



eNews

Examples of recently launched digital public service innovations in the EUPAN Network

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Austria

Austria has taken a major step towards the digitalisation of its public services with the introduction of the e-ID app (“eAusweise”). This innovative mobile application allows citizens to securely store and manage their official ID documents in digital form, providing a modern and convenient alternative to physical cards. “eAusweise” is constantly being expanded to include additional ID cards. The app is an important milestone in Austria's ongoing efforts to create a digitally inclusive society. The launch of the e-ID app is part of Austria's Digital Action Plan, which aims to digitise various areas of public administration by 2030. By promoting trust in digital systems, Austria aims to create an ecosystem in which technology simplifies and improves the daily lives of citizens.

Belgium

On May 14, 2024, the Belgian Federal Government launched MyGov.be. MyGov.be offers the citizen easy access to personalized services, formal attestations and secure interaction with public services, underpinned by a next-gen digital identity that is issued, protected and guaranteed by the Belgian State. Designed from the ground up around the citizen's needs, the mobile app offers advanced functionalities and complex flows in an easily accessible way, using the platforms and tools users already are familiar with and use on a day-by-day basis. Built on a strong security architecture including extensive pseudonymization and data segregation to protect user privacy, MyGov.be is the foundation to become the Belgian European Digital Identity Wallet and go beyond.

Czechia

Gov.CZ portal (not the latest one, but every year updated):

The Public Administration Portal gov.cz is a central platform that simplifies access to information and electronic services related to public administration for citizens.

DIPSY:

DiPSy is a digital application system that allows applicants for secondary schools in the Czech Republic to submit their applications electronically. Through the website dipsy.cz, users can fill out and submit applications online, simplifying the process and reducing administrative burden.

JENDA:

The client portal Jenda, accessible at jenda.mpsv.cz, is a digital platform provided by the Ministry of Labour and Social Affairs of the Czech Republic. It enables citizens to apply for social benefits, such as housing allowances, child benefits, or parental allowances, electronically.

ePRESKRIPCE:

The portal epreskripce.gov.cz is the official website for electronic prescriptions in the Czech Republic, providing information about the eReceipt system. eReceipt is an electronic form of a medical prescription, where doctors issue prescriptions digitally and store them in the Central Repository of Electronic Prescriptions (CÚER).

CITIVIZOR:

Cityvizer is an application that provides a clear visualization of municipal budgets in the Czech Republic, enabling citizens, council members, municipal staff, and journalists to easily monitor their municipality's financial management.

CITIZEN PORTAL:

The Citizen Portal is an official platform of the Czech public administration that enables citizens to communicate with authorities electronically. Users can handle various tasks online, such as exchanging a driver's license, obtaining a criminal record extract, or checking their driver's penalty points.

eDOKLADY:

The eDoklady application is a digital tool that allows citizens of the Czech Republic to store their personal identification documents, such as ID cards, in electronic form directly on their mobile phones.

Denmark

In February 2024, Denmark launched six principles for digital inclusion, the Agency for Digital Government, Local Government Denmark and Danish Regions collectively set the direction for public digitalization with consideration for all citizens, so that no one gets left behind. Likewise, several other authorities and civil society organizations have been involved in devising the six principles.

Denmark uses a mandatory digital first strategy for public services across all layers of government. The principles are advisory and meant to assist authorities in their efforts towards inclusive digitalization.

With descriptions of practical applications and concrete tools, the principles are intended to help both employees and decision-makers to consider inclusion from start to finish when digitalizing.

The principles are relevant to anyone who is involved in public digitalization or public services in areas where interaction with citizens is digital.

The 6 Principles for Digital Inclusion

1. **Be Aware of the Consequences of Digitalization**
Decisions about digitalization should support the rights of all citizens and minimize risks of exclusion.
2. **Design Solutions for All Citizens**
Citizen-oriented digital solutions should be developed with diverse involvement of citizens, be based on citizens' needs and be usable for as many as possible.
3. **Communicate so Everyone Understands**
4. **Assist Citizens with Their Digital Tasks**
Citizens should have easy access to help and guidance in their digital interaction with the public sector.
5. **Help the Helpers**
It should be easy, secure and safe for helpers to assist digitally.
6. **Provide Usable Alternatives**
When citizens cannot be digital, alternative options should be available.

European Commission

The HR Transformation programme

The HR Transformation programme is a multi-annual comprehensive initiative aimed at modernizing and streamlining human resources management within the Commission and some 70 partnering European Union bodies and agencies.

The innovative features of this programme include the implementation of integrated digital tools and platforms for HR processes, such as online recruitment, self-service portals, and performance management systems, which will improve efficiency and accessibility. Embracing AI and automation technologies, the programme also focuses on talent management, enhancing employee development, career progression, and succession planning to attract, retain, and develop talent.

To drive data-driven decision-making, the programme leverages data analytics and insights to inform HR strategies and policies, making them more targeted and evidence-based. Additionally, the programme supports agile working through flexible work arrangements to improve work-life balance and attract a diverse workforce. Employee engagement initiatives, such as regular feedback mechanisms, recognition programs, and learning and development opportunities, are implemented to boost employee satisfaction, well-being, and motivation.

The HR Transformation programme also aims to establish standardized processes by developing consistent HR policies, procedures, and practices that ensure fairness, transparency, and efficiency.

The programme aligns HR strategies with the overall goals and objectives of the European Commission's HR strategy to support organizational performance and growth by applying a "People first!" priority. By integrating cutting-edge AI technologies, the programme aims to create a more efficient, people-centric, and future-proof HR system in the EU administration.

Finland

Finland gathered a report about experiments using generative AI in public administration

The Ministry of Finance of Finland published a report about experiments using generative AI in public administration. The report compares experiments using artificial intelligence in public administration and provides an overview of the international landscape of generative AI.

Information on domestic experiments with generative AI were collected through interviews. The aim was to map out current capabilities to apply generative AI and opportunities to use generative AI to support work in central government. The report about the experiments aims to promote cooperation between ministries with respect to generative AI by collecting information on lessons learned through experiments using generative AI in public administration. The survey's sample is limited to AI experiments launched in public administration in 2023 and 2024.

The experiments increased understanding of the possibilities and limitations of generative AI. It was possible to identify matters that require further work in public administration in order to enable the use of generative AI in a sustainable and responsible manner. For example, issues related to the ethical use of AI were recognized as well as what to consider in the responsible development of generative artificial intelligence. It requires not only efficiency improvements but also a transition to new assessment frameworks for benefits and costs for use. As generative AI applications consume significant amounts of energy and are expensive to operate, a comprehensive impact assessment should precede the selection of technologies, suppliers and language models.

A collection of AI policies and experiments published by various countries has been included at the end of the report to help outline global trends. The sample includes the UK, the Netherlands, Germany, France, India, Canada and China. The international landscape is changing rapidly as generative AI applications are being increasingly deployed in the public sector and in administrative tasks. The importance of the role of the European AI Office in the implementation of EU regulation was underlined by the findings of the report, specifically in supporting member countries in their tasks related to the oversight of AI systems.

A link to the report (only in Finnish): [Generatiivisen tekoälyn kokeilut julkisessa hallinnossa : Raportti](#)

France

The [strategy](#) for integrating AI into public HR management emphasizes ethical, human-centred applications, focusing on improving workforce planning and training. Key findings highlight opportunities for leveraging AI in areas like learning personalization and predictive management of jobs and skills. To bring this strategy to life, implementation sheets provide actionable steps for AI integration, workforce analysis, and training initiatives. Additionally, “AI Cafés” serve as platforms for dialogue, sharing best practices, and fostering collaboration, ensuring the strategy is practical and aligned with public service values.

Germany

Marketplace of AI Opportunities

The soon publicly available “Marketplace of AI Opportunities” developed by the Federal Ministry of the Interior and Community is the central matching platform for AI systems in the federal administration. This platform connects citizens, research and ministries as well as public authorities, thus enabling the efficient use of resources and technical expertise. The marketplace provides a comprehensive overview of existing and planned AI systems and facilitates the establishment of collaborations and the identification of use cases for AI systems.

The marketplace for AI opportunities was developed by the ongoing consultancy centre for artificial intelligence (‘BeKI’) of the Federal Ministry of the Interior and Community with active participation and coordination in the department. It will bring together ministries and authorities at the federal level with suitable AI systems and needs and provide transparency on the AI application landscape and experience values in the federal administration. At the same time, the marketplace for AI opportunities serves as a central AI transparency register for the federal administration. The AI Act will make it mandatory to present data on certain AI systems of the public administration in a public database in the future. This obligation is to be implemented through the marketplace through interfaces.

The development of the marketplace and the resulting transparency will help to identify and avoid duplication, save resources in the development of AI systems by reusing existing AI systems or sharing best practices, and leverage synergy potential. In addition, demands from civil society for the transparent use of AI by the federal administration are addressed. This increases confidence in the ethical use of AI by the federal administration. In developing the AI marketplace, the Federal Ministry of the Interior and Community also considers the involvement of countries and municipalities through the IT Planning Board.

Greece

Greece is at the forefront of modernizing its public administration by embracing innovative tools and technologies to enhance transparency, efficiency, and effectiveness. Through a series of groundbreaking initiatives, the Greek government is streamlining administrative procedures, optimizing workforce planning, and transforming goal-setting processes. These actions demonstrate a strong commitment to leveraging digital solutions for better governance, improving citizen services, and fostering a results-driven culture in the public sector.

The National Registry of Administrative Procedures – MITOS is a transformative initiative enhancing transparency and efficiency in Greece's public administration. Established by the Ministry of Interior, MITOS consolidates and standardizes over 3,600 administrative procedures, with more than 500 available in English. Accessible via mitos.gov.gr, the platform provides clear, up-to-date instructions for administrative processes, integrates citizen feedback, and connects with European systems such as EUGO and Your Europe.

The Greek Ministry of Interior is also innovating public sector workforce planning with an AI-based strategic workforce planning tool. In addition, the Ministry is leveraging Artificial Intelligence (AI) to optimize the public sector's goal-setting process. This effort also resulted in the creation of a Lexicon of standardized terminology, now used in the 2024 goal-setting process to ensure consistency and improve goal quality. The initiative addressed skepticism about AI by demonstrating its supportive role in enhancing goal-setting rather than replacing human input.

The use of AI in goal-setting has delivered multiple benefits, including managing vast amounts of information efficiently, providing actionable feedback to public servants, and fostering a results-oriented culture through awareness campaigns. Tools like the Lexicon ensure continuous improvement, while the upcoming digital assistant (chatbot) will support public servants in the 2025 goal-setting process by offering real-time guidance.

Hungary

The digital health administration used in Hungary has been extended with the EgészségAblak (HealthWindow) app, which was officially launched on July 1, 2024. This Hungarian government application provides various healthcare management features such as:

- access to personal medical records and lab results,
- appointment booking and management,
- e-prescription viewing and management,
- checking social security (TAJ) number and insurance status,
- finding nearby pharmacies.

The app is free, available on iOS and Android, and requires health insurance card number and government gateway (Ügyfélkapu) access. It connects to the Electronic Health Service Space (EESZT), allowing users to manage their health data and receive personalized advice.

More information: <https://e-egeszsegugy.gov.hu/web/eeszt-information-portal/data-protection/mobil?inheritRedirect=true>

Iceland

For the last four years, Iceland has put an extensive effort into national digital service platforms for all public services. <https://island.is/en> As a result, Iceland has risen to the 5th place in UN E-Government Development Index, and fourth place in the EU eGov Benchmark, from a previous place of 19th according to the UN metric in 2018, and the 11th place according to the EU eGov in 2019.

With mature digital infrastructure and high usage of eID among citizens the national platform has been a widespread success. Over 95% of the 13 years and older individuals have an eID, providing fast, secure, personal data centric services through the platform, where people are not asked for data twice, and with an emphasis on user friendly self-service.

The guidelines of the [development have been simple](#) and the platform is open source. One success metric is the self-service ratio of people using the portal for government services has reached 96%. That is, monthly 96% of those that go to the portal for service get their cases resolved without having to contact a service provider.

Data exchange between the platform and agencies is secured through [X-road](#), a secure data transfer layer developed by NIIS, Nordic Institute for Interoperability Solutions. X-road was developed by Estonia and Finland for public services and allows agencies to share data with each other in a secure way.

An example of a service on the platform is the [digital mailbox](#). Central and local government are required to publish information proprietary to the individual and legal entities in the mailbox. The action is supported by legal requirements and the citizens and legal entities do not receive a physical letter.

Italy

The InPA Single Recruitment Portal: A Digital Revolution for Public Administration and Citizens

In August 2021, the Department for Public Administration at the Presidency of the Council of Ministers launched the InPA Single Recruitment Portal, a transformative digital platform designed to modernize public sector hiring processes and strengthen employer branding.

The portal strategically aligns with the National Recovery and Resilience Plan, establishing itself as a centralized tool for managing public administration recruitment. It introduces unprecedented transparency and efficiency, enabling administrations to directly publish and manage recruitment notices through a streamlined digital interface.

The portal's success has extended beyond national borders, emerging as a benchmark model for recruitment systems across Europe for its user-friendly design and comprehensive functionality.

Latvia

Ministry of Smart Administration and Regional Development – Data Dissemination and Management Platform

In December 2023, Latvia launched its new Data Dissemination and Management Platform (DAGR), designed to provide a one-stop-shop for all government data. DAGR introduces an innovative approach to public sector data governance by utilizing a centralized infrastructure managed by the State Digital Development Agency. Despite the centralized infrastructure, data providers retain full control over access to their data through smart contract functionality integrated into the State Information Resource, System, and Interoperability Information System (VIRSIS). These smart contracts are automatically executed, significantly reducing the administrative burden historically associated with data exchange.

DAGR and VIRSIS are flagship projects in Latvia's digital transformation efforts, playing a crucial role in implementing common EU data spaces, the "Once Only" technical system, and the European Digital Identity Wallet

Luxemburg

The Ministry of Home Affairs' Department of Municipal Finances reviews the budgets and financial reports of over 200 municipal entities. This manual process is time-consuming and requires significant staff resources.

To address this, the "Outlier Detection" project was developed to leverage machine learning for automating the identification of potential errors in budgets. The project involved creating algorithms to analyze the typical vocabulary used in each budget component and flag terms that significantly deviated from the expected patterns. This allows human reviewers to focus on flagged items, improving efficiency and saving time. The first proof of concept was deployed in 2021.

Malta

Servizz.gov serves as a one-stop-shop for citizens to access various public services under one roof. Digitalization and innovation have been key in ensuring quality service delivery and effective communication with citizens. The followings are some examples of digital projects recently launched by servizz.gov.

CRM Dynamics and Customer Service Workspaces

The implementation of a CRM Dynamics system significantly enhances both operational efficiency and customer satisfaction. By centralizing customer data, the system ensures that agents have access to the most current information, thereby enabling them to provide personalized service. The omnichannel communication capabilities facilitate seamless interactions across various platforms, ensuring consistent and effective support. The advanced analytics and reporting tools empower managers to monitor performance metrics, identify emerging trends, and make informed decisions to improve service quality.

Chatbot

Servizz.gov developed a universal chatbot, with a live chat agent on its portal to better serve its citizens allowing them to request information on any government service instantly. The system has a number of predefined FAQs which are managed by the respective Ministry, Business Owners, as well as a custom Google search integration, which provides citizens with recommended services based on their queries.

Ticketing System

A queue management system was introduced across the 25 hubs of servizz.gov to boost efficiency and enhance citizen experiences. This system optimizes resource use, significantly cutting waiting times for government services. It includes a live dashboard offering real-time data on waiting times, queue lengths, and no-shows, enabling staff to quickly address issues and make informed decisions. This system allows citizens to select convenient time slots, eliminating the need for physical waiting and enabling better management of visitor flow.

Poland

mObywatel 2.0 (mCitizen 2.0)

This is a new version of the mobile application, Citizen Assistant, which makes dealing with official matters simpler and more convenient. With just a few clicks on the app, you can submit an application and handle matters that previously required a visit to the office. It allows, among other things:

- log in to PA websites, e.g. e-Tax Office, PUE ZUS (social insurance) or the Central Registration and Information on Economic Activity,
- receive flood alerts,
- confirm identity and driver's qualifications,
- check your fines, penalty points and air quality in the area,
- report an illegal dumping and threats in Internet,
- pay debt/tax to the office (pilot),
- check vehicle data and history before purchasing.

mIDcard in mObywatel

It is an electronic ID card that has a different series, number and expiration date than a plastic ID card. It is considered a full-fledged ID card and can be used among others at the office, notary, post office or bank.

Traditional ID card is only needed in two situations: abroad and when applying for ID card.

The mObywatel is constantly being developed and new services will be added.

Portugal

Gov.pt Portuguese Public services portal

The single portal for digital public services was launched in September 2024. Based on an 'omnichannel' vision, it concentrates the various services available to citizens and companies into fourteen themes: environment and territory; home; citizenship and documents; culture, tourism and leisure; money and taxes; education, science and technology, companies, businesses and foundations, foreigners in Portugal; family; laws, justice and defence; health; work; transport and vehicles and travelling and living abroad.

The aim is to standardise the customer service experience and implement the Citizen Card and the Digital Mobile Key as unique authentication methods.

Romania

The National Agency of Civil Servants (NACS) modernized the civil service recruitment in the central public administration in Romania, prioritizing competency, transparency and the use of digitalization. The two-stage process comprises: *recruitment*, conducted via national competitions assessing knowledge in human rights, anti-discrimination, public administration, IT, cognitive skills and, for certain positions, foreign language proficiency and *job-specific selection*, where successful candidates can apply within three years.

A digital platform is central to the process, enabling candidates to create profiles, access sample tests, apply, track results and monitor progress. The platform allows applications assessment while the testing is conducted digitally, in test centres, to boost efficiency. More information here: [ANFP Portal concurs national](#).

Serbia

Serbia has embraced citizen-centred digital transformation by introducing innovative public services powered by cutting-edge technologies, including AI:

- **The "I Protect You"** platform centralizes reporting and addressing violence involving children, including peer violence, abuse and neglect. It integrates over 2,700 entities (schools, social work centres, police, health institutions, and prosecutors), enabling easy, 24/7 reporting, monitoring, and resolution tracking while providing educational resources and a mobile app for immediate help.
- The **"My High School"** portal simplifies final exams and secondary school enrolment, offering students and parents real-time updates, practice tools, applications, result tracking, and educational statistics. Serving over 67,000 users annually, it ensures transparency, efficiency, and informed decision-making.
- The **"Welcome to Serbia"** portal - A one-stop-shop for foreigners, offering online applications for visas and residence permits. The portal ensures transparency by enabling real-time tracking of applications and digital delivery of official documents.
- **EPS AI System:** The Electric Power Industry of Serbia applies AI to optimize electricity demand forecasts, reducing errors and enhancing energy efficiency.
- **The National AI Platform** provides free access to AI resources, supporting innovative citizen services. Hosted in the State Data Centre, this infrastructure provides free access to AI resources for students, researchers, startups, and public institutions, enabling the development of innovative citizen services.

Slovakia

AI solution by the Slovak Republic, Ministry of Investment, Regional Development and Informatics of the Slovak Republic (the “MIRDI”)

Regarding the solution involving the application of AI, the MIRDI launched a new web page – [Information Point AI](#). Its main objective is to provide both professional and the general public with easy and dynamic access to relevant legislation, documents and initiatives in the field of AI. In addition, visitors find information on current events in this area, as well as study programs dedicated to AI.

With respect to cross-border e-services, the MIRDI successfully progressed from stage 2 (Preliminary) to stage 4 (Technically Ready) in the implementation of the OOTS (Once-Only Technical System) – cross-border data exchange in the area of Single Digital Gateway Regulation. The complete implementation of the Single Digital Gateway Regulation, and specifically the OOTS, is a significant undertaking that will modernize the Single Market in the EU as a whole and the national digital infrastructure of each Member State.

Slovenia

Predictive Analytics in the VAT Return Acceptance Process

The Financial Administration employs advanced artificial intelligence technologies in the VAT return acceptance process. Machine learning methods are utilized to develop various predictive analytics models in order to increase the effectiveness of controls, both in terms of the number of irregularities identified and uncovering additional irregularities. By operationally monitoring the effects of predictive analytics, the tax administration will in the future reduce the number of business rules, improve the selection of VAT returns for control, and increase the efficiency of control procedures.

Spain

Life event approach – a natural disaster. Case of application to the cut-off low, known as DANA

Among the life events considered most relevant, regardless of their frequency, is that of "suffering a natural disaster," such as fires, floods or earthquakes, or pandemics, such as COVID-19. Both in the case of COVID-19, in 2020 and in the case of the cut-off low (also called DANA), in 2024, the <https://administracion.gob.es> Spanish horizontal portal facilitates access of the citizens to official and updated information.

On the portal:

- Updated information is provided with access to news and relevant links to people affected by the DANA.
- Information is collected from the various ministries and bodies.

Sweden

Ena, Sweden's National Digital Infrastructure

Ena, Sweden's National Digital Infrastructure, is designed to provide secure and efficient digital services and interoperability solutions for public administration, businesses, and citizens. Developed under the coordination of the Swedish Agency for Digital Government (Digg), Ena provides a standardized and interoperable infrastructure that enables seamless digital identification (e-ID), digital post, management of powers of attorney and secure data exchange between public sector organizations, businesses, and citizens. By focusing on accessibility and efficiency, Ena reduces administrative burdens while improving service delivery. AI technologies play a role in streamlining processes, automating data handling, and enhancing user experience, making Ena a key innovation in Sweden's digital transformation. Ena is funded by the EU's Recovery and Resilience Facility (RRF).

The Netherlands

Good practice - public service improvement through data by Municipality of Rotterdam

The Municipality of Rotterdam has launched ‘*verbeteren vanuit klantsignalen*’ (improvement via signals from clients). This project aims to improve public service provision by collecting customer experience signals. The municipality started a system to collect data (*verzamelen*) from its citizens and analyze it by using an algorithm (*verwerken*) to create a dashboard (*visualiseren*). This gives the opportunity to improve (*verbeteren*) the municipal public services by using the translation and deepening (*verdiepen&vertalen*) of the information from the dashboard. The municipals dashboard and below improvement loop means the next level of public services, fitting the needs and expectations of the public in order to build and renew trust in government relations.

