

DIH-WORLD

WIDENING DIGITAL INNOVATION HUBS

*DIHs serving the public sector: support services
to foster the uptake of new technologies*

28 October 2022

Some quick rules to making the most of this webinar



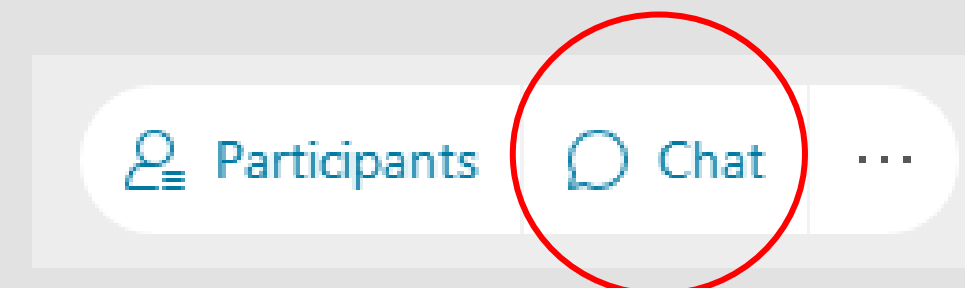
KEY RULES

Please make sure to **mute your microphone** during the whole webinar to ensure a seamless experience.



In order to post questions, please use the “Chat” panel. You should take the following steps:

1. Click on the **Chat icon** to open the panel
2. Enter your question in the chat text box and then press **Enter**



Questions will be collected throughout the webinar and answered in the dedicated Q&A session

Agenda

Time	Session
11:00 - 11:05	Welcome greetings and introduction Costanza Bersani, Manager, Intellera Consulting
11:05 - 11:15	Needs, goals and barriers for digitising Public Administrations and the role of (E)DIHs Costanza Bersani and Beatrice Bozzao, Intellera Consulting
11:15 - 11:30	The experience of FIT DIH serving the Public Sector Ionut Tata, CEO @Iceberg; Chairman @Cluster for Innovation & Technology, Romania
11:35 - 11:45	The experience of NordicEdge serving the Public Sector Trygve A. Meyer, Head of Cluster @Nordicedge and partner in EDIH Oceanopolis, Norway
11:45 - 12:00	Q&A Session and closing remarks





01.

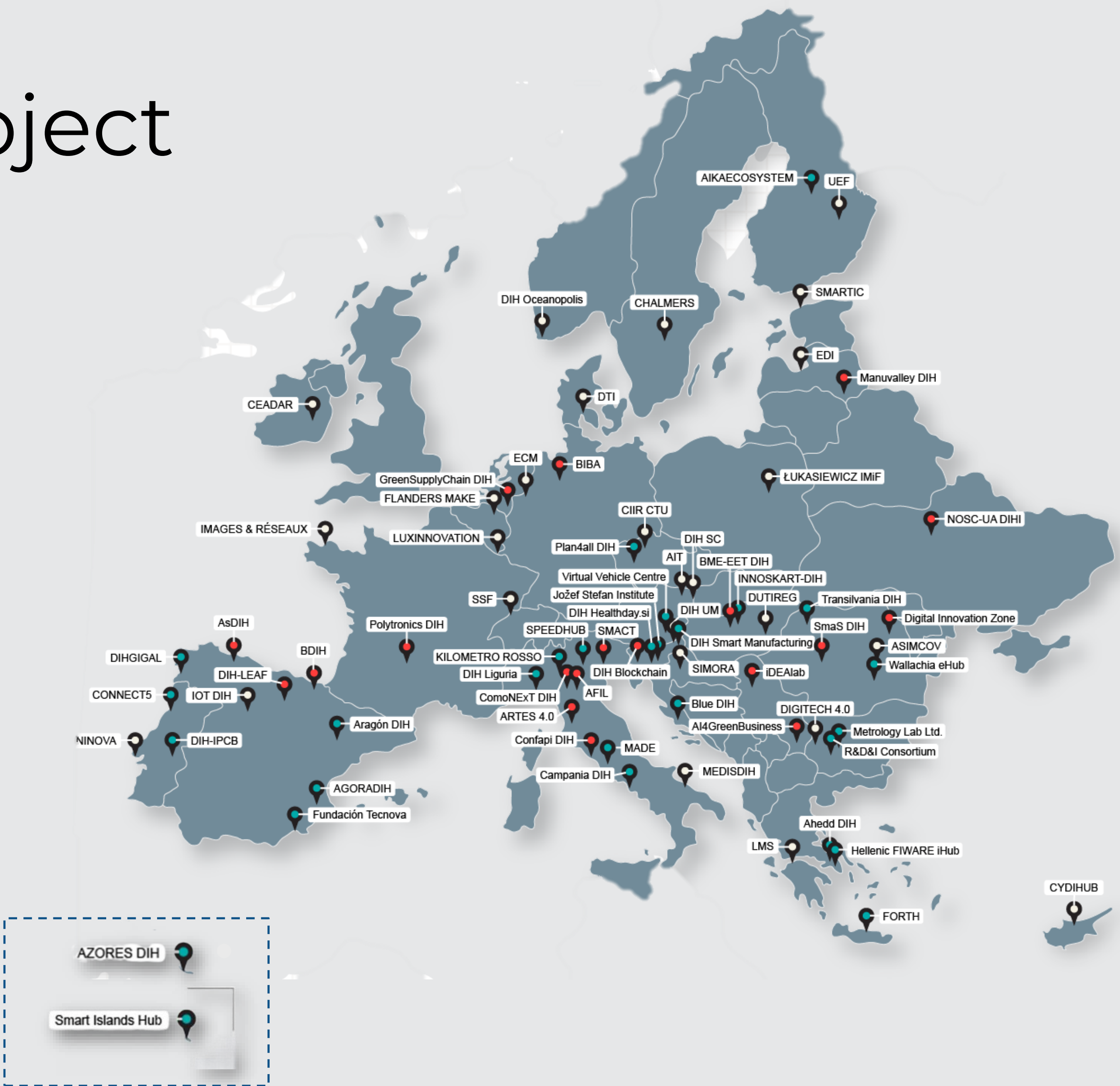
Introduction to
DIH-World

The DIH-World project

DIH-World is an Innovation Action funded by the EU through the Horizon 2020 programme, lasting three years (2020-2023).

DIH-World includes **a network of Digital Innovation Hubs**, which has grown to include **74 Hubs** with the launch of **two open calls for experiments**, respectively in 2021 and 2022.

The aim of this project is to **accelerate the development and consolidation of DIHs** and to improve the **digitalisation of European SMEs and public sector bodies**.



CARSA IMP³ROVE ACADEMY

intellera consulting

eurada

cbt

innovalia ASSOCIATION

DIH-World key activities

DIH-World Experiments

DIH-World has launched two Open Calls for experiments:

April 2021: 1st Open Call
April 2022: 2nd Open Call

DIH-World Academy

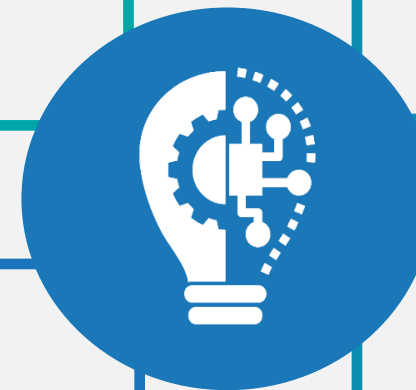
The Academy provides a wide range of **training, webinars and coaching** support services to DIHs to improve their service delivery capabilities

Technology needs assessment

DIHs learn and conduct **SME technology needs assessments.**

DIH-World Connecting

DIH-World provides opportunity to **build a network of DIHs**, so that they can collaborate and learn from each other



Objectives of the webinar



Understand the **current status, needs and challenges of digitalising Public Administrations in Europe** and the potential role of (E)DIHs



Get inspired by the experience of other DIHs in serving the public sector



Get an insight on possible **improvement of the service offering to support the public sector**

02.

Goals and barriers of
digitising Public
Administrations and the
role of (E)DIHs

Setting the scene: EU Policy objectives The Berlin Declaration on Digital Government (2020)

*“**The public sector** is an **essential element** for the European Single Market and a **driving force for new and innovative technological solutions for public services** and societal challenges”.*

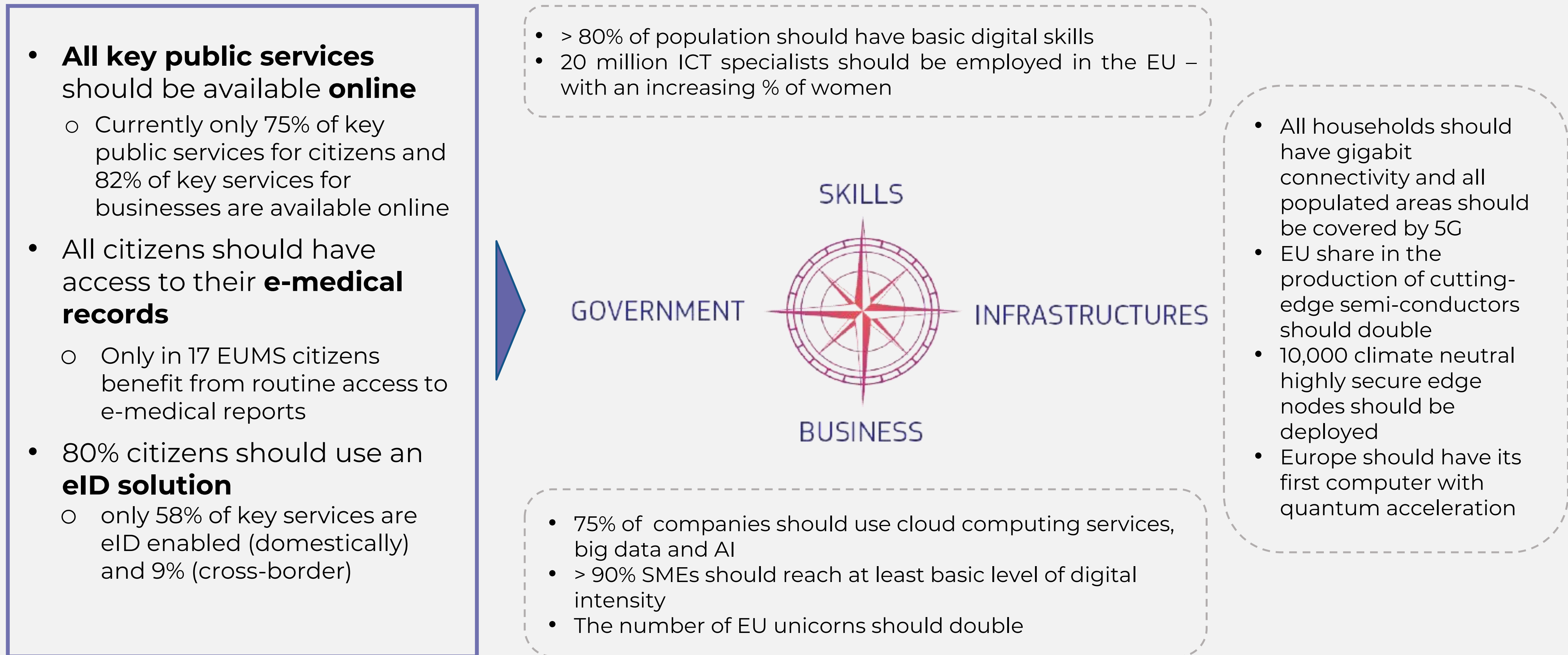
The declaration sets out **7 key principles** with related policy action lines at national and EU level:

1. **Validity and respect** of fundamental rights and democratic values in the digital sphere;
2. **Social participation** and digital inclusion to shape the digital world;
3. **Empowerment and digital literacy**, allowing all citizens to participate in the digital sphere;
4. **Trust and security in digital government interactions**, allowing everyone to navigate the digital world safely, authenticate and be digitally recognised within the EU conveniently;
5. **Digital sovereignty and interoperability**, as a key in ensuring the ability of citizens and public administrations to make decisions and act self-determined in the digital world;
6. **Human-centred systems and innovative technologies in the public sector**, strengthening its pioneering role in the research on secure and trustworthy technology design;
7. **A resilient and sustainable digital society**, preserving our natural foundations of life in line with the Green Deal and using digital technologies to enhance the sustainability of our health systems.



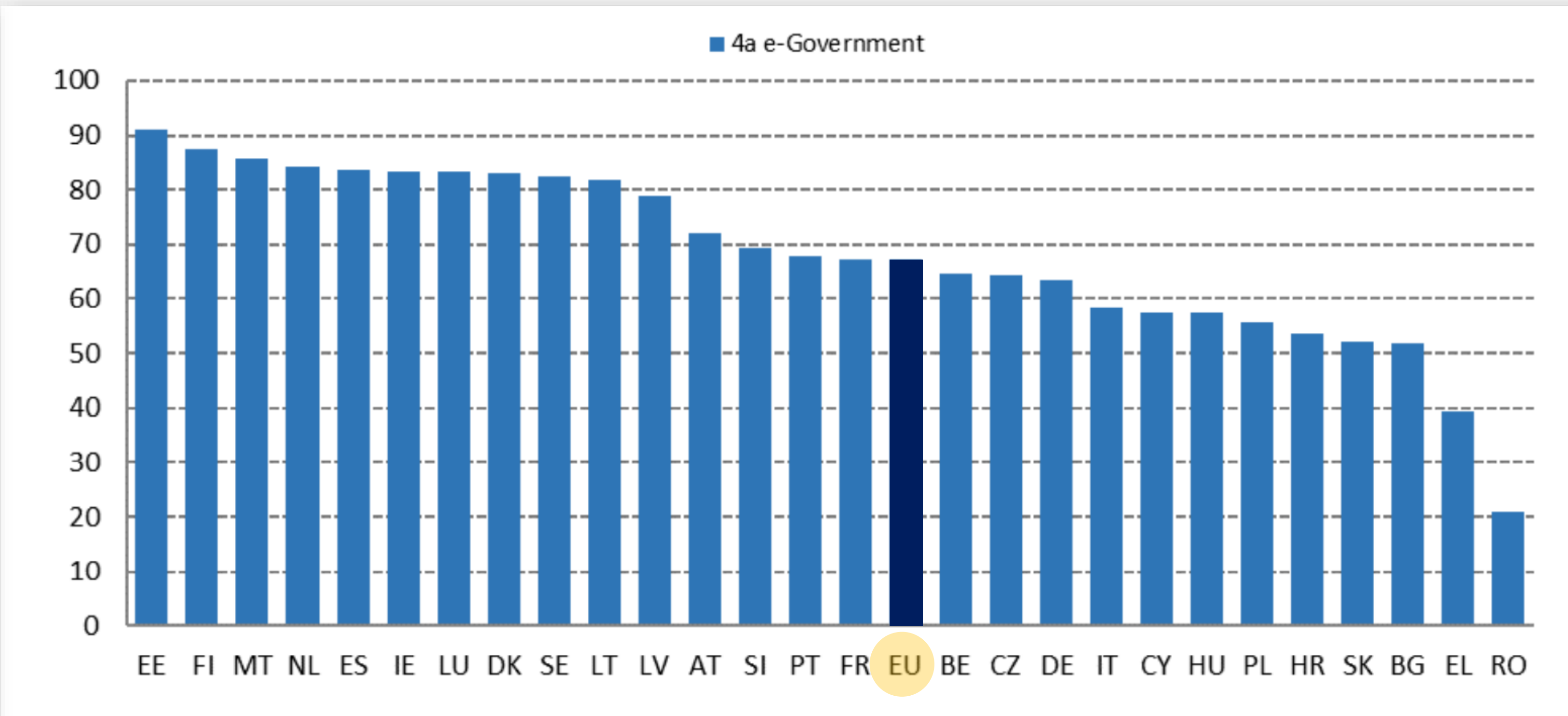
Setting the scene: EU Policy objectives

The digital compass and Europe's ambitions for 2030



DESI 2022: Digital public service overall

The Digital Economy and Society Index (DESI) summarizes indicators on Europe's digital performance and tracks the progress of EU countries

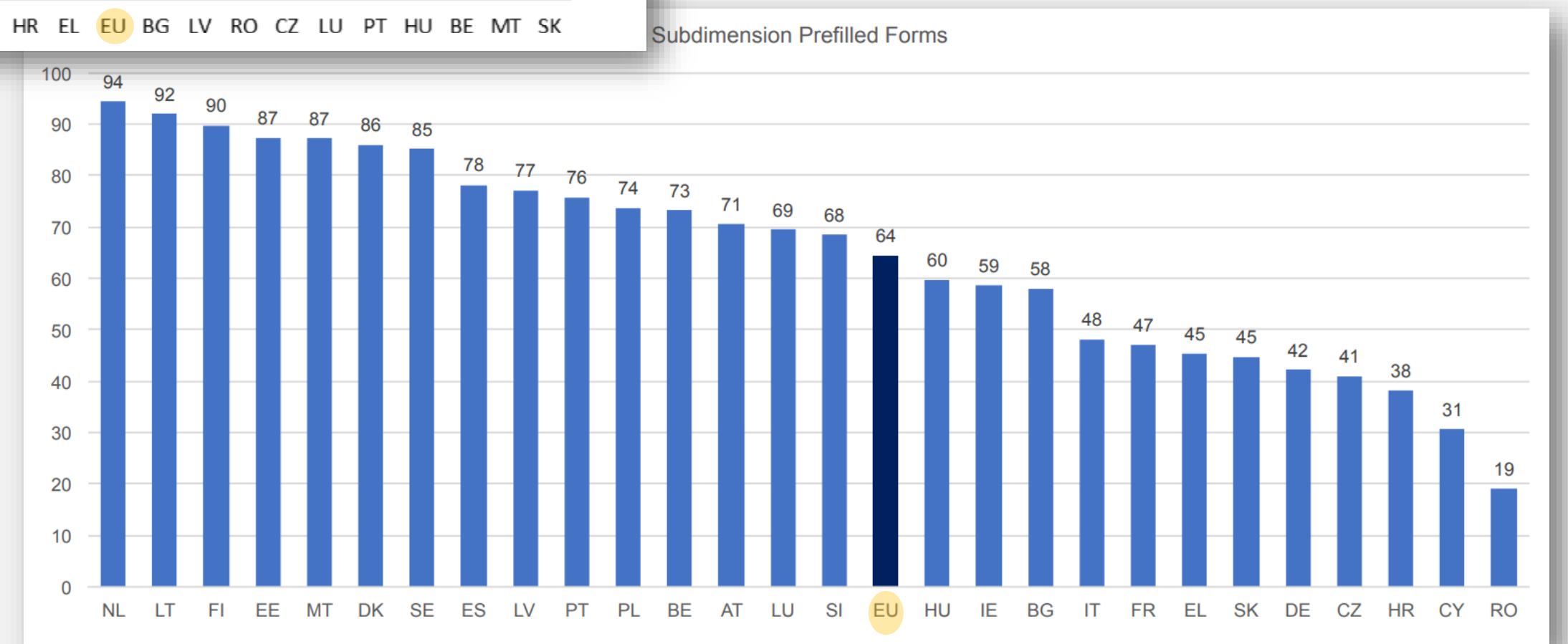
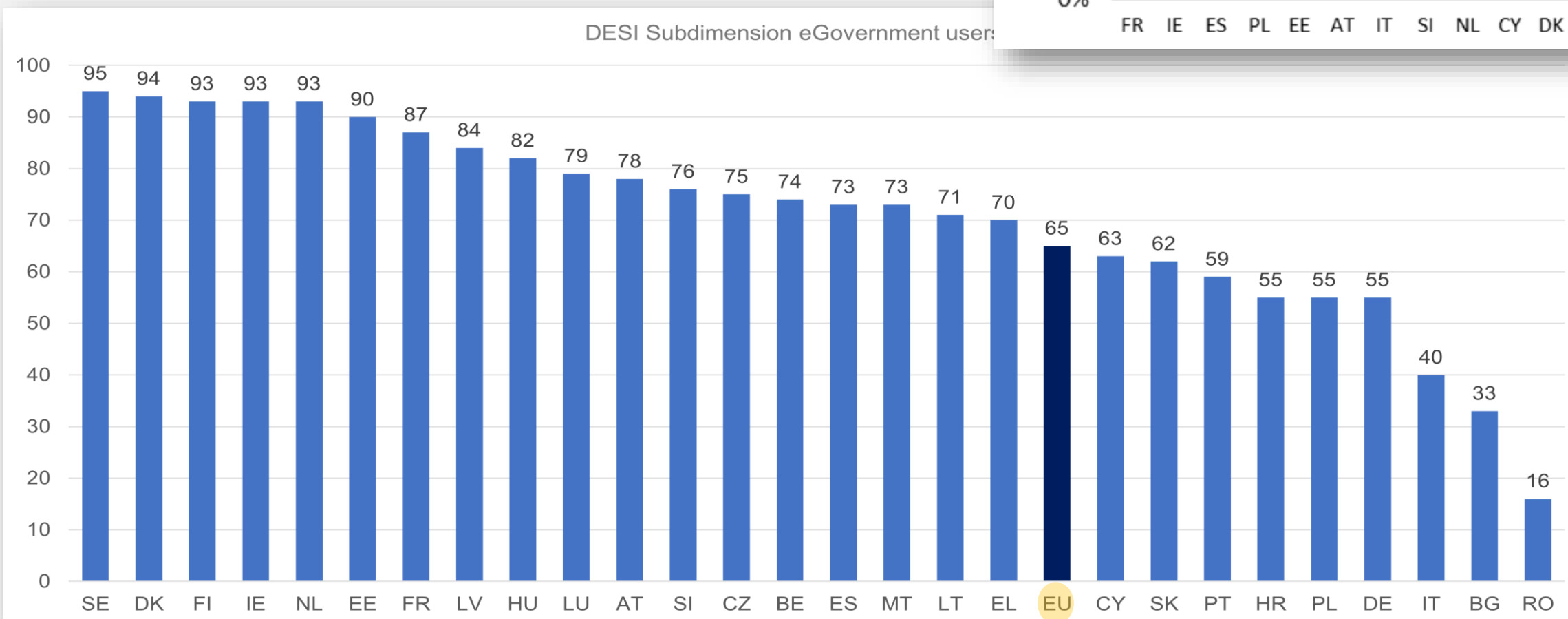
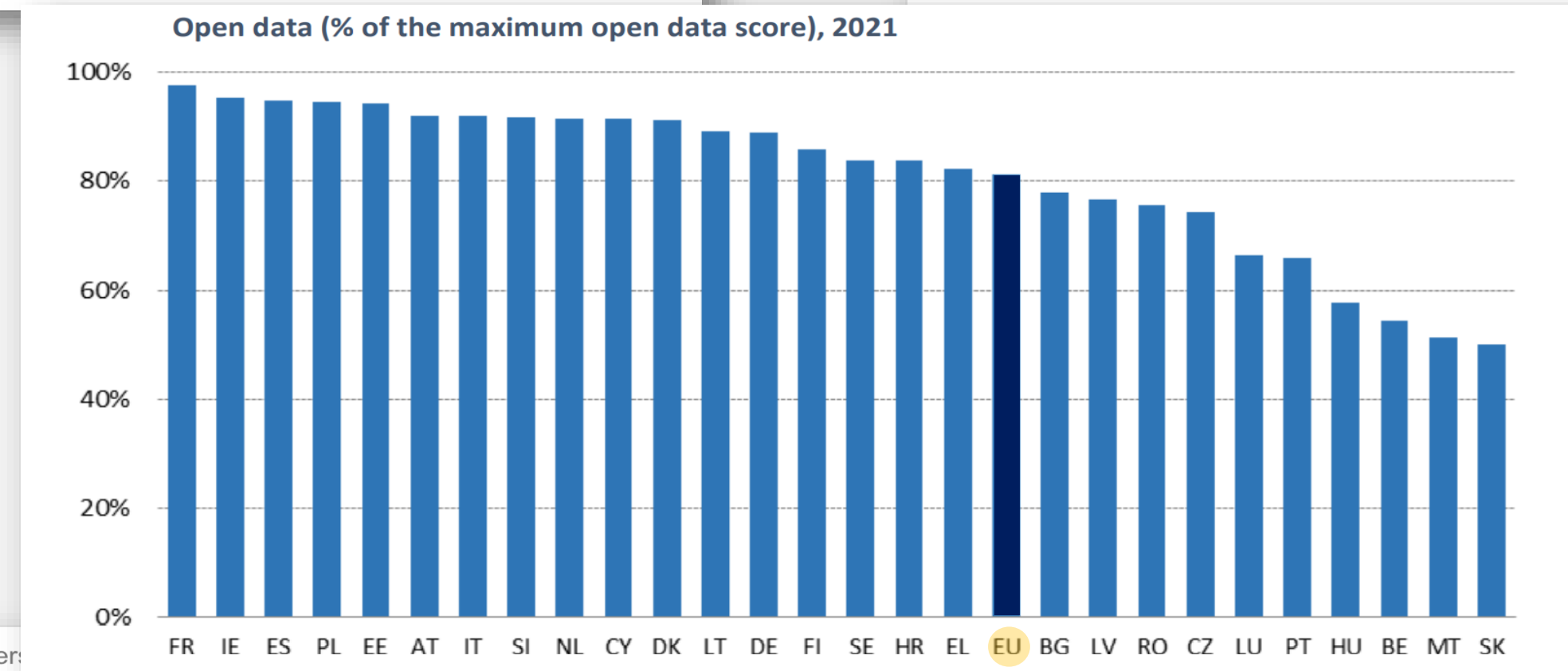
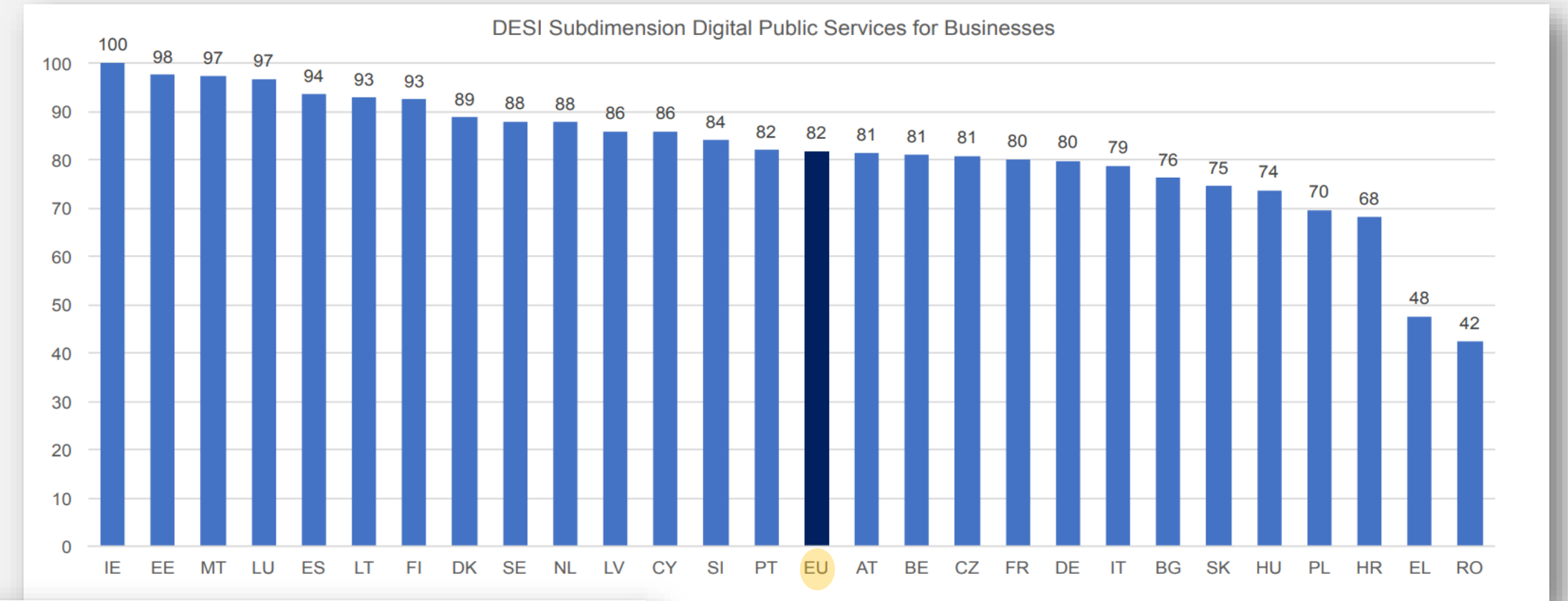
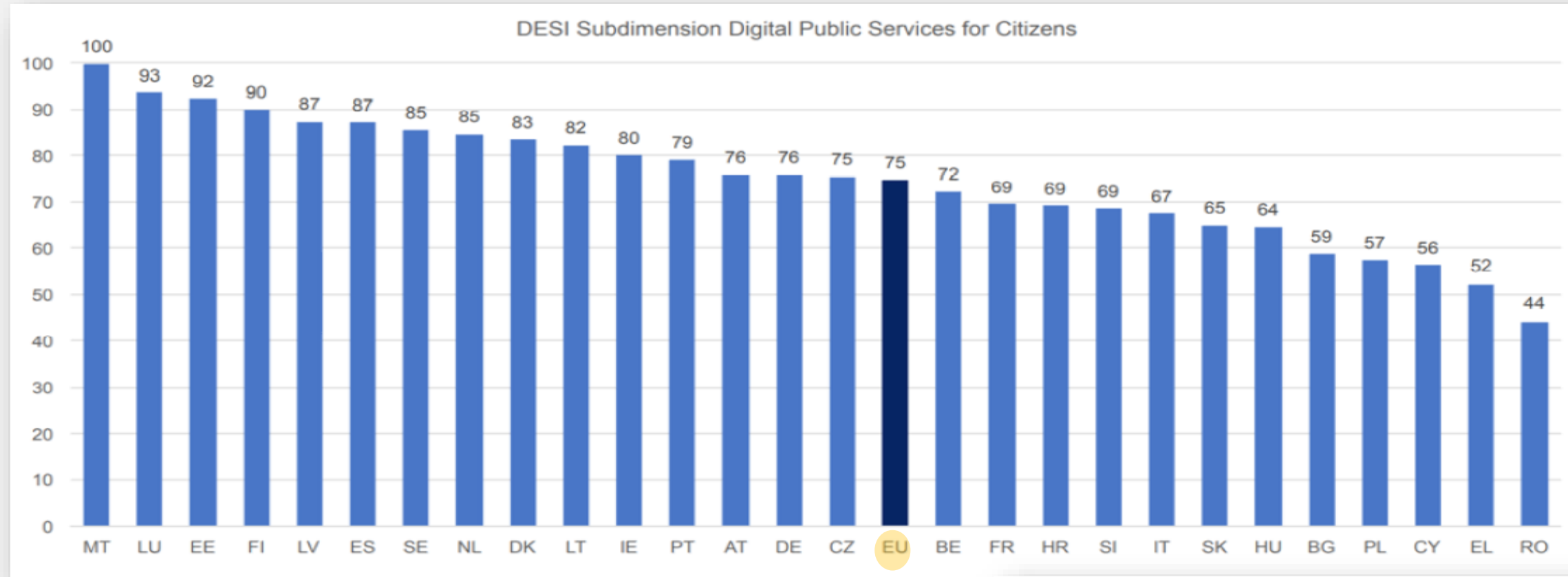


Summing up all digital public services indicators in DESI:

- **e-Government users**
- **pre-filled forms**
- **digital public services for citizens**
- **digital public services for businesses**
- **open data**

The top performers turn out to be Estonia, Finland, Malta and the Netherlands, while Romania, Greece, Bulgaria and Slovakia have the lowest score.

DESI 2022: Digital Public Services (5 subdimensions)



Public Sector Digitalisation: what could be improved according to the eGovernment benchmarking report? (2022)



User Centricity:

- Making government websites **more compatible** with mobile devices
- Reducing the **gap** between *Online Availability* of services for businesses and the one for citizens
- Using more **innovative technologies**, e.g. AI powered chatbots and blockchain-enabled eIDs
- Enabling automatic access to services without precedent request



Transparency:

- Improve the **security and compliance to privacy** regulation on the data collection and use
- Enhancing **cybersecurity** of public sector websites and infrastructures



Key Enablers:

- Implementing **digital enablers** in eGovernment service delivery
- Making better use of **national eID** for the services that require online identification



Cross-Border Mobility:

- Making the use of a service from **another European country** easier for citizens and businesses
- Improving **cross-border acceptance** of eIDs

Challenges of digitising Public Administrations

On top of the areas for improvement identified in the eGovernment report, some of the most crucial **challenges** for the digital transformation of public services still exist and are represented by:

- **Interoperability** of public services at all levels: EU, national, regional and local, from the technical to the legal dimension
- The **management of** an increasing amount of **data** to be processed, analysed and connected
- The **use innovative technologies** in the most effective way to improve processes and service delivery, following principles of **inclusiveness and ethics**
- The general lack of **digital skills** and culture needed to lead and implement the digital transformation
- A tendency of public sector employees to **resist change** coupled with lack of **incentives** towards innovation
- Working and liaising with **external stakeholders** and private sector partners to improve delivery of public services and foster innovation



DIHs as enablers of public sector digital transformation

SKILLS AND TRAINING

- Supporting advanced **digital skills trainings** to use AI, HPC, Cybersecurity and European CEF building blocks
- Providing trainings on how to write tender specifications for **procuring** advanced ICT
- Supporting the implementation of the **DEP Advanced Digital Skills pillar** for PAs
- Contributing to the implementation of the AI Act

SUPPORT TO FIND INVESTMENTS

- Bridge with the local market to find possible applicants to public procurement
- Providing support to leverage the purchasing power of the public sector, transforming it into a large innovation buyer, and acting as a test site for **innovation procurement**

DIGITAL INNOVATION HUBs

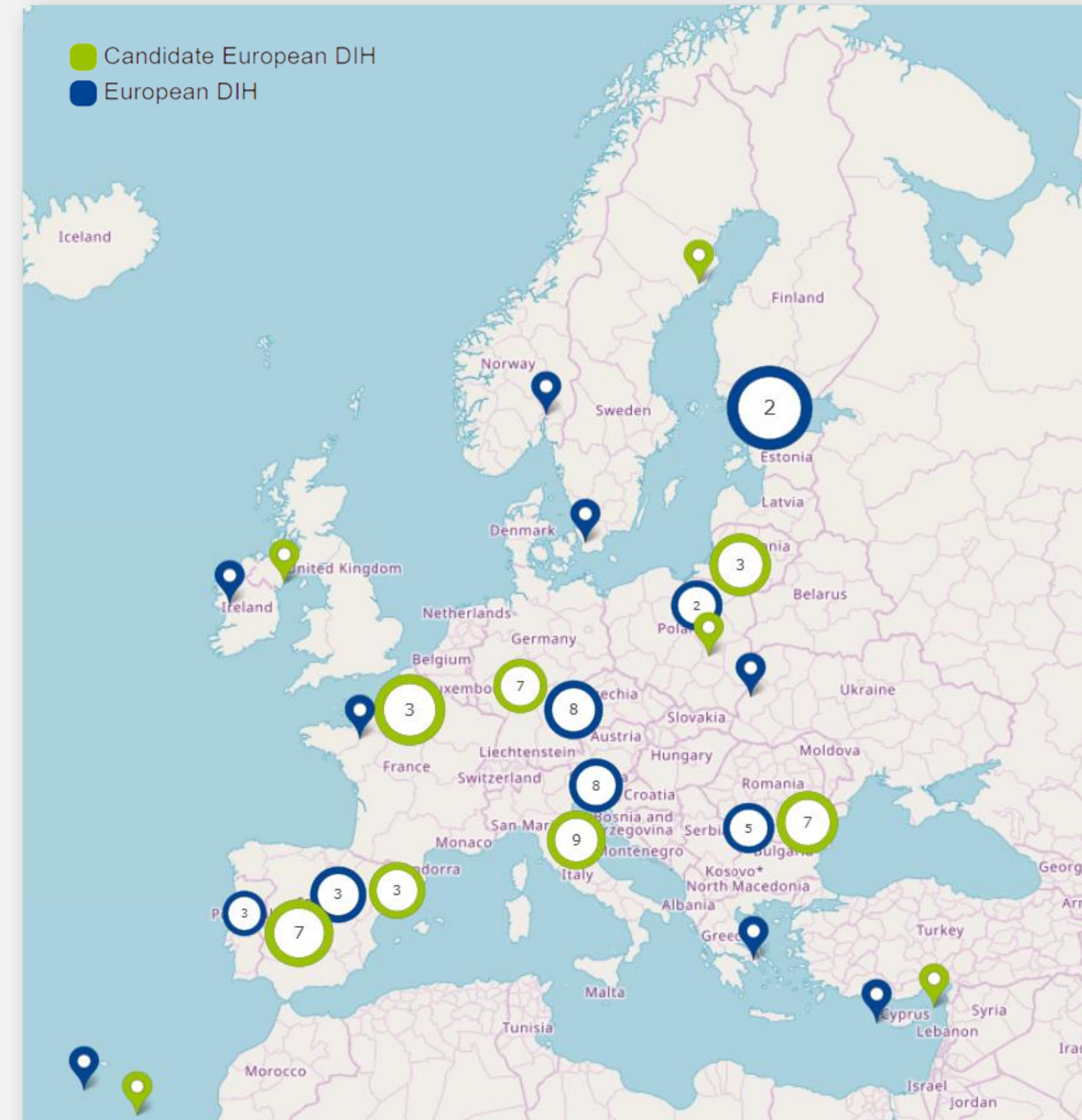
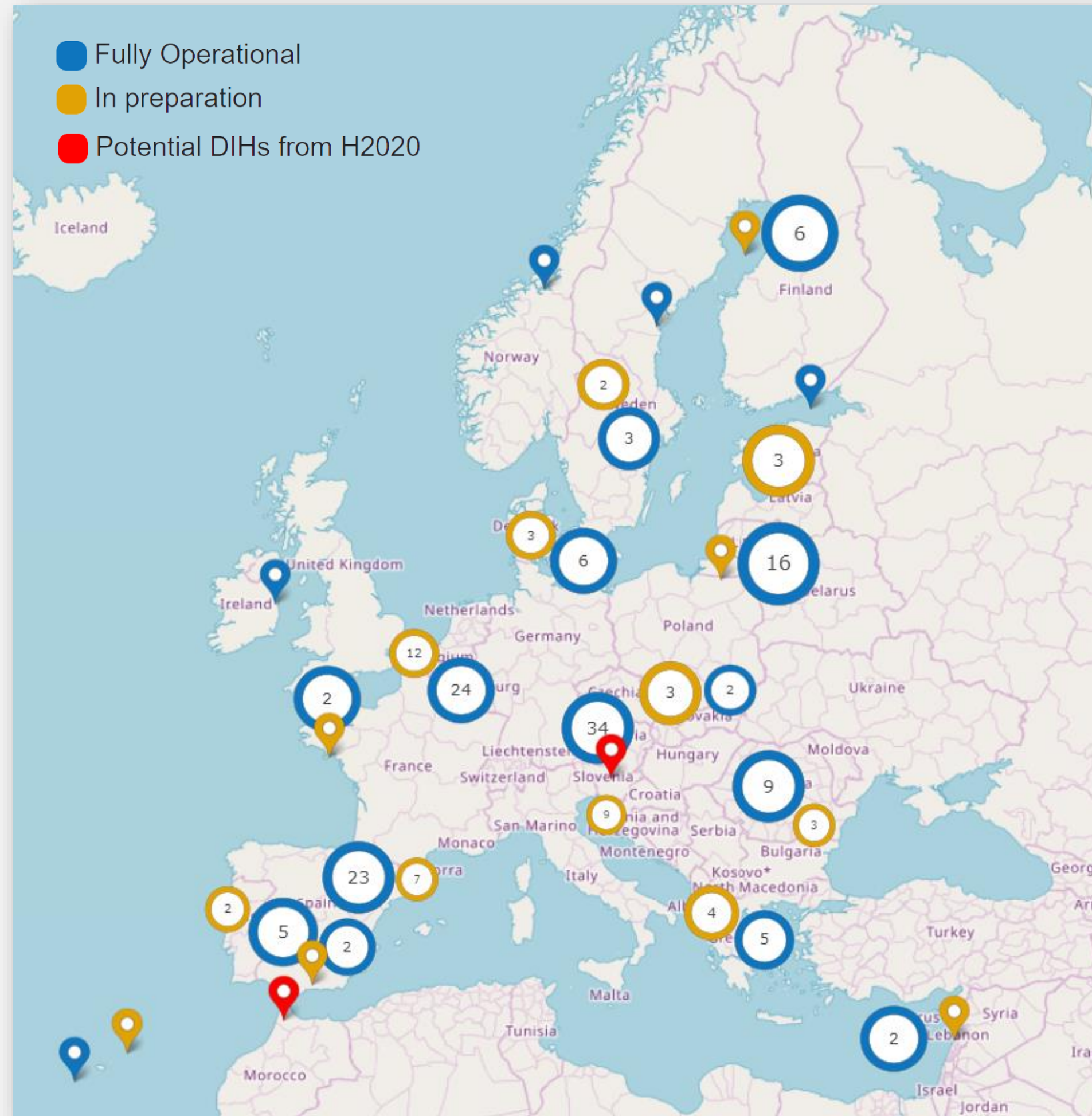
INNOVATION ECOSYSTEM & NETWORKING

- Brokering between end-users and potential suppliers of technological solutions
- Finding **solutions at cross-border** level with other DIHs
- **Linking** public **buyers** to tech **suppliers** (marketplace facilitator)
- Replicating locally developed digital public services via DIHs

TEST BEFORE INVEST

- Digital maturity assessment
- Knowledge and technology transfer
- Testing/implementing the solutions provided by the Transformation Platform Ecosystem
- Experimenting and **testing with HC, AI, Cybersecurity, blockchain for PAs**
- Providing infrastructure (standards, platforms)

(E)DIHs working for Public Administrations



03.

The direct experience of
DIHs working with the
Public Sector

The direct experience of DIHs serving the public sector: today's speakers



Ionut Tata

CEO @Iceberg; Chairman @Cluster for Innovation & Technology, Romania



Trygve A. Meyer

Head of Cluster @Nordicedge and partner in EDIH Oceanopolis, Norway

04.

The experience of the
FIT DIH (Romania)
serving the Public
Sector

FIT

DIGITAL
INNOVATION
HUB



Context / Centru Region

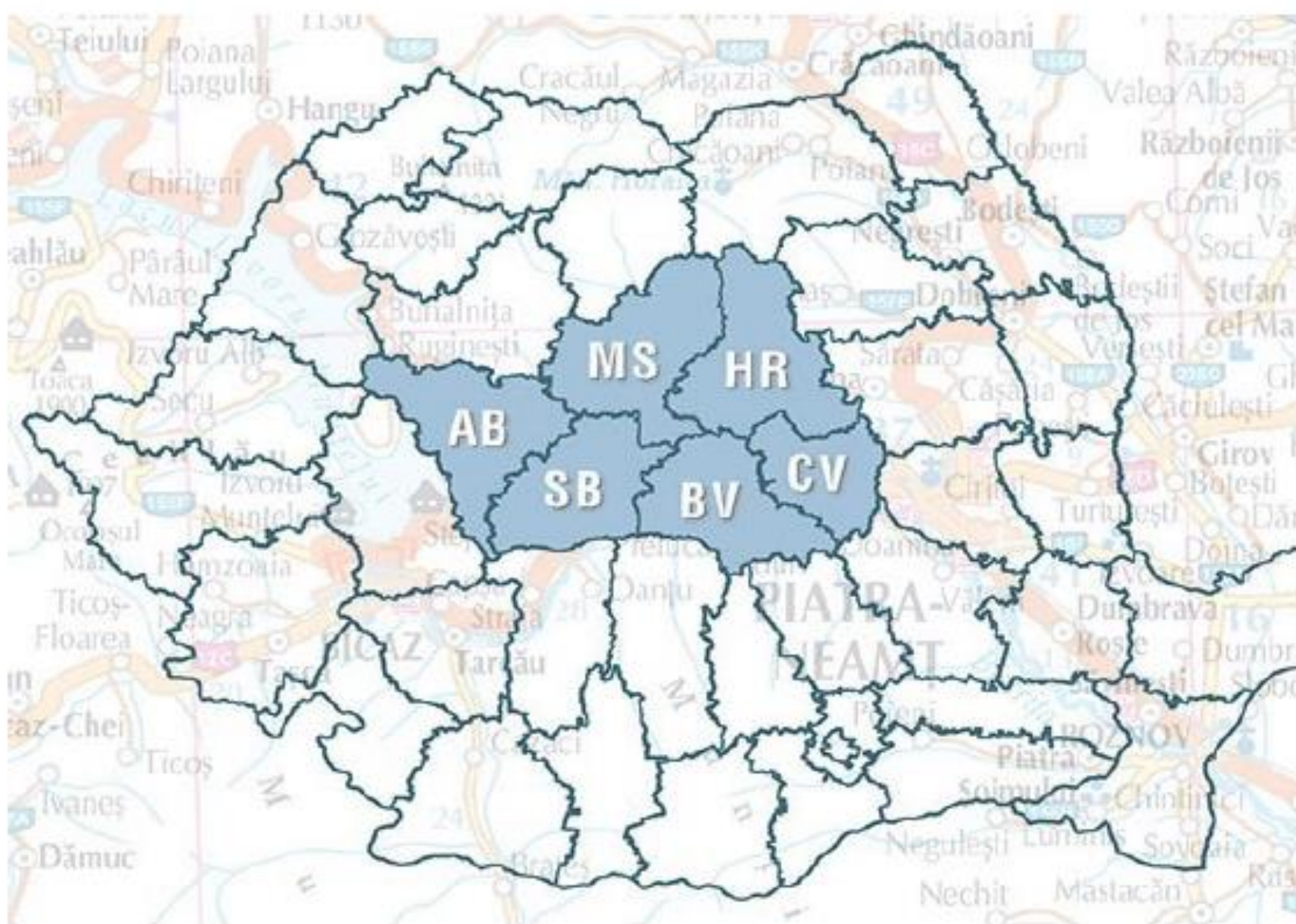
RDA Centru Study – The state of digitalization in Regiunea Centru

SMEs in the Centru Region DO NOT have knowledge about the benefits of digitalization

Only 5-8% from the companies from the Centru Region have adopted advanced digital technologies

60-70% from public administration in the Centru Region are partially digitalized

Source: [ADR Centru - STUDIU Resurse umane pentru specializarea inteligentă – nevoile și oferta de competențe digitale în administrație și economie \(2022\)](#)

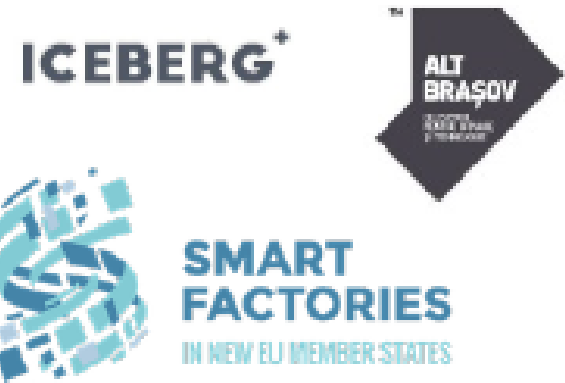


The history of FIT EDIH in Regiunea Centru



2017

The ALT BV Cluster is mentioned in the JRC catalogue as one of the first 3 DIHs in Romania



2017-2018

The Cluster/Iceberg teams participate in the technical assistance program for EDIHs



2018-2019

Iceberg implements, as DIH manager, the pilot project DigitaliseSME for the EC



2019

InnoHub participates in the technical assistance program for DIHs
ULBS registers another DIH in JRC catalogue from Centru Region



FIT | DIGITAL INNOVATION HUB

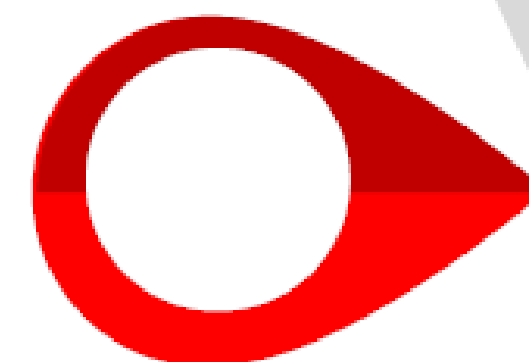
2022

June 2022 – FIT EDIH selected to be part of the EU EDIH Network



The 3 entities agree to co-develop the EDIH application for the Centru Region

EDIH Centru 2020



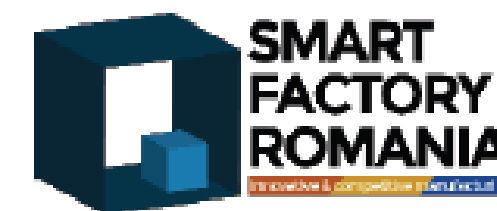


InnoHub/Asimcov
Access to the start-up and SME community for key sectors in the Centru Region through its consortium of clusters

ROPARDO
One of the most innovative IT/tech companies from the Centru Region



Asociatia Smart Factory
Digitalization skills and expertise for the manufacturing sector



Asociatia Incubatoarelor
Access to incubators and business communities from the Centru Region and the national level

Asociatia Intercomunitata de Dezvoltare Alba Iulia

Access to the regional community of public administrations in order to increase the uptake of smart city technologies



Universitatea "Lucian Blaga" din Sibiu



Universitati – ULBS si UMFST

Two of the most prestigious universities in the fields of manufacturing and e-health



EDIH Orchestrator

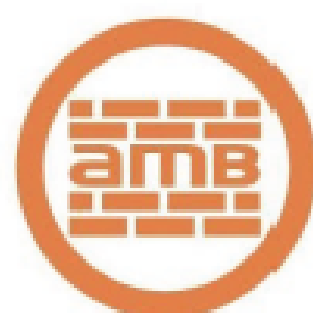
ICEBERG⁺

Management entity, innovation consultancy, access to finance and technology transfer



Clusterul pentru Inovare si Tehnologie

An ITC/tech knowledge community including corporations, SMEs and start-ups



Agentia Metropolitana Brasov

Digital Transformation for public administration, development and access to research and innovation infrastructures



Consiliul National al IMM-urilor

Access to the national SME community as the target beneficiaries of FIT EDIH



DIGITAL INNOVATION HUB



LEVERAGING ADMINISTRATION AND BUSINESS FOR A SMART COMMUNITY

Curriculum Approach / FIT EDIH



Smart City Curriculum Track

- **[BASIC]:** 1. Connectivity infrastructures in Smart Cities (e-governance, data-driven decision models, IoT, sensors, 5G connectivity, interoperability and open data)
- **[ADVANCED]** 2. Smart Mobility (Public Transport and Traffic Solutions, Tracking and traceability, V2X,), 3. Smart Living (SMART energy systems, smart grids), 3. Smart Economy (Smart and Sustainable Tourism Management, Smart Retail)



Manufacturing Curriculum Track

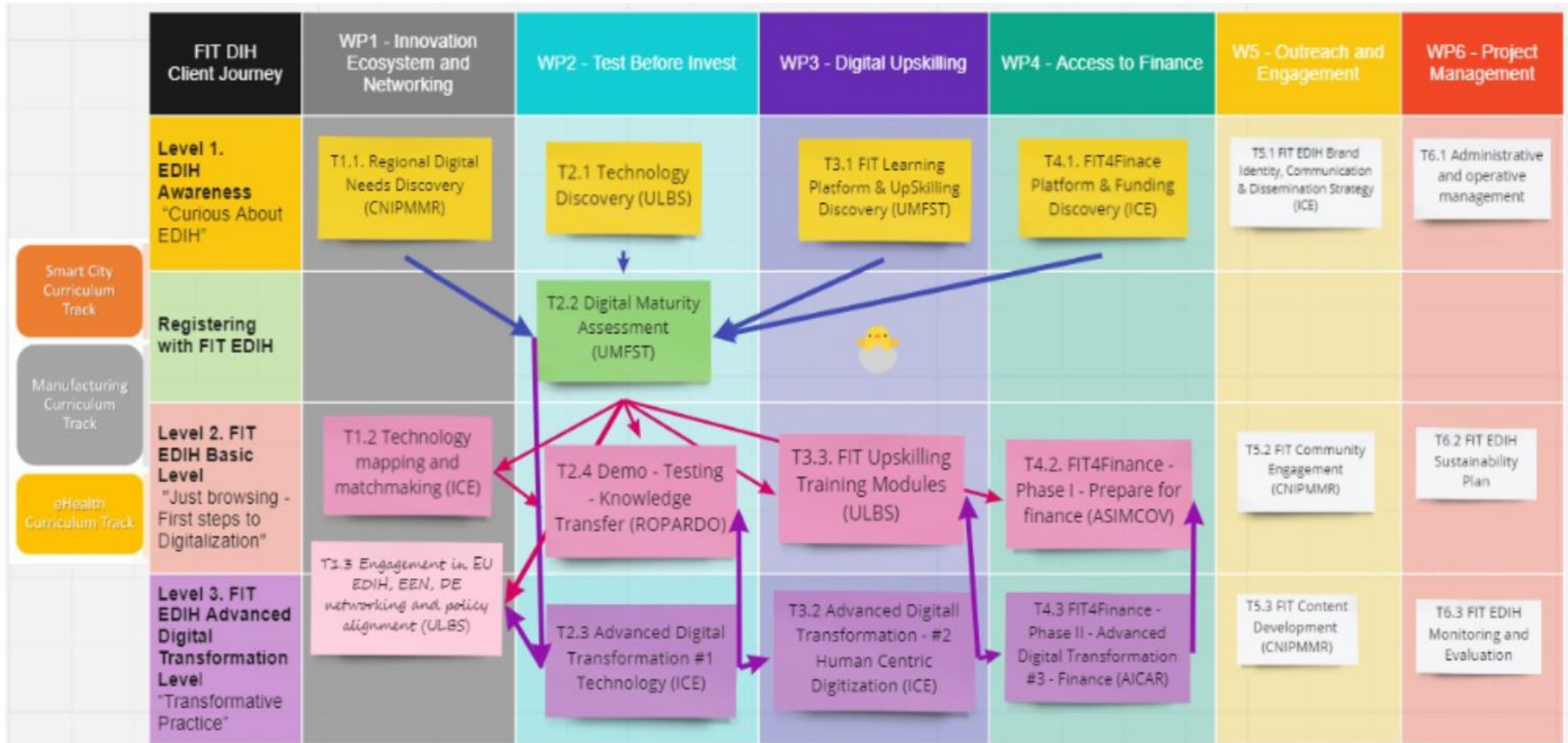
- **[BASIC]:** 1. Information Management Systems & Manufacturing Execution (ERP, CMS, Financial control systems) 2. Live chats, social networks and chatbots to communicate with clients / Remote Collaboration Tools (Business Administration) 3. Basic Automation (IoT, Digital Twin, MES, PLC), 4. Cybersecurity
- **[ADVANCED]:** 4. Future of work (AI, VR, AR, robotics - exoskeletons, sensor fusion), 5. Digital design (simulation and Digital Twins – metamodelling and co-simulation), 6. Computer-aided design and manufacturing (simulation, 3D printing)



eHealth Curriculum Track

- **[BASIC]:** 1. Information Management Systems for Healthcare (EHRs, CRM and UC - Data Security in Healthcare) 2. Live chats, social networks and chatbots to communicate with clients / Remote Collaboration Tools (mHealth, Telemedicine)
- **[ADVANCED]:** 3. Automation and AI (Medical Devices, Personalized Medicine, Smart Diagnosis, Digital Twin)

Curriculum / FIT EDIH Services



FIT EDIH => Services for Public Service Organisations

FIT EDIH => Services for Public Administrations



Smart City Curriculum Track

- **[BASIC]:** 1. **Connectivity infrastructures in Smart Cities** (e-governance, data-driven decision models, IoT, sensors, 5G connectivity, interoperability and open data)
- **[ADVANCED]** 2. **Smart Mobility** (Public Transport and Traffic Solutions, Tracking and traceability, V2X,), 3. **Smart Living** (SMART energy systems, smart grids), 3. **Smart Economy** (Smart and Sustainable Tourism Management, Smart Retail)

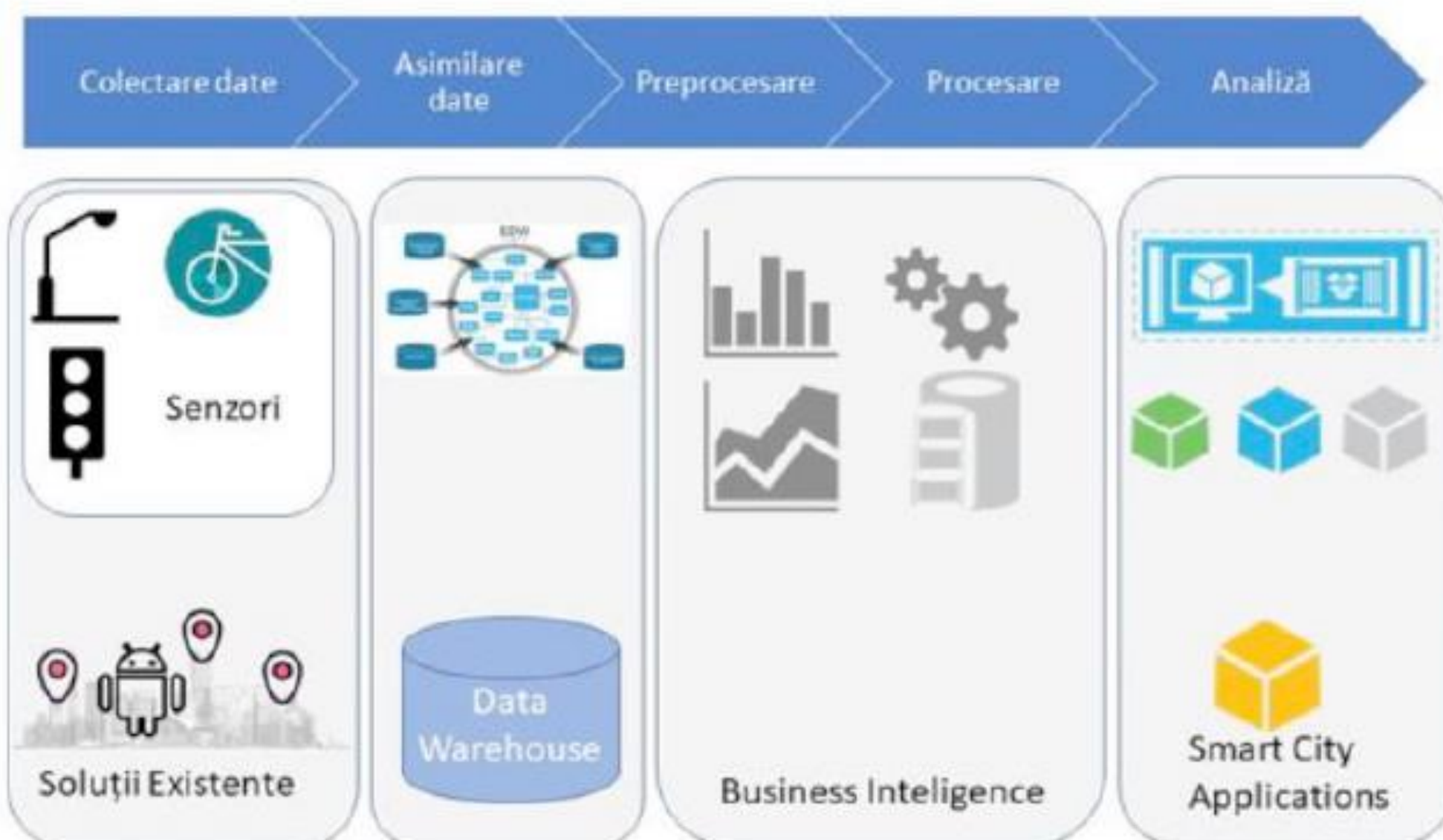


MUNICIPALITY



UTILITY COMPANY

Smart City Testing and Experimentation Infrastructure



Smart City Sensors

Smart Environment PRO



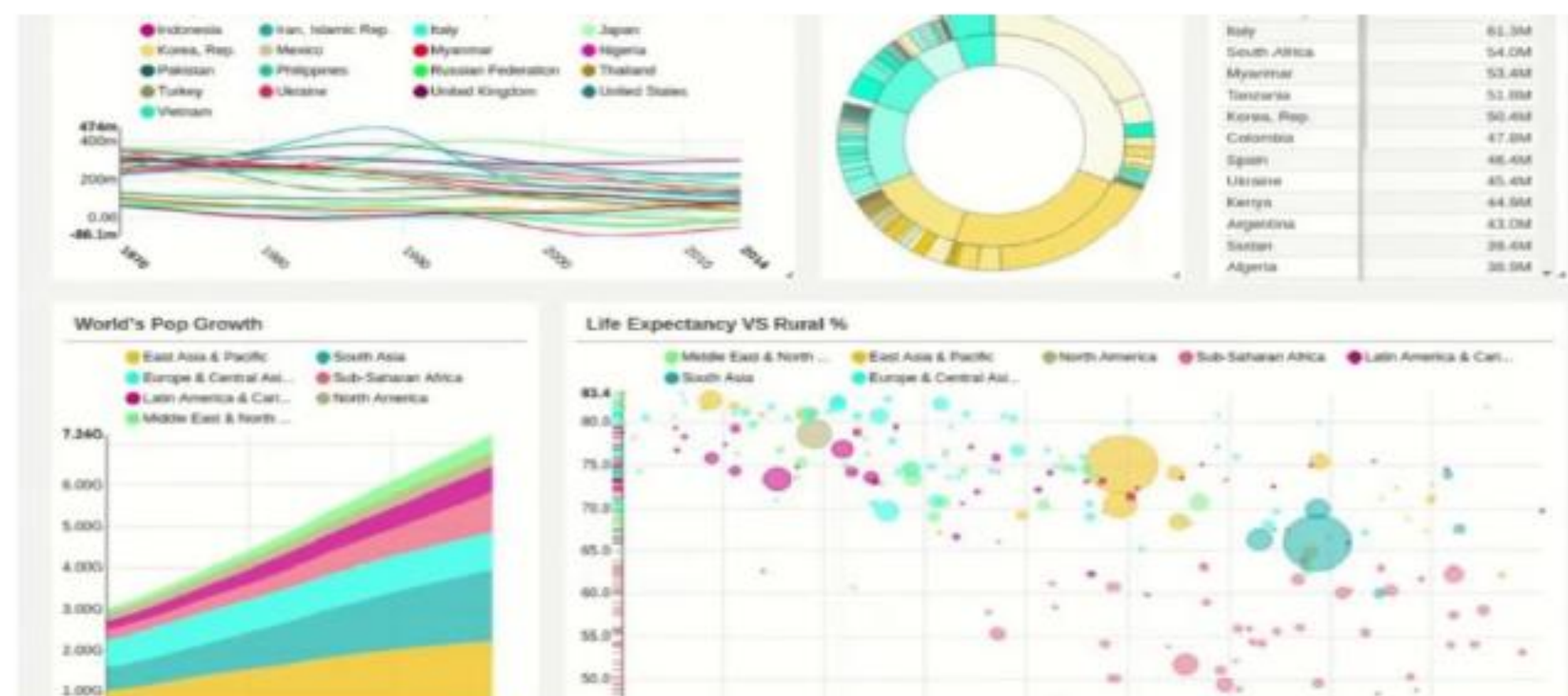
Smart Agriculture XTREME



Ambient Control

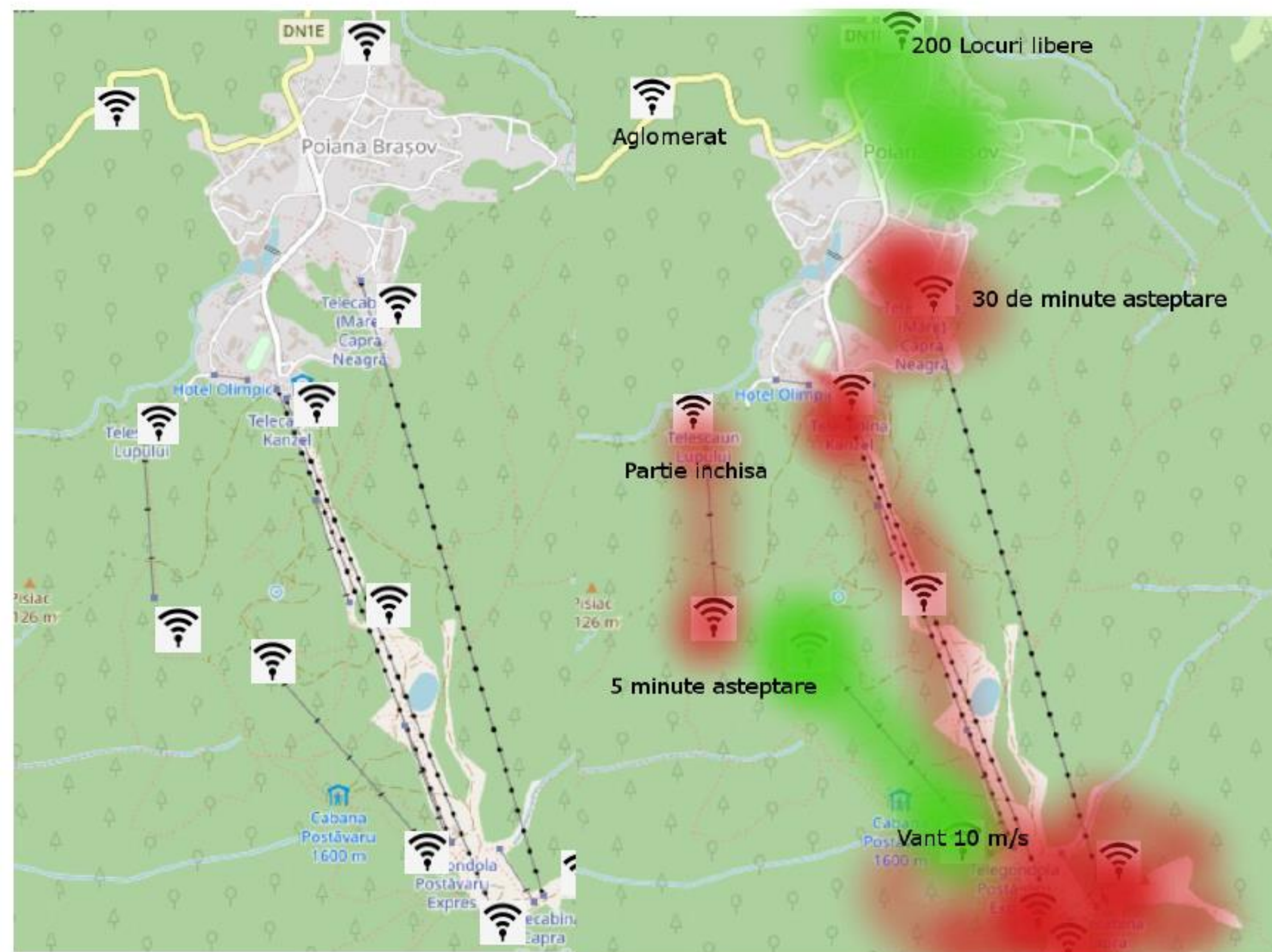


Smart Cities PRO



Smart City Pilot Project – Poiana Brasov Ski Resort

Poiana Brasov	Stare partie	Persoane	Temperatu	Timp asteptare
<u>Bradul</u>				
0 cm	Închis	0	10	10
<u>Kanzel</u>				
2 cm	Închis	100		2
<u>Lupului</u>				
2 cm	Închis	100		30
<u>Sulinar</u>				
2 cm	Închis	20		60
<u>Ruia</u>				
2 cm	Închis	1		20
<u>Drumul Rosu</u>				
2 cm	Închis	20		20
<u>Stadion</u>				
2 cm	Închis			20
<u>Subteleferic</u>				
0 cm	Închis	10		10
<u>Sub Teleferic Icpat</u>				
0 cm	Închis	10		10



FIT EDIH - Services for Public Administrations



eHealth Curriculum Track

- **[BASIC]:** 1. Information Management Systems for Healthcare (EHRs, CRM and UC - Data Security in Healthcare) 2. Live chats, social networks and chatbots to communicate with clients / Remote Collaboration Tools (mHealth, Telemedicine)
- **[ADVANCED]:** 3. Automation and AI (Medical Devices, Personalized Medicine, Smart Diagnosis, Digital Twin)



HOSPITAL | CLINIC

E-Health Testing and Experimentation Infrastructure

E-health Sensors



Stetho



Temperature



Glucometer



Glucometer BLE



GSR



ECG



EVG



Spirometer



SPO2



SPO2 BLE



Blood Pressure



Blood Pressure BLE



Airflow




Body Position



Scale



Alarm Button




SOFTWARE DEVELOPMENT PLATFORM


For application developers who do not want to cope with hardware issues but just use a quick prototyping platform for medical and eHealth applications.

[Buy Now >](#)


 A ready to use off-the-shelf version.

 As easy as connecting your headphones to a MP3 player.

 Handy and robust ABS white box.



 Libelium IoT Core

 Includes Cloud access and Android and iPhone Apps.

 With CE / FCC / IC Certifications is perfect for any kind of project.

CE FCC IC

[More info >](#)

Partnering with EIT ecosystem for Digital Skills



FIT

DIGITAL
INNOVATION
HUB

FIT

DIGITAL
INNOVATION
HUB

Thank you!
Ionut.tata@iceberg.plus

05.

The experience of
NordicEdge
(Norway) serving the
Public Sector



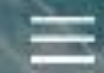
Trygve A. Meyer

Head of Cluster
@Nordicedge and partner in
EDIH Oceanopolis, Norway





OCEANOPOLIS
NORWEGIAN NATIONAL EUROPEAN DIGITAL INNOVATION HUB



EUROPEAN DIGITAL INNOVATION HUB OCEANOPOLIS

National European Digital Innovation Hub empowering Digital Transformation in Ocean-Based Industries and coastal regions.



356 municipalities - ranging from Oslo to Utsira

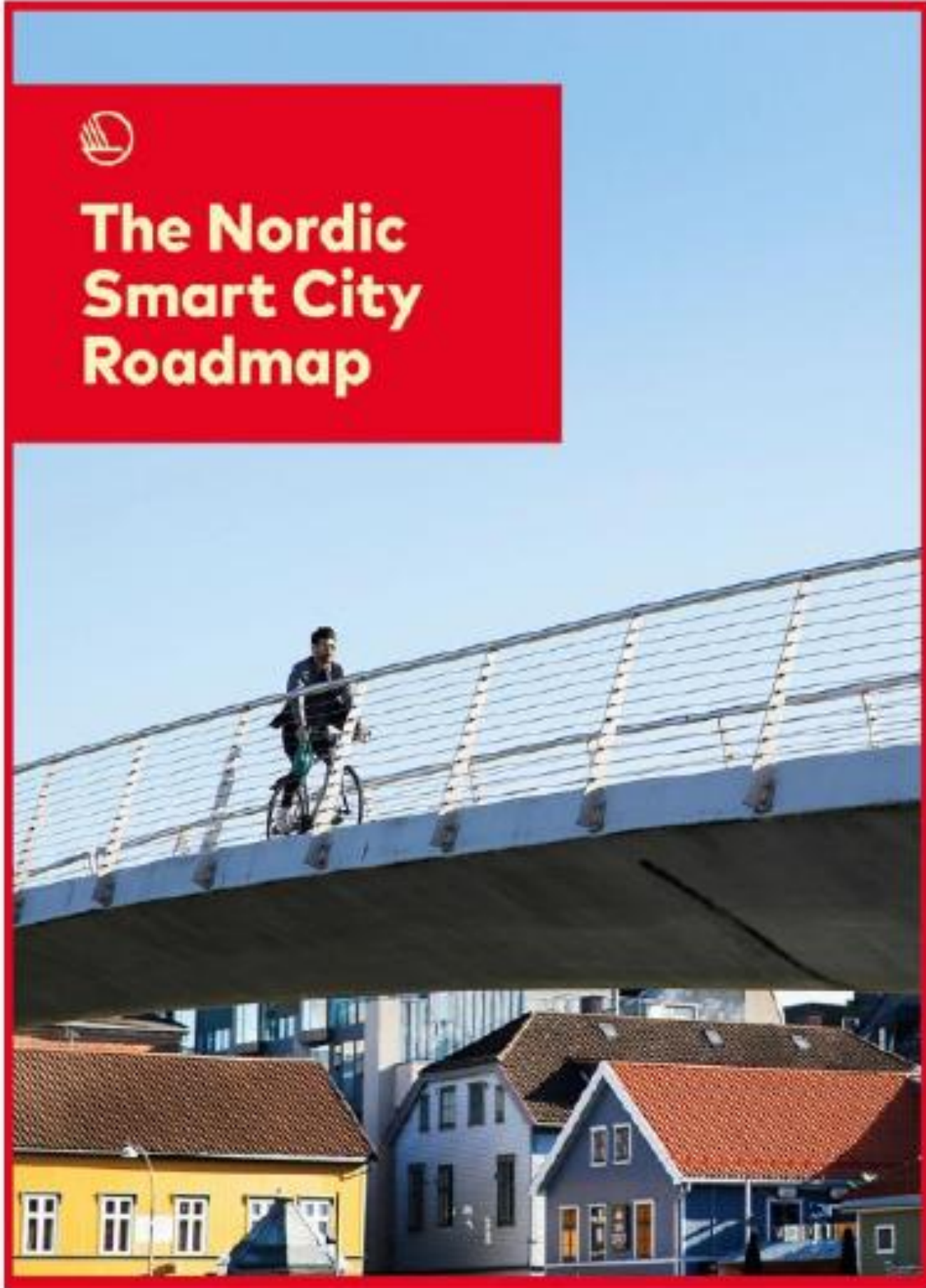
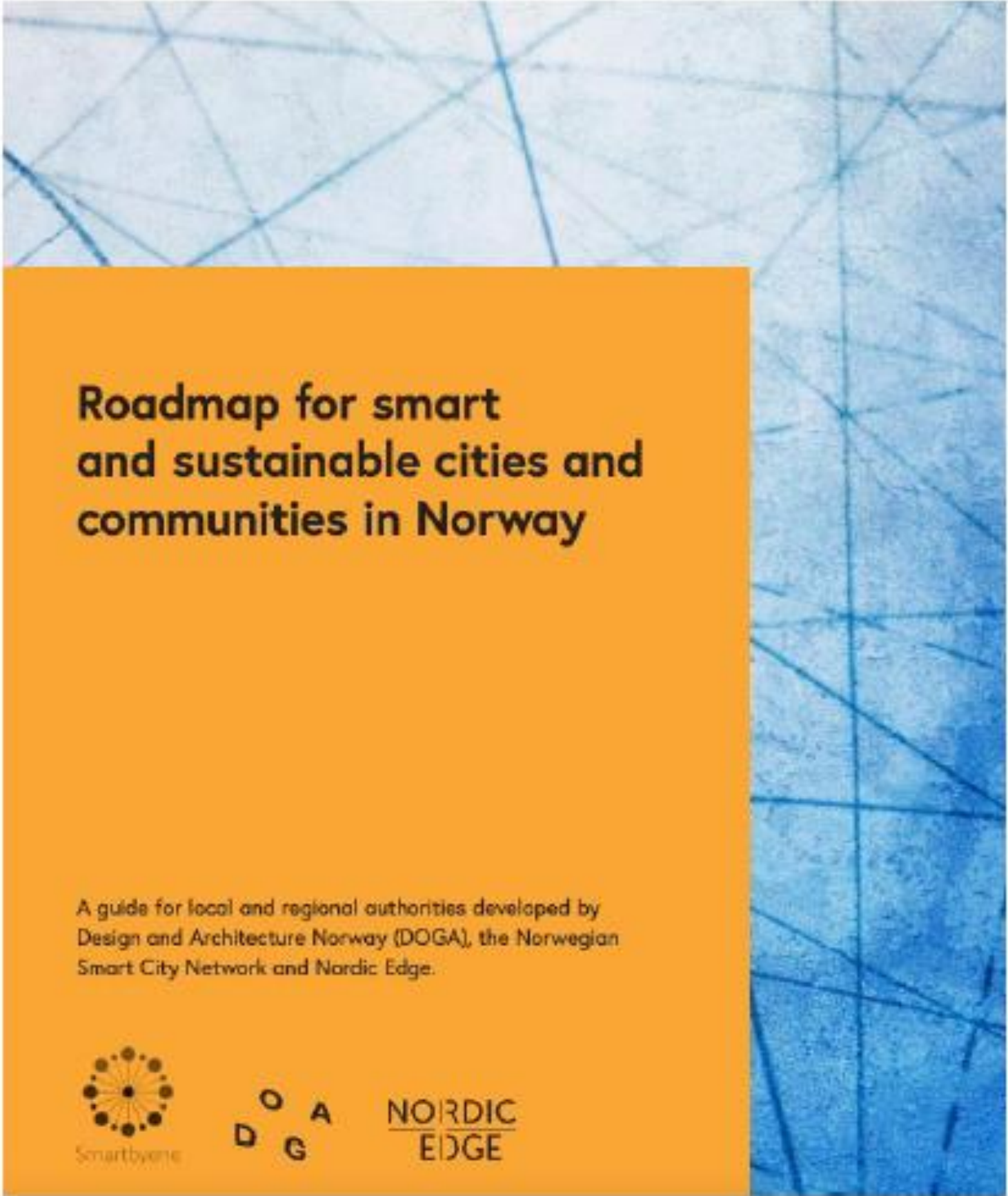


630 000 people in region



296 people on island

Build the digitalisation activities on road maps...



... and on various programs we have developed

Smart regions

Municipal networks

Agile piloting

Gnist innovation



Q&A



Next appointments

Next DIH-World webinars

22.11.2022	Regulations that affect the digitalization of companies
29. 11.2022	Service offering in AI: taxonomies and best practices from the DIH4AI project
December 2022	Ecosystem mapping and analysis
January 2023	DIH network building - best practices (in line with the training on networks creation)
February 2023	Introduction to Sustainability-driven Innovation Management (People, Planet, Profit)
March 2023	Payment and pricing models

DIH-World Community meeting in Bilbao: November 15 & 16, 2022

THANK YOU



in

