

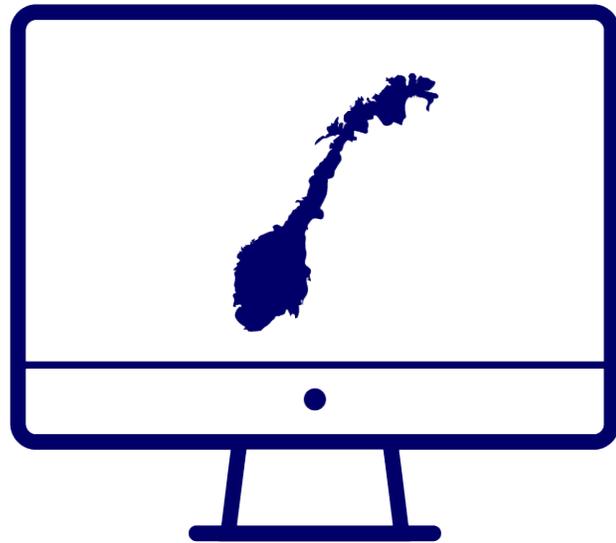
How can Altinn make an impact on the necessary transformation of the Norwegian public sector?

Oslo Project Symposium August 26th 2019

Cat Holten Director Altinn

Today's situation

The Norwegian public sector



- 15 sector ministries, with 21 ministers
- 60+ agencies
- 422 municipalities, with autonomy and their own strategies

The Norwegian Government



A scenic view of a Norwegian coastal town, likely Lofoten, featuring traditional red wooden houses built on stilts overlooking a calm fjord. In the background, a massive, rugged mountain with patches of green vegetation rises under a cloudy sky. The water is a deep blue-green, and a few small boats are visible in the harbor.

5,3 million inhabitants in Norway

85 %

of internet users are in contact
with a public authority via the
internet each year

90 %
of Norwegians
aged 16-79 years
use the internet
daily



90 %
of Norwegians use
netbased bank
services

A hiker in a green jacket and black pants is walking up a snowy mountain slope. The background shows a vast, snow-covered mountain range under a clear blue sky with the sun low on the horizon, creating a lens flare effect. A large white '4G' logo with a yellow Wi-Fi symbol is overlaid on the center of the image.

4G

A nationwide infrastructure, equal access everywhere. 97% of Norwegians have broadband internet-access

Access to public data is the most important success criteria for digital transformation.
Early establishment of common data registers



... Norway has good preconditions for digital transformation

- High level of trust between citizens, enterprises and public sector
- High quality in governmental data
- Legislation for open data
- Infrastructure and platforms

...but it's urgent to increase the pace!



- Single point of contact for business and industry
- Web portal for electronic dialogue between the business/industry sector, citizens and government agencies
- Technical platform that public sector can use to produce digital services.
- Developed, run and administered by the Altinn collaboration, which consists of several government agencies
- The Brønnøysund Register Centre administers the technical solution (at the moment:)



The three dimensions of Altinn

1. The **collaboration**

- Venues for learning and information exchange
- Formalized cooperation with service owners
- Manages the development of organization and platform in formalized forums
- Open innovation cooperation.

2. The **organization**

- Specialized to support the service owners objectives (simplification for the users, and efficiency of the public sector)
- Responsible for operation, maintenance and further development of the platform
- Manages contracts with service owners and suppliers

3. The **platform**

- Infrastructure for public communications with the government
- Information about services and regulations for businesses
- Required functionality related to this

100 %
of Norwegian businesses
use Altinn for the tax-, VAT-
and annual accounts-
workflow.



The Altinn cooperation - 57 governmental agencies



Services?



FORMS



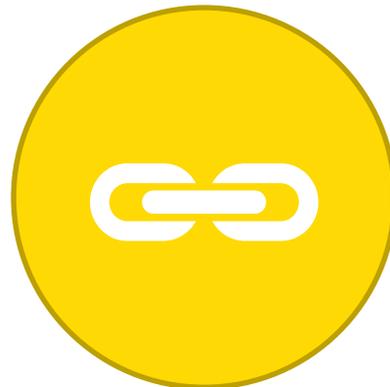
LOOKUP



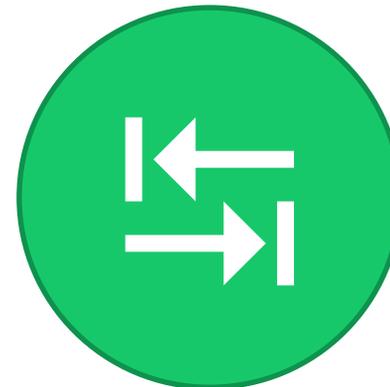
COLLABORATION



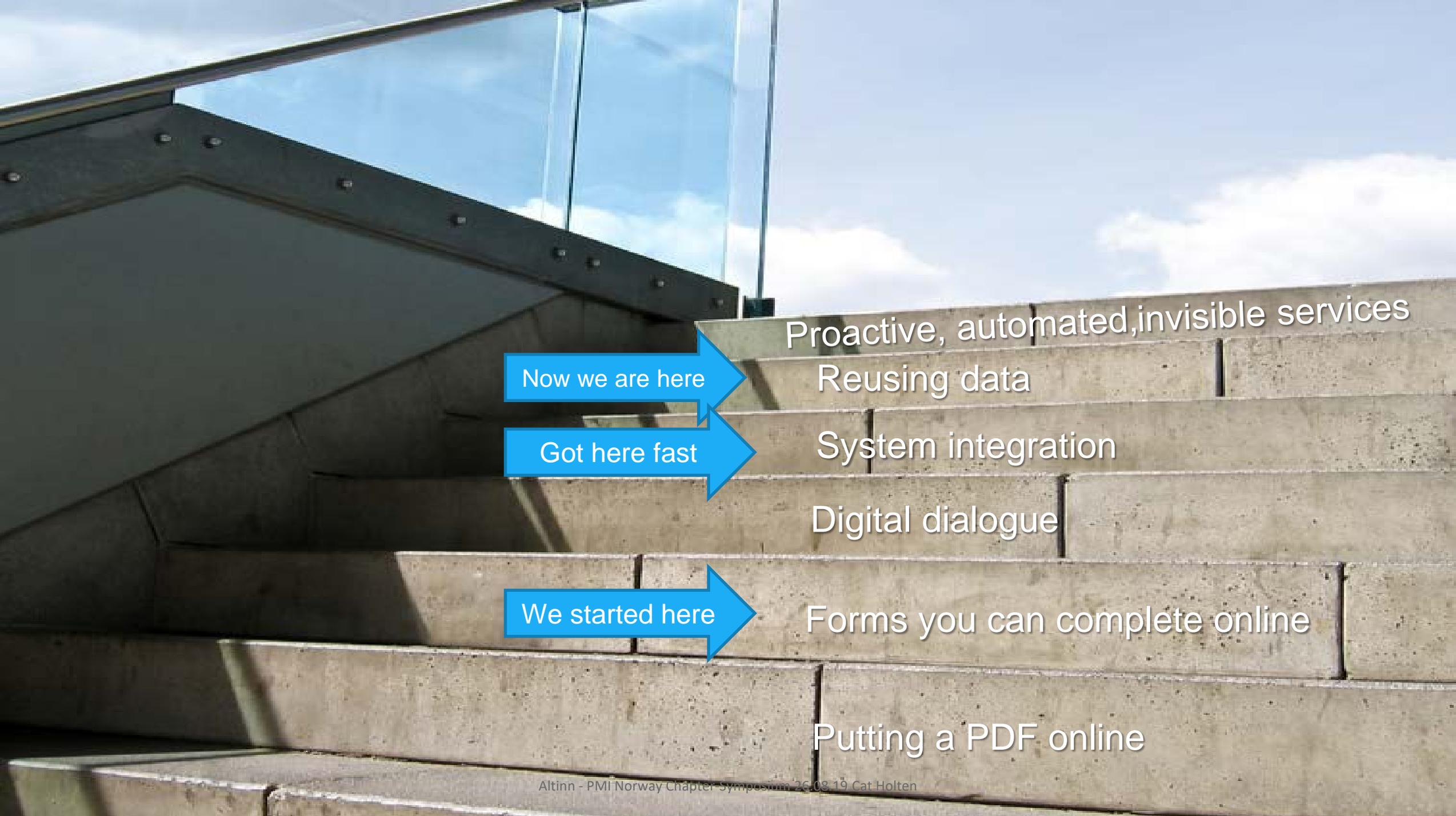
MESSAGES



LINKING



TRANSFER



Now we are here

Got here fast

We started here

Proactive, automated, invisible services

Reusing data

System integration

Digital dialogue

Forms you can complete online

Putting a PDF online

Who Is Leading With Digital Government Technology Platforms



The Altinn Platform

Citizens/
Businesses



DTA Whole of
Government Platform

Ecosystems



Antwerp City Platform
as a Service

Intelligence



Smart Nation Sensor
Platform for IoT

Things



Adur and Worthing's
Government as a Platform

IT Systems

#GartnerSYM

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The most important prerequisite to get access to information is to know that it exists and where to find it.



Information Management

«Public agencies shall share and reuse information that the user have already provided»

Ambition level 1:
Common Shared Data
Catalogue

Ambition level 2:
Data Services are made
available

Ambition level 3:
Reuse of Data and Services
Main Rule of Thumb

«Order in-house»

Framework for information management

Challenges

The pace of technological change is increasing exponentially

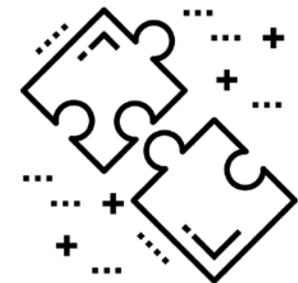
- Existing societies and business models are under pressure

Ultimately, the ability of government systems and public authorities to adapt will determine their survival. If they prove capable of embracing a world of disruptive change, subjecting their structures to the levels of transparency and efficiency that will enable them to maintain their competitive edge, they will endure. If they cannot evolve, they will face increasing trouble.

“The fourth industrial revolution: what it means and how to respond” av Klaus Schwab, Founder and Executive Chairman, World Economic Forum

The concept “Digital me” explores what new needs and challenges arise when we use data in new ways (for example, using AI in the public sector).

We have explored issues and possible solutions and tried to see the whole, but do not come up with any detailed solution proposal.



Importance of trust

On a national level:

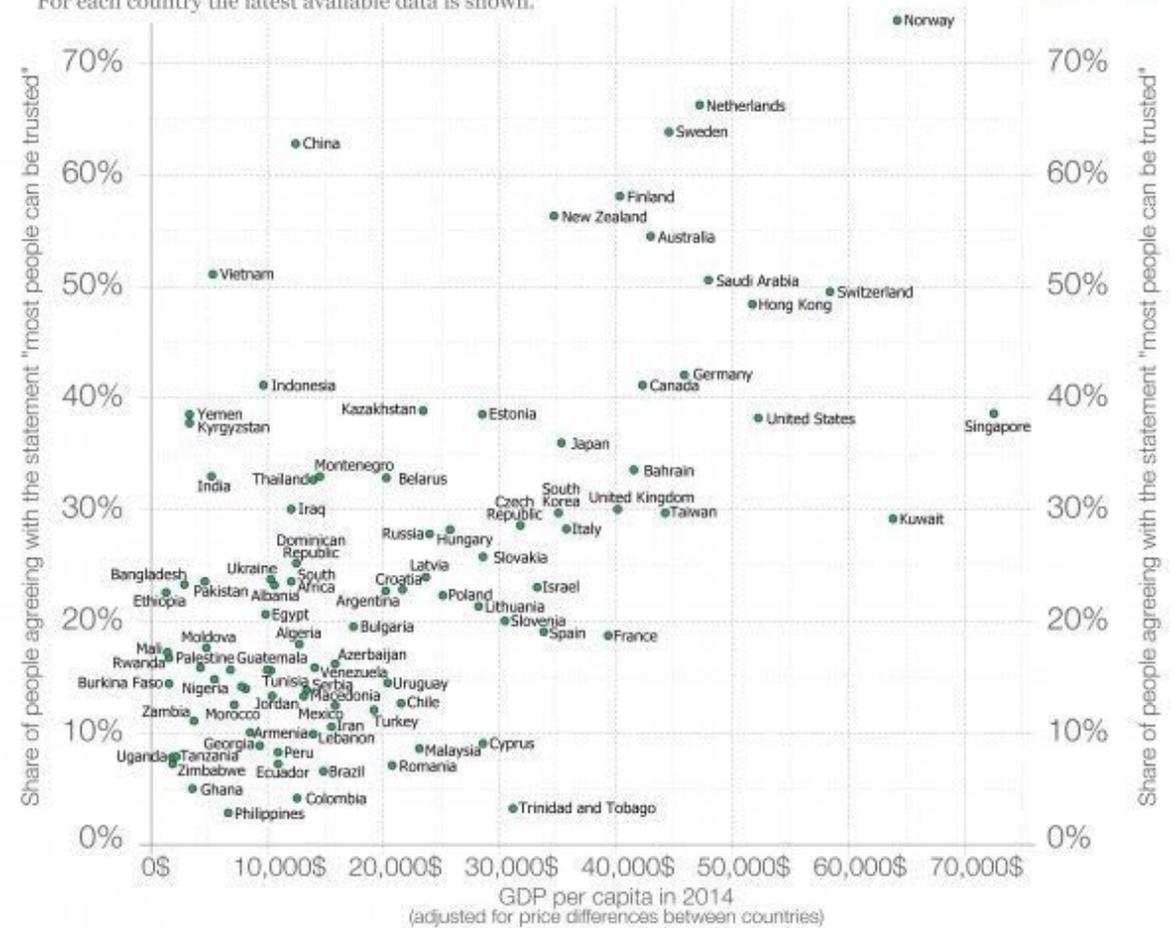
- Democracy
- GDP
- Macroeconomic stability

Digital transformation needs trust to enable datasharing

Country by country: Trust vs. GDP per capita

Shown is the share of people agreeing with the statement "most people can be trusted". For each country the latest available data is shown.

Our World
in Data



Digital infrastructure for trust

- Authentication
- Authorization
- Common data registers
- Other registers
- Look up services

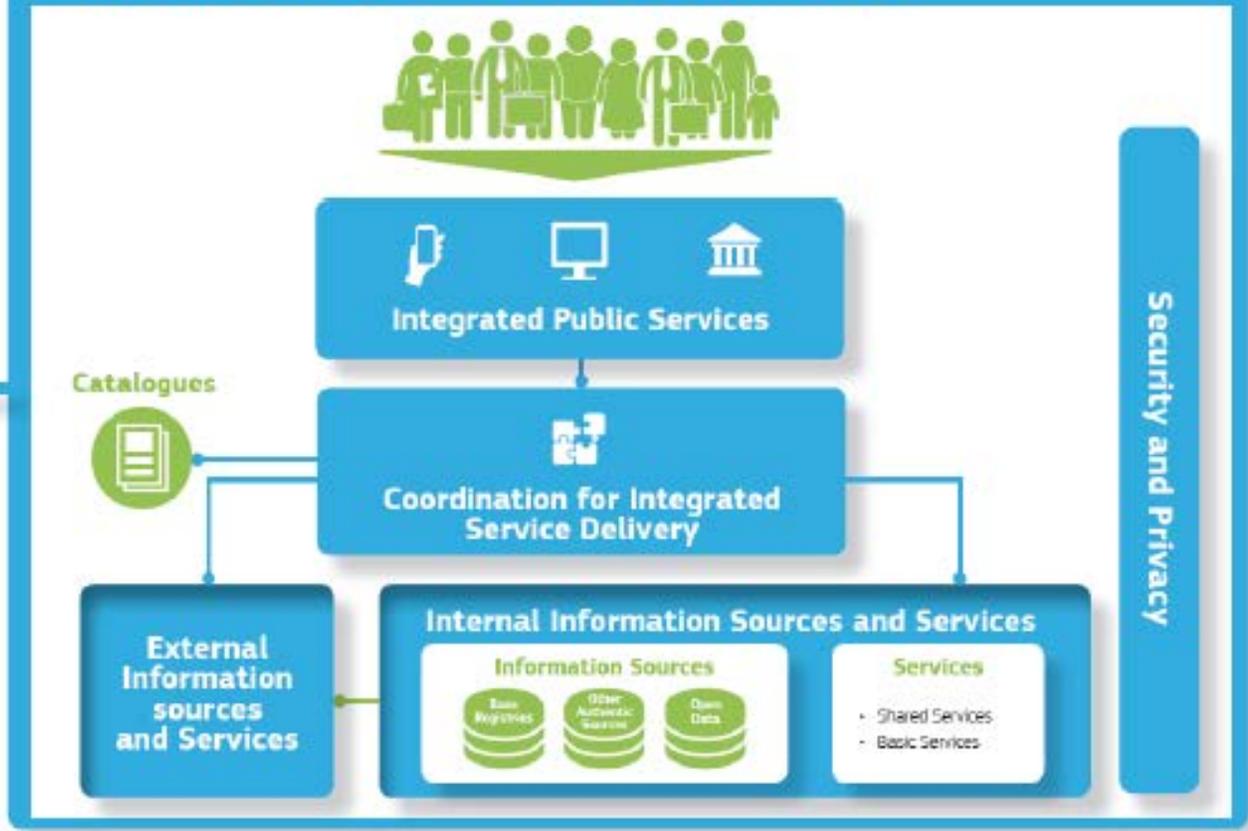


EIF Conceptual Model

Interoperability Governance

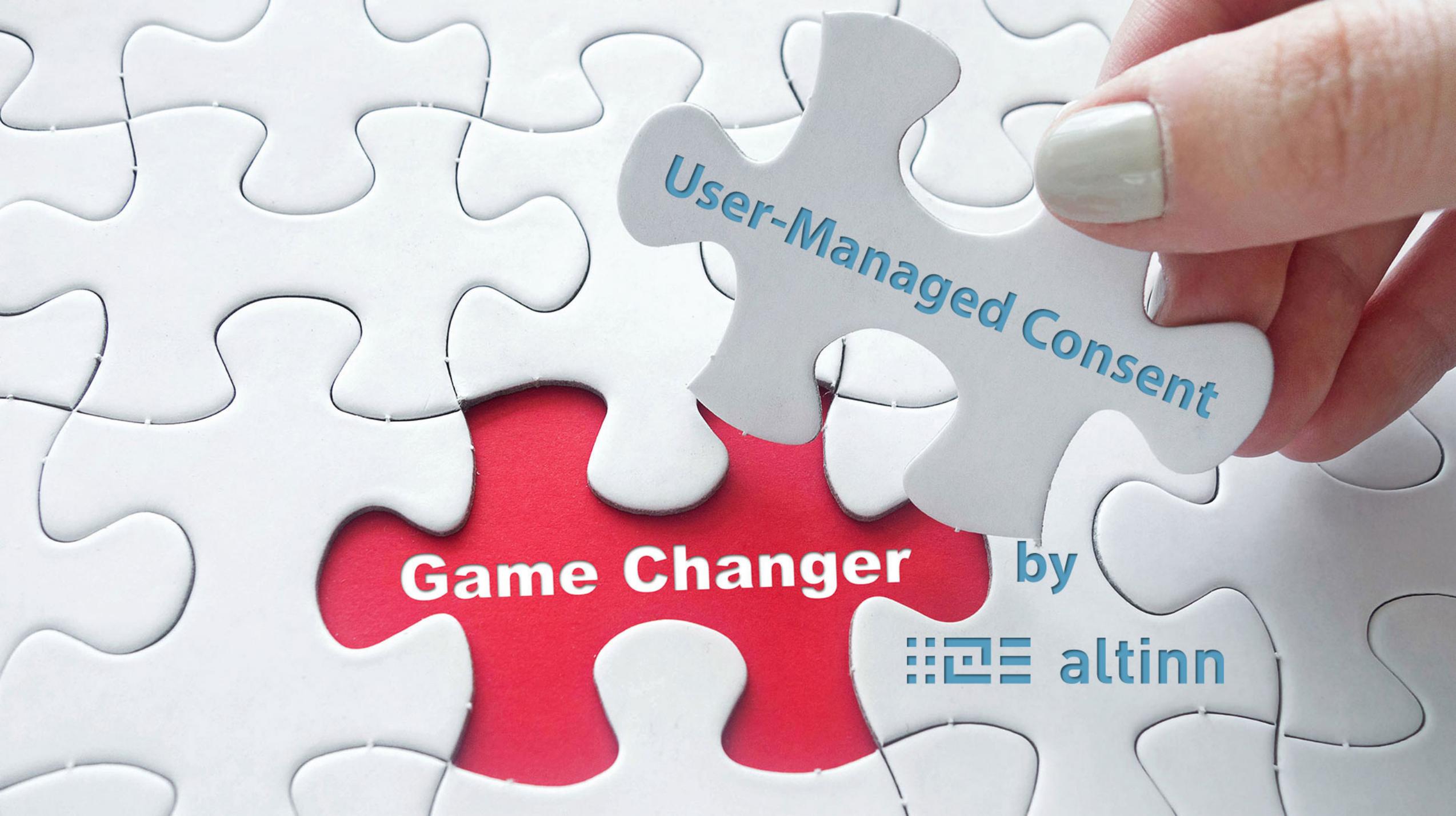


Integrated Public Service Governance



Interoperability Principles

Next steps



User-Managed Consent

Game Changer

by



altinn



New principle:

The user - citizen or business - has authority to share the data that government agencies have obtained on them

Settlement after deaths

GOAL

- Simplify the process for the bereaved.
- Develop a solution to lead them through a simplified process through the digitization and sharing of data in processes that today are complex and analog / paper-based



"I don't understand who to contact for what, where they are and how to get hold of them or why I'm going to"

"Wish there was a ringbinder with everything I needed"



Good trust mechanisms are needed for sharing information and for using services that use large amounts of data

Common components play a key role in building trust between residents, businesses and the public sector. But will today's common components manage to carry the weight of future needs?

Information management and “order in-house”

Data needs to be processed and defined by type, context and how to use it later.





The common solutions of the future must be built together

We must work together for better sharing and learning, and to achieve a common foundation of values.

We need a regulatory infrastructure - a digital foundation that safeguards trust in all directions.

Norway needs to spend time to develop good solid solutions, due to our high ethical standards. In addition, citizens have high expectations for a trust-based country such as Norway. To succeed, one must look at traceability, what and how the data is used, what is expected of users and service providers.





“Digital Me” is a distributed model, has several levels of access control and different uses for the different end users.

Digital me can be developed step by step through:

- Overview between citizen and public
- Overview between resident, public and private
- Opportunities to withdraw and provide access

Levels of individualized services

My data

Control and overview of own data and how they are used. The user (individual, organization) owns and controls their own data.

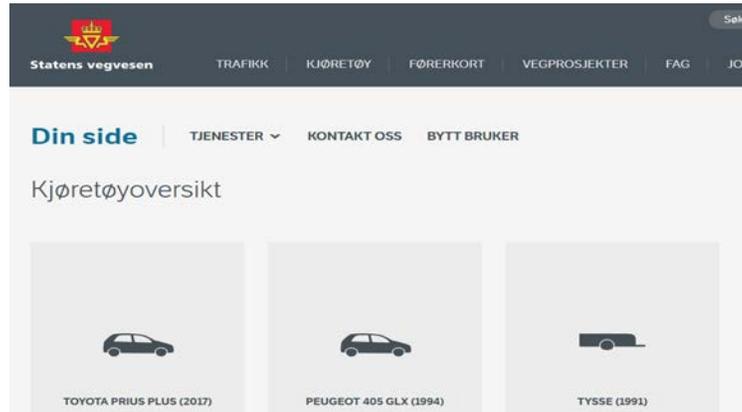
- To make the data usable to the user
- Example Helsenorger.no where you can see contentin and who has viewed your journal



Digital twin

A digital representation of an individual, organization or object (such as an asset).

- Example «Ypur vehicles» on vegvesen.no
- An approach that can be used to solve aspects of My Data



Digital assistant

A personalized service that proactively safeguards your rights, duties and guides you through processes.

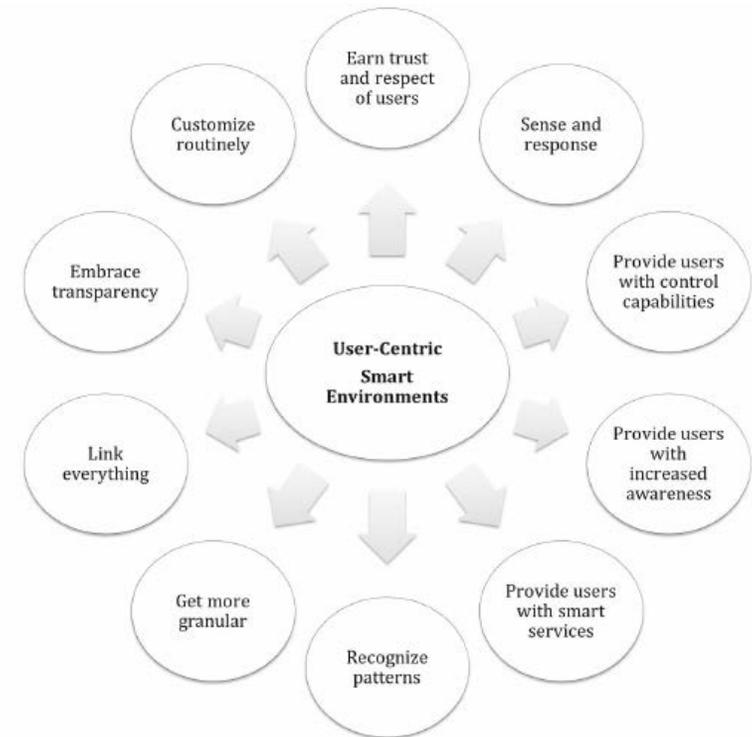
- Example Siri, Alexa



"Digital me" is about seeing the connections



Overview of how the different spheres of data are related to the individual



The development of these new user-centric, smart, and data-driven services transcends some new needs and criteria

Poikola, Antti, Kai Kuikkaniemi, and Harri Honko. 2015. "MyData – A Nordic Model for human-centered personal data management and processing."

Future Human-Centric Smart Environments Cano, Maria Victoria; Santa, José; Zamora-Izquierdo, Miguel; Skarmeta, Antonio

Thank you for your attention!

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