

The future of public services is data driven





The ability to share and extract insights from government data can yield many benefits to public sector services. It will bring not only an expansion of services to citizens but also very significant gains from a societal perspective.

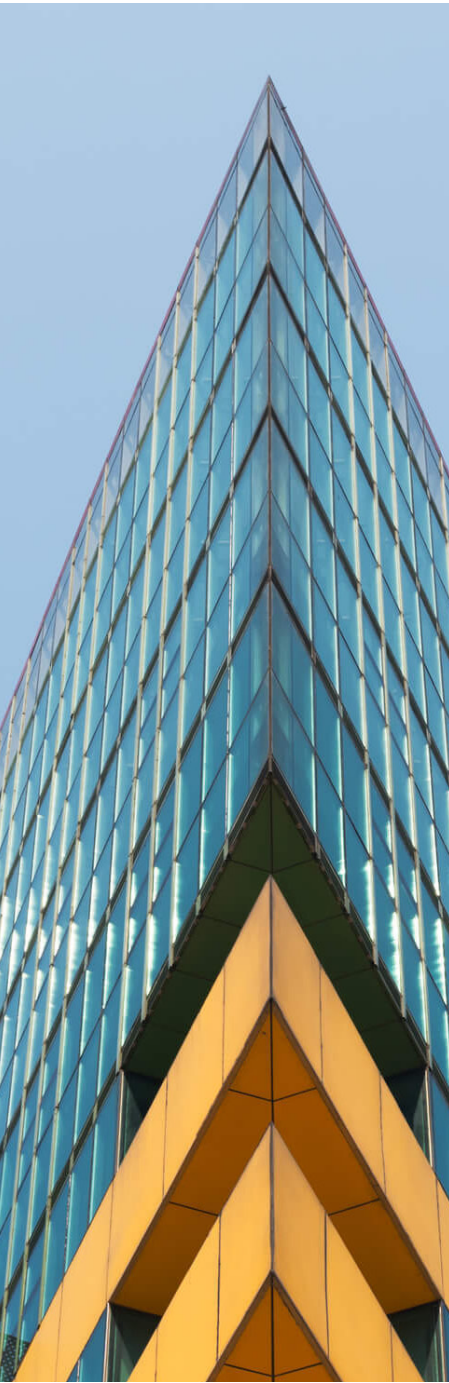
According to the 2022 E-Government benchmark, 81% of services are today delivered online. The European Digital Economy and Society Index estimates that digital services, including e-government services, will rise from 61% to 65% between 2020 and 2025. Europe's ambitions in this field are reflected in the document 'Europe's Digital Decade: digital targets for 2030', released by the European Commission. The objective is to bring government services closer to the citizens and deliver 100% of services online.

"Digitalization of public sector services will be a game changer of the public sector in Europe, making it actually possible to extract insights and value from the available data" – said Irena Bednarich Vice President, International Government Relations, Europe, Middle East, Africa (EMEA) and Asia Pacific (APJ), HPE. Two dimensions will be very important in creating this change – the regulatory framework and technology.

"In terms of the regulatory framework, for several years now, the European Union has started to adopt an absolutely impressive body of legislation aimed at facilitating the exchange of data between government departments and across borders, and also providing wider access to data" – underscored Irena Bednarich.

In the technology aspect, challenges faced by the public sector are numerous: data quality, data protection, concerns about lack of data sharing, data standardization, and the ability to analyze data where it is actually generated.





That's why we're talking about data-first modernization. HPE has segmented data management into five stages. The first stage is data anarchy, which is still extremely widespread in the market. The organization basically doesn't know what data it has, nor can analyze it effectively. And then the organization advances step by step up to the fifth stage - the data economy, where it is possible to conduct real-time analytics, generate real innovation and extract real value from the data.

According to Irena Bednarich, there are five imperatives that every organization should keep in mind when embarking on this data maturity journey. The first principle is that data is a core asset. Secondly, that data is everywhere. The third principle is that data has rights and sovereignty. Fourthly, a very significant number of workloads, and hence data, will remain in data centers and will not go into the public cloud for very different reasons. Last but not least, fragmented and isolated setups and operations are clearly major roadblocks to be removed.

How to unlock the value of data in the public sector?

"Public sector organizations hold and manage huge amounts of data. Extracting value from them is key to improving public service delivery, addressing citizens' needs more accurately, and making better decisions. Data today is a strategic asset in the fight against societal problems, such as pandemics, poverty, and climate change, which are growing exponentially" – said Lorenzo Gonzales, Global Solution Strategist for Public Sector, HPE.

According to the OECD report "The Path to Becoming a Data-Driven Public Sector", good data governance is imperative for governments that aim to become more data-driven as part of their digital strategy. It can help extract value from data by enabling greater access to data, sharing it at the organizational level and beyond, and increasing overall efficiency and accountability. For public sector organizations, this also involves a particular way of operating, long-lasting processes, transparency of decisions, protection of sensitive information, and collaboration across multiple entities.

"Compliant and secure access to distributed data requires a data fabric that connects modern and legacy data sources across multiple sites in a simple and controlled manner. Access to data should be transparent, in compliance with policies, monitored, and reported" – Lorenzo Gonzales explained.

Data should be used efficiently and effectively to enable organizations to deliver results. This requires proper adoption of automated platforms that are operating from the edge and close to administration officers, citizen-side communities, and up to the cloud.

The data engineering platform aims to make data easily accessible and optimized for organizations' big data ecosystems. In large interconnected systems such as the public sector, where multiple organizations collaborate to accomplish a specific goal, the benefits can be surprisingly high.

The efficiency and flexibility of the cloud align well with the needs of public sector organizations dealing with data growth. The strategy should take into account freedom, flexibility, technical constraints, and cost-effectiveness. All data should be shared and accessible in a secure and compliant way without the need to be moved.

HPE GreenLake Cloud Services enables organizations to overcome challenges and trade-offs, helping them unify, modernize and analyze all of their data from the edge to the cloud.





According to Lorenzo Gonzales, there are three core elements of a data strategy for public sector organizations. First, addressing the natural distribution of data across organizations by realizing compliant and secure access to distributed multi-site and multi-organizational data. Second, implementing flexible access and use of data into sites both for databases and data engineering. Third, accommodating to planned and unplanned growth, while respecting compliance and sovereignty, and ensuring sustainability. The most advanced technology is becoming faster and available for broader adoption. Data is accelerating the journey toward citizen-centric government.


Federico Milani, Deputy Head of the Data Policy & Innovation Unit, European Commission, analyzed the topic of access to data for the public interest. In his opinion, Europe will support the digital transformation of the public sector while respecting its fundamental values. The European Union faces many societal challenges related to education, or urban planning, and is creating new useful solutions for citizens or against climate change. Proper data management and data sharing can be of great help in solving these challenges. With insights from data, public administrations can better shape their policies, make more accurate decisions, foster social inclusion, and enhance citizen well-being.


The new face of the public sector


Integration and consolidation, with the data center as a key factor, is a strong trend in the public sector, stated Michael Frings, Senior Regional Manager Federal and Defense, NVIDIA®. The public sector is preparing for the future by taking advantage of modern technology solutions that accelerate transformation and modernization.

The keywords for the public sector today are data democratization, self-service, and data science, underscored Chris Atkins, Vice President for Digital Government Transformation, SAP®. Public institutions should put the tenets of modernizing data management into practice and achieve improved performance for the benefit of citizens.

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