Digital Government Summit: Creating Services Together

David Osimo
The Lisbon Council

21 April 2021

AGENDA

15.00 Introduction by David Osimo, director of research, the Lisbon Council

15.10 High level panel discussion:

- Lise Hellebø Rykkja, professor, department of administration and organisation theory, University of Bergen (TROPICO project coordinator)
- Erica Melloni, senior researcher, Istituto per la Ricerca Sociale (ENLARGE project coordinator)
- Keith Shaw, professor, department of social science, Northumbria University (COGOV project coordinator)
- Anna Triantafillou, director, ATC (Co-VAL project coordinator)

15.45 Q&A and open discussion

16.00 Second session starts with **Johannes Hahn, Sandy Speicher, Kyriakos Pierrakakis**

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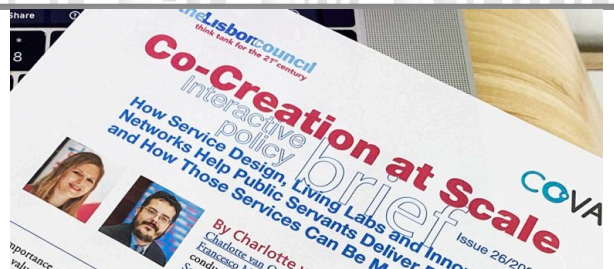
CO-VAL

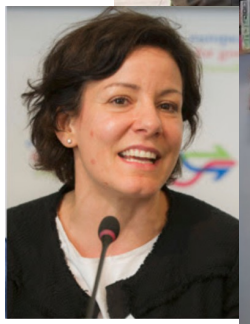
Lisbon Council Policy Brief

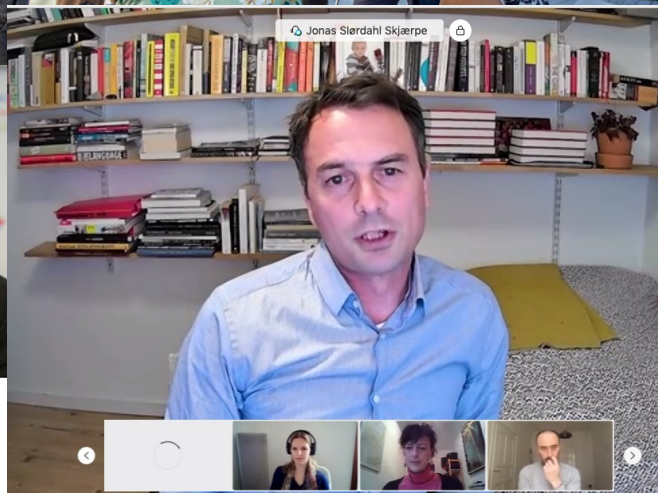
The 2021 State of Co-Creation
Delivering Services Together

By Charlotte van Ooijen, Francesco Mureddu and the Co-VAL Stakeholder Panel

Where Do We Come Fro
What Are We?
Where Are We Going?







Priority/Action	AT	BE	BG	HR	CY	CZ	DK	EE	FI	FR	DE	EL	HU
POLICY													
National digital plan aligned with EIF													
Co-creation policy													
INTEROPERABILITY/RE-USE													
Base registries													
API provision													
API users													
API calls per month													
Centralized service modules provided to local authorities													
Percentage of uptake of these services by local authorities													

From research to policy action

COVAL

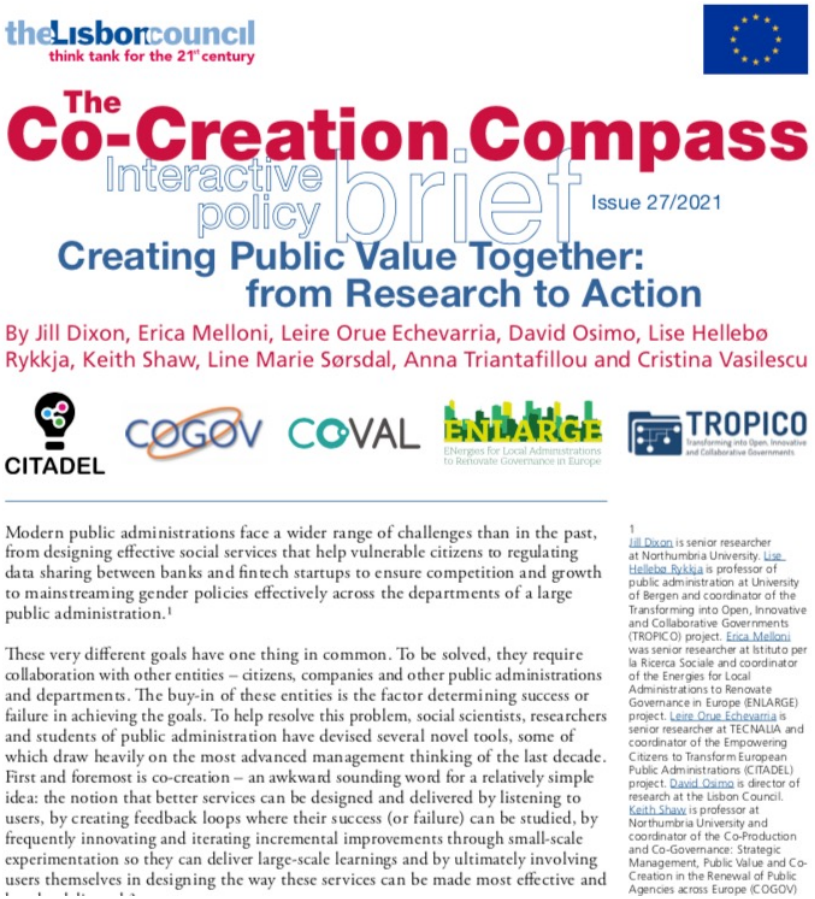
COGOV

CITADEL

TROPICO
Transforming into Open, Innovative and Collaborative Governments

ENLARGE
ENergies for Local Administrations to Renovate Governance in Europe

- 50 partners
- 3 dashboards
- 5 games/toolkits
- 4 cases repositories
- 150 case studies
- 100+ reports



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The Co-Creation Compass

Interactive policy brief Issue 27/2021

Creating Public Value Together: from Research to Action

By Jill Dixon, Erica Melloni, Leire Orue Echevarria, David Osimo, Lise Hellebø Rykkja, Keith Shaw, Line Marie Sørsdal, Anna Triantafillou and Cristina Vasilescu

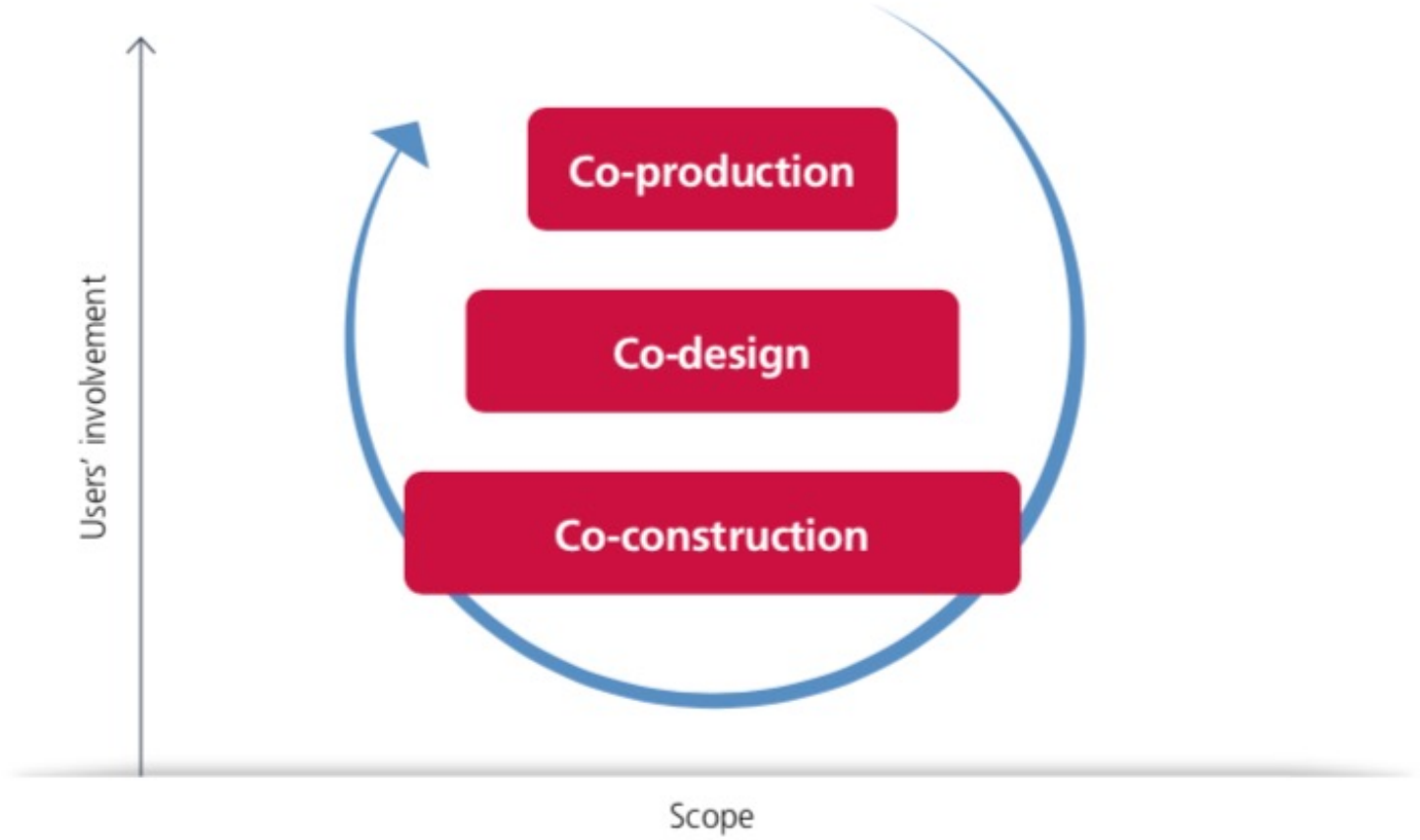
CITADEL COGOV COVAL ENLARGE TROPICO

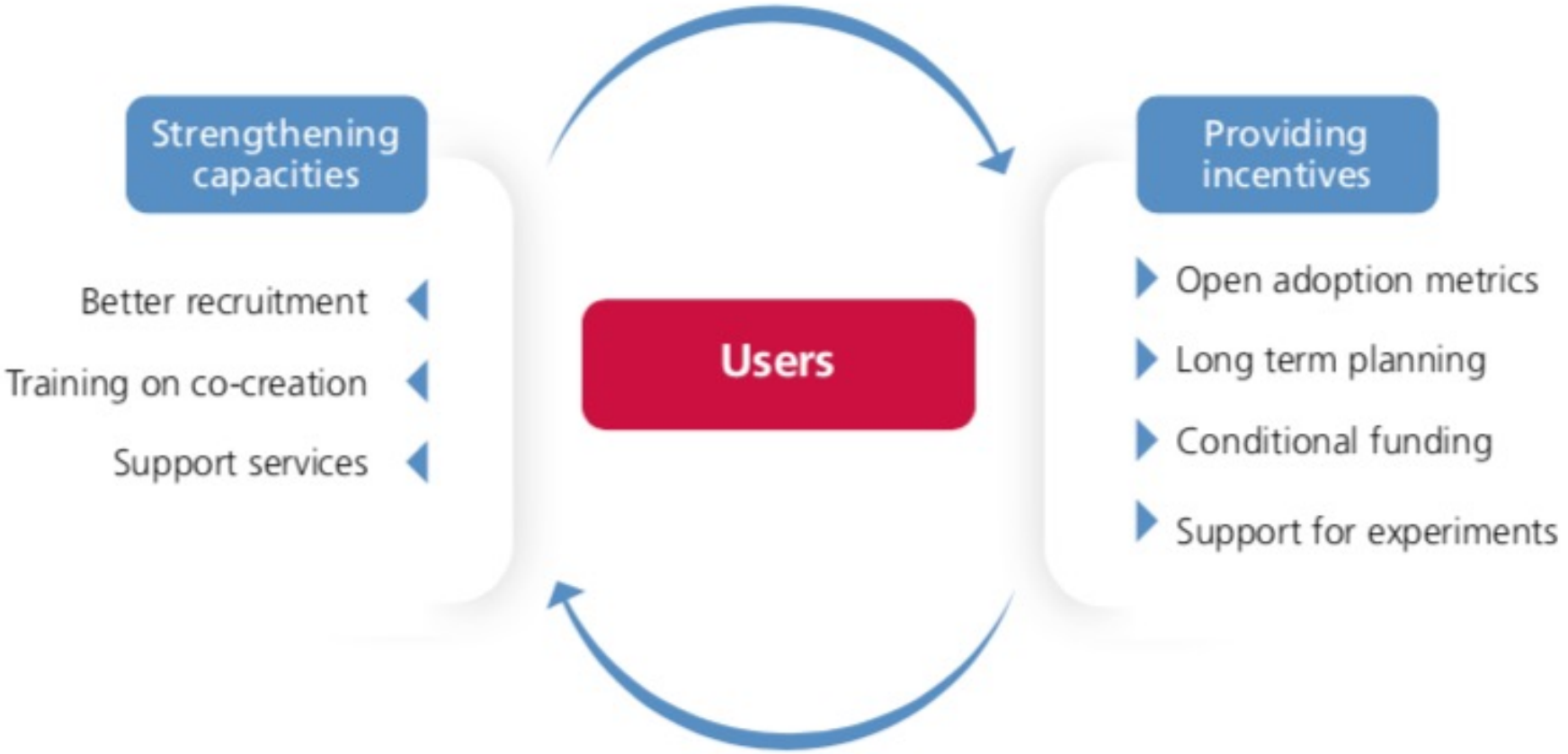
Modern public administrations face a wider range of challenges than in the past, from designing effective social services that help vulnerable citizens to regulating data sharing between banks and fintech startups to ensure competition and growth to mainstreaming gender policies effectively across the departments of a large public administration.[1]

These very different goals have one thing in common. To be solved, they require collaboration with other entities – citizens, companies and other public administrations and departments. The buy-in of these entities is the factor determining success or failure in achieving the goals. To help resolve this problem, social scientists, researchers and students of public administration have devised several novel tools, some of which draw heavily on the most advanced management thinking of the last decade. First and foremost is co-creation – an awkward sounding word for a relatively simple idea: the notion that better services can be designed and delivered by listening to users, by creating feedback loops where their success (or failure) can be studied, by frequently innovating and iterating incremental improvements through small-scale experimentation so they can deliver large-scale learnings and by ultimately involving users themselves in designing the way these services can be made most effective and

1
Jill Dixon is senior researcher at Northumbria University. Lise Hellebø Rykkja is professor of public administration at University of Bergen and coordinator of the Transforming into Open, Innovative and Collaborative Governments (TROPICO) project. Erica Melloni was senior researcher at Istituto per la Ricerca Sociale and coordinator of the Energies for Local Administrations to Renovate Governance in Europe (ENLARGE) project. Leire Orue Echevarria is senior researcher at TECNALIA and coordinator of the Empowering Citizens to Transform European Public Administrations (CITADEL) project. David Osimo is director of research at the Lisbon Council. Keith Shaw is professor at Northumbria University and coordinator of the Co-Production and Co-Governance: Strategic Management, Public Value and Co-Creation in the Renewal of Public Agencies across Europe (COGOV)

COVAL


Co-production
Co-design
Co-construction
Users' involvement
Scope


Strengthening capacities
Better recruitment
Training on co-creation
Support services
Users
Providing incentives
Open adoption metrics
Long term planning
Conditional funding
Support for experiments