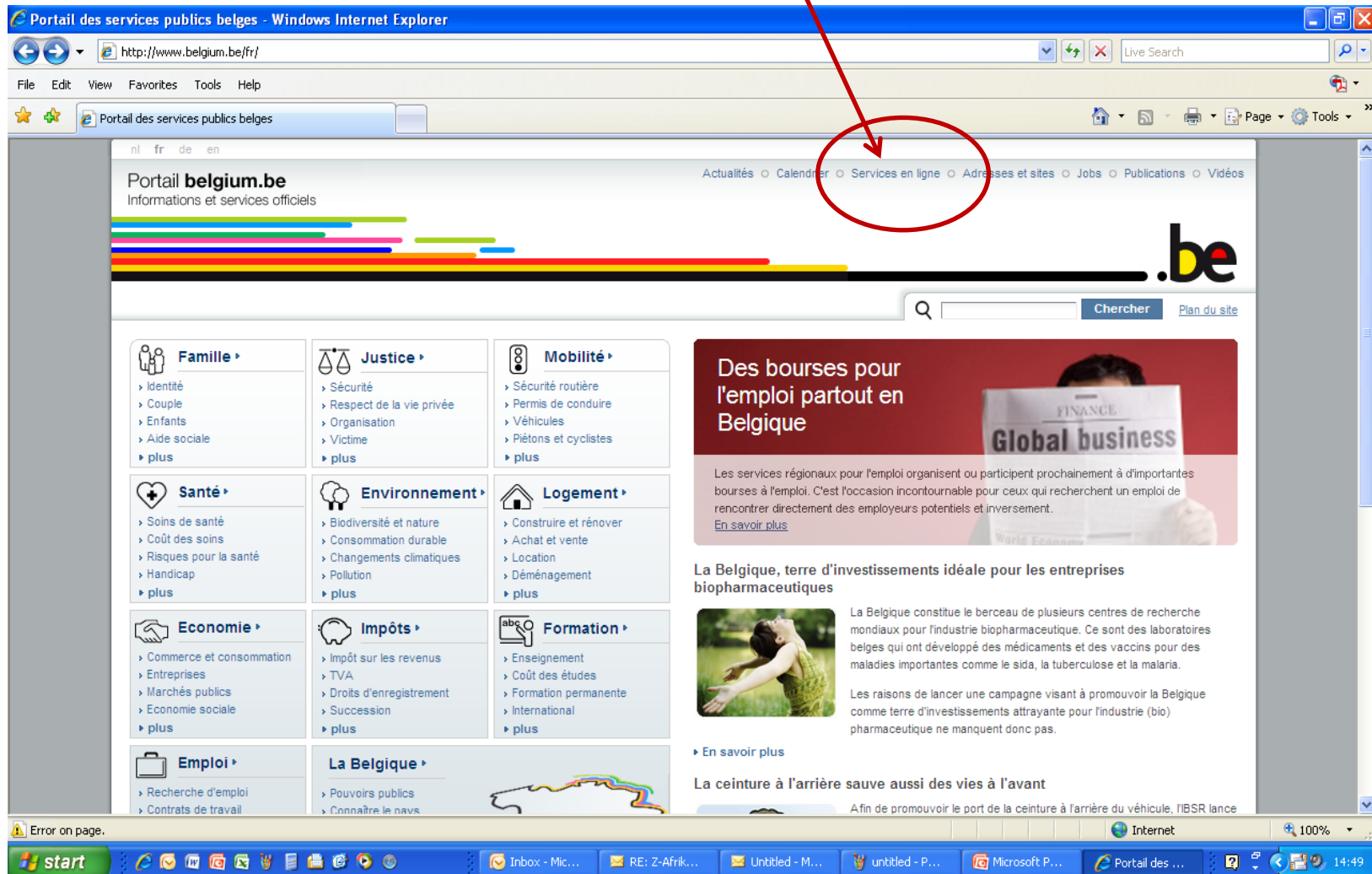


MULTITUDE of APPLICATIONS



Tools for better comprehension and usage

www.belgium.be





**DO I WANT TO MAKE GOVERNMENT
APPLICATIONS?**

or

**DO I WANT GOVERNMENT
APPLICATIONS TO BE MADE?**

GOVERNMENTAL MARKETING TASKS





EUROPEAN CROSS-BORDER CONTEXT





CONCLUSION

SOME SUGGESTIONS

- eID is not a project on its own
- Look at the total picture:
 - eGovernment strategy
 - eGovernance model
- Know your customers => make their live better and more efficient
- Use Open Standards as much as possible
- Don't re-invent the wheel



10 basic ACTIONS to get there...

1. Get national political consensus to go ahead
2. Create legal framework
3. Clean your “authentic sources” => eID
4. Build your overall back-office
5. Connectivity layer
6. Communication layer
7. Create “rules of the game” (*Proportionality & finality*)
8. Create tools for users and developpers
9. Invest in recurrent communication & education
10. Connect with the rest of the world





Thank you

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