

E-government policy and development of the Public Services System in Latvia

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Top 20: Where to Find the World's Fastest Internet

By Mark Milian - Jul 23, 2013 7:12 AM GMT+0300



5. Latvia
Smaller countries are easier to blanket with high-speed internet, which is one of the reasons why Latvia consistently ranks high on this list. Latvia's average peak broadband speed was 44.2 megabits per second, about 140 percent faster than the global average.

Photograph by SIME/eStock Photo

Latvia -
rich with the
resource of the
21st century!

Are we using
it efficiently?





Coordination

Transparent financing system

Unified customer service network

ITC use in delivery of public services

Unified legislative framework

Historic development stages of e-government in Latvia

Building state registers, integration platform and portal from a scratch

developing infrastructure and e-service ecosystem

1991

2005

2006

2013

2014



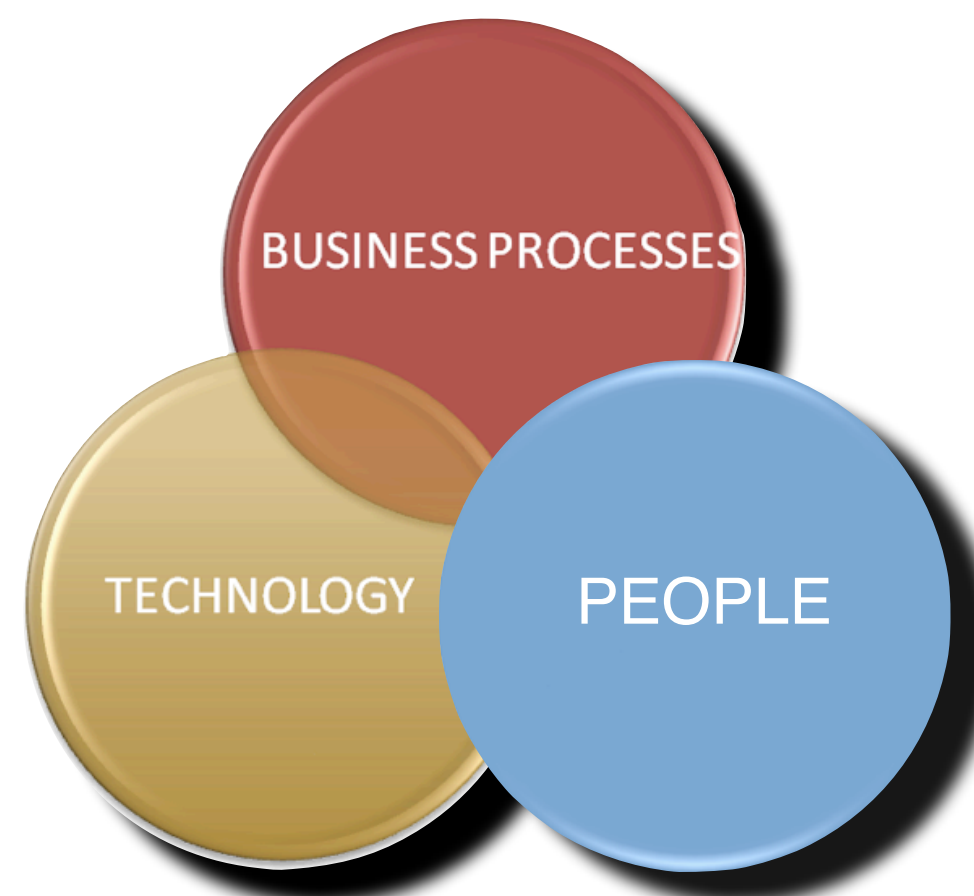
Governance

Strategy

Architecture

2014 ●●●

Strategy



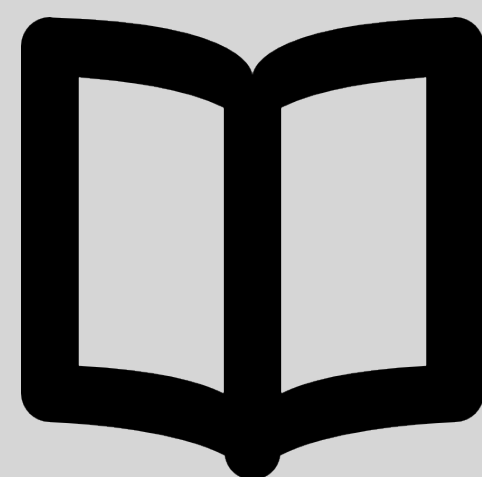
Security and privacy

Network infrastructure

Strategy

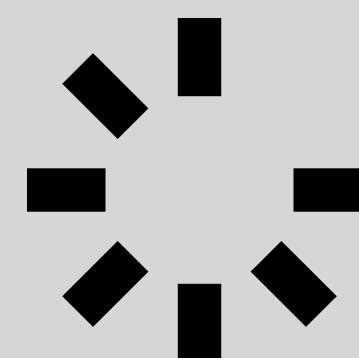
key elements of e-government development in Latvia

open data

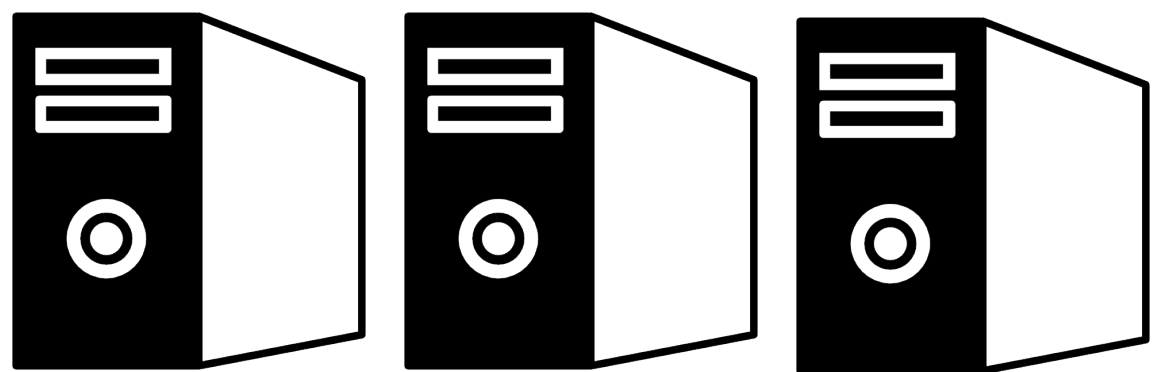
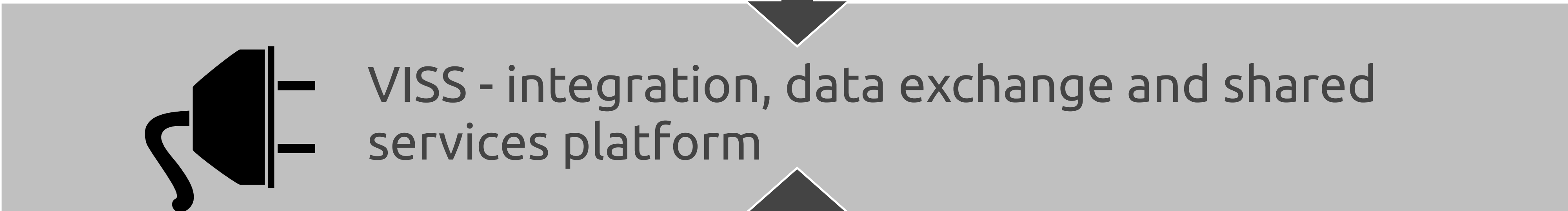


rational ICT
management

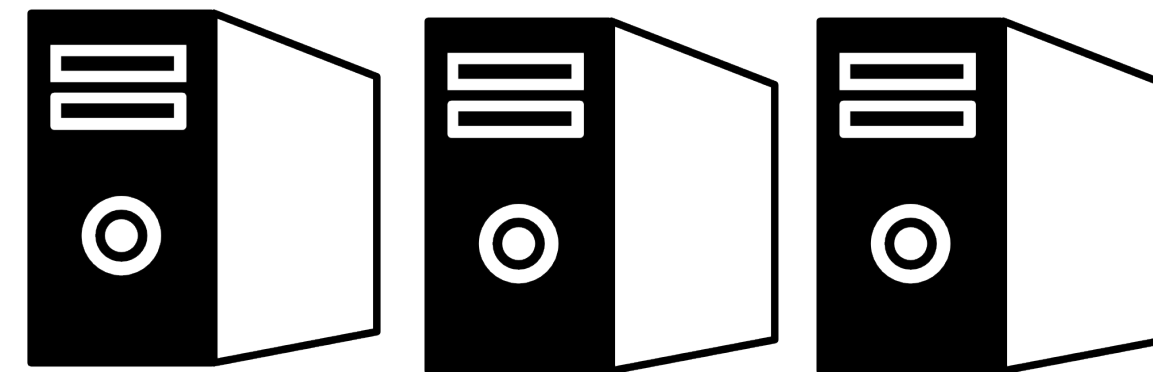
effective
processes



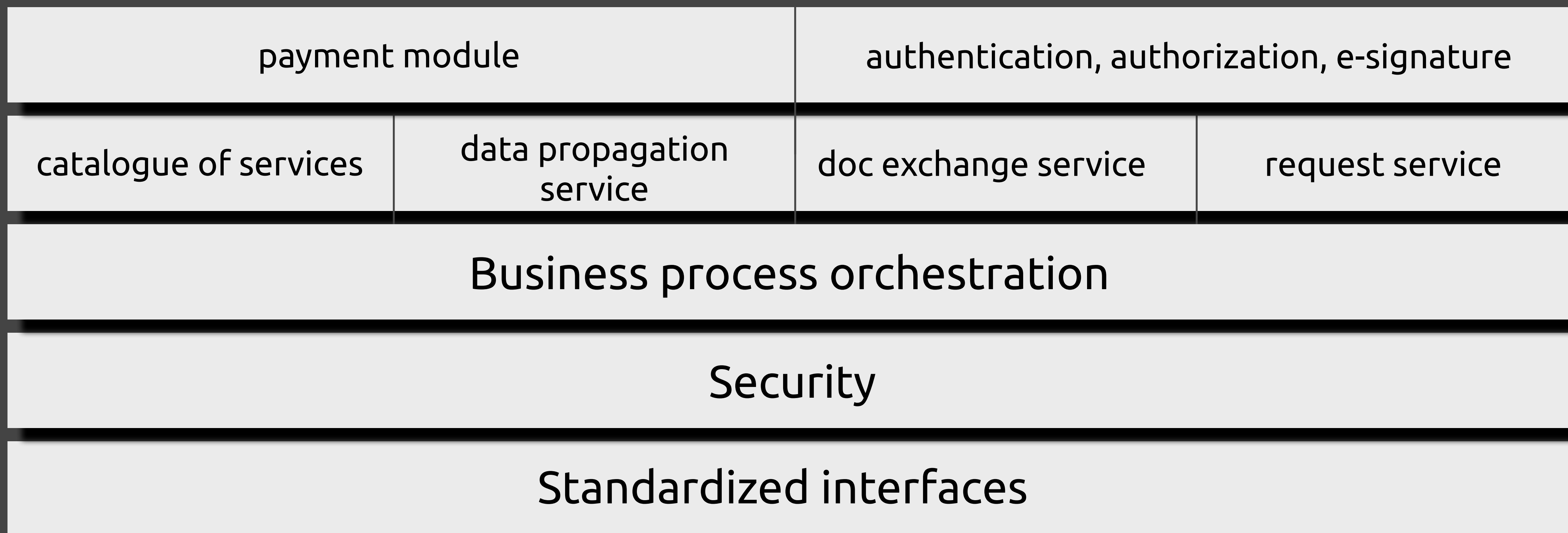
e-gov.
quality



Registers, systems
and sub-systems

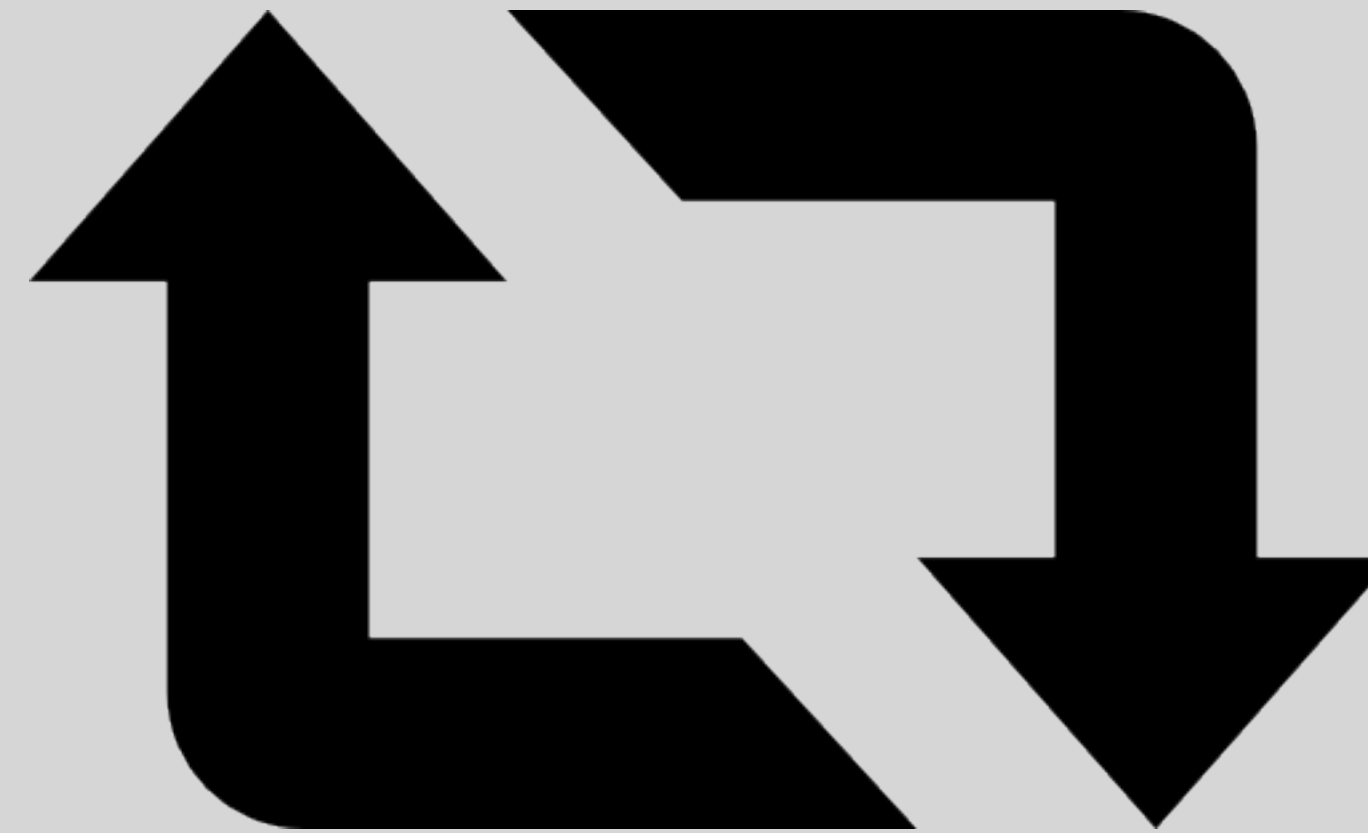


VISS - integration, data exchange and shared services platform



Architecture 3.0

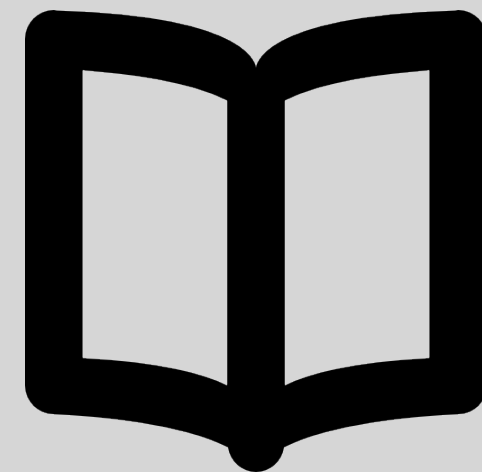
coming soon...

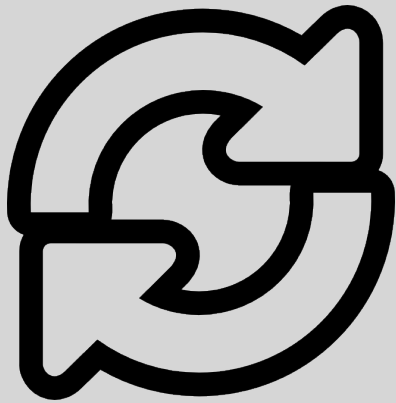


Architecture 3.0

challenges

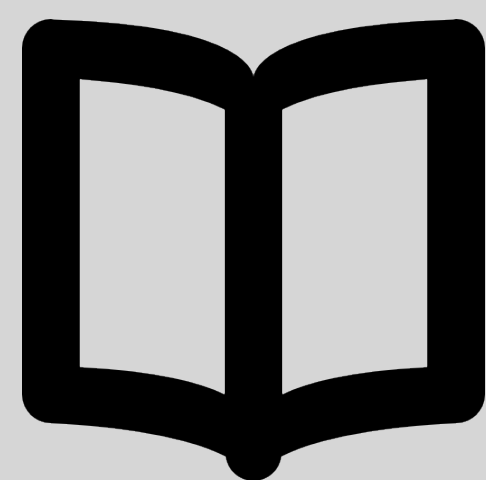
open data




**re-use of
components**


excellence

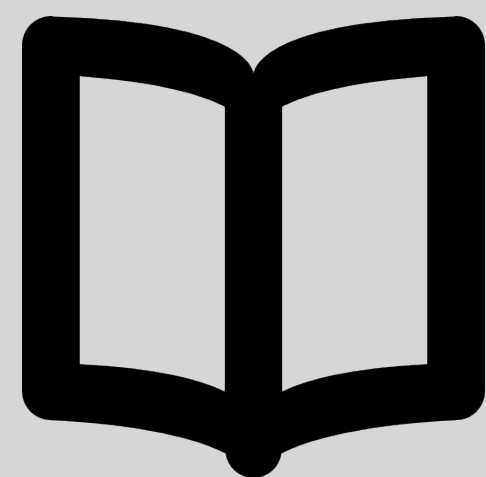
open data



“DOING MORE WITH MORE”

Jeremy Millard

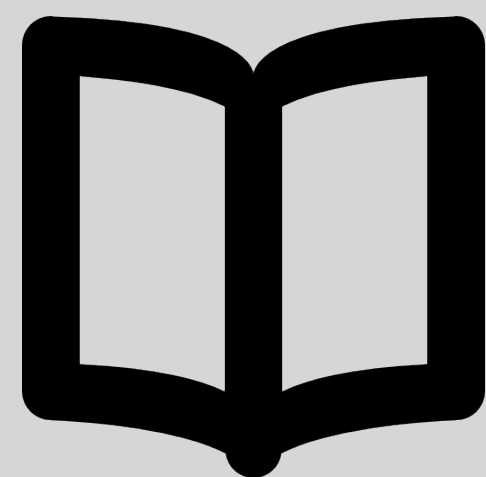
open data



TRUST

Transparency of government

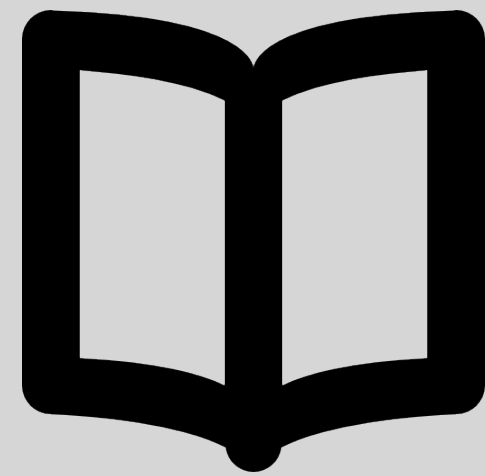
open data



DATA IS KING

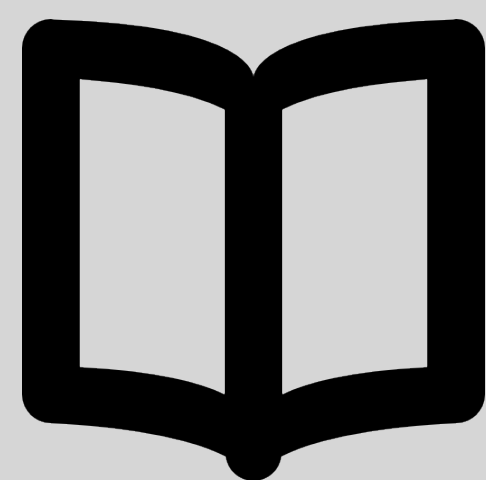
Promoting data oriented culture

open data



**Strong motivation to improve
data quality**

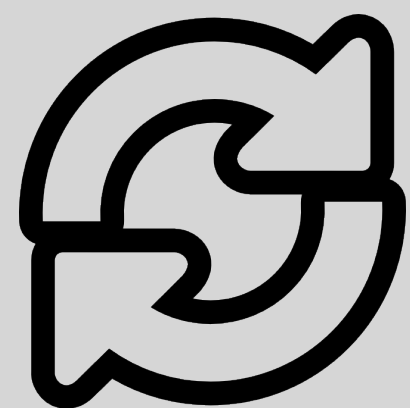
open data



Shared “tool box”

Government provides open data platform

People build new innovative content using this platform



**re-use of
components**

**Making maximum use out
of what we already have**

Build once, apply many times



excellence

**Striving for excellence in public services
leads governments to the concept of
User Experience Design (UXD)**

Service Innovation & Design is a **core competency** for all ICT organizations in the 21st century

(Source: Singapore eGovernment Leadership Centre)

It leaves government with TWO choices:

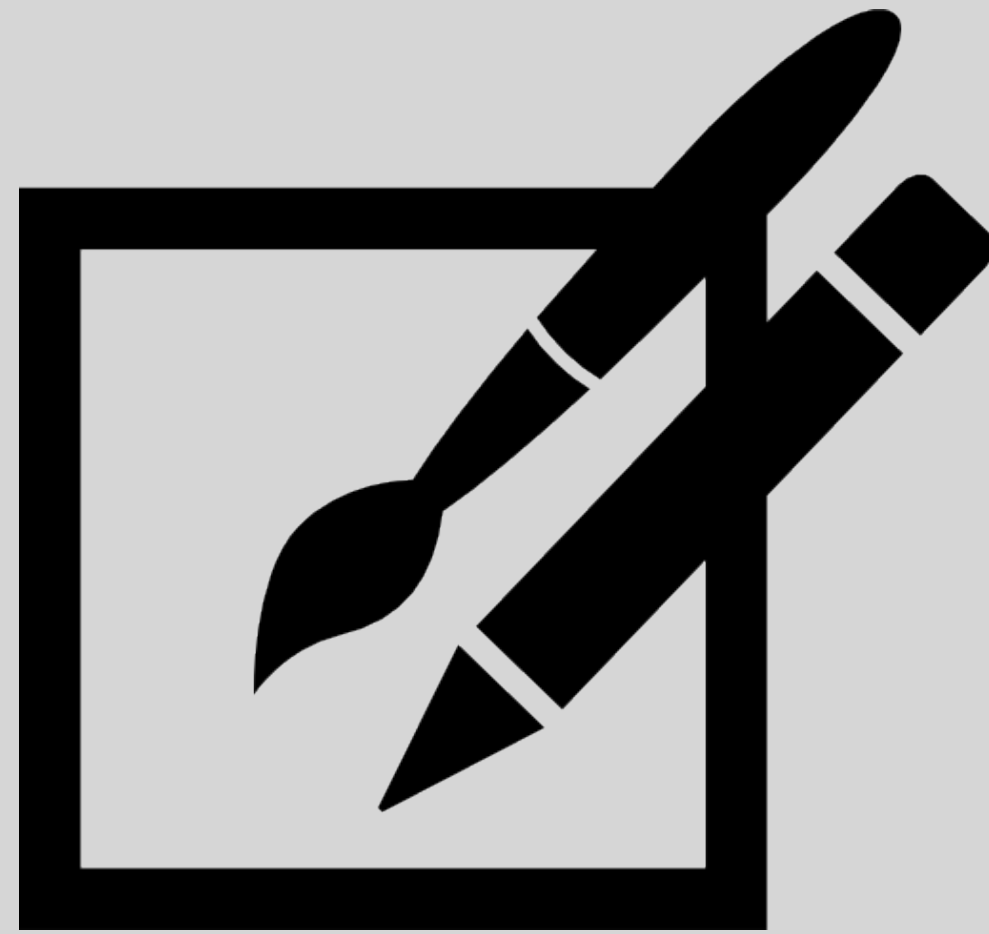


learn how to build services

AND / OR

**let people build services on
their own**





Co-design Co-production

U.K. Gov. Digital Service Design Principles

1. START WITH NEEDS

2. DO LESS

3. DESIGN WITH DATA

4. DO THE HARD WORK TO MAKE IT SIMPLE

5. ITERATE. THEN ITERATE AGAIN

U.K. Gov. Digital Service Design Principles

6. BUILD FOR INCLUSION

7. UNDERSTAND CONTEXT

8. BUILD DIGITAL SERVICES, NOT WEBSITES

9. BE CONSISTENT, NOT UNIFORM

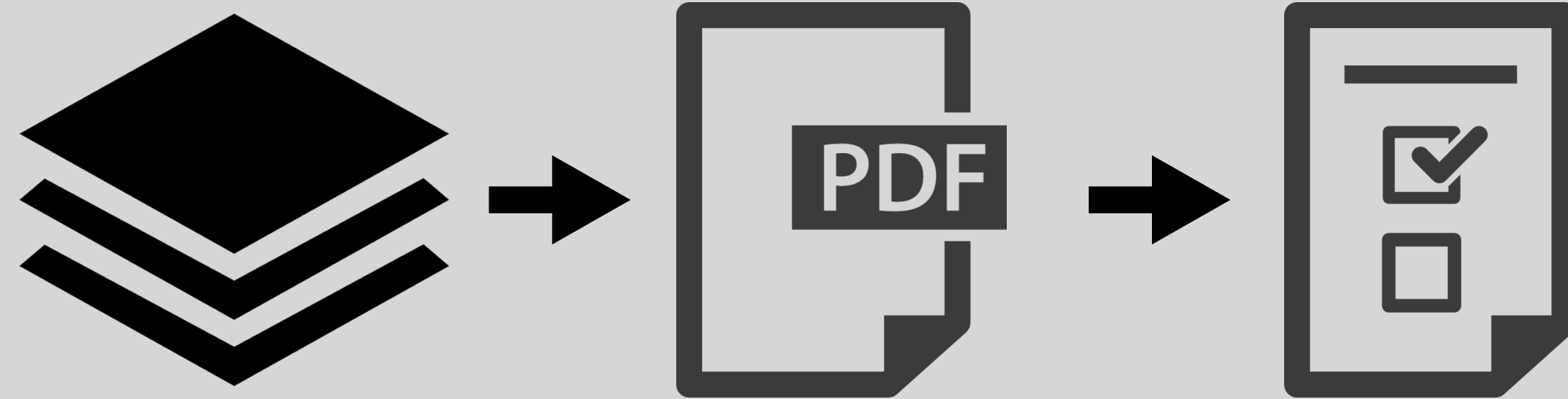
10. MAKE THINGS OPEN; IT MAKES THINGS BETTER

**Digital by
Default Service
Standard, U.K.**

9 Create a service that is simple and intuitive enough that users succeed first time unaided.

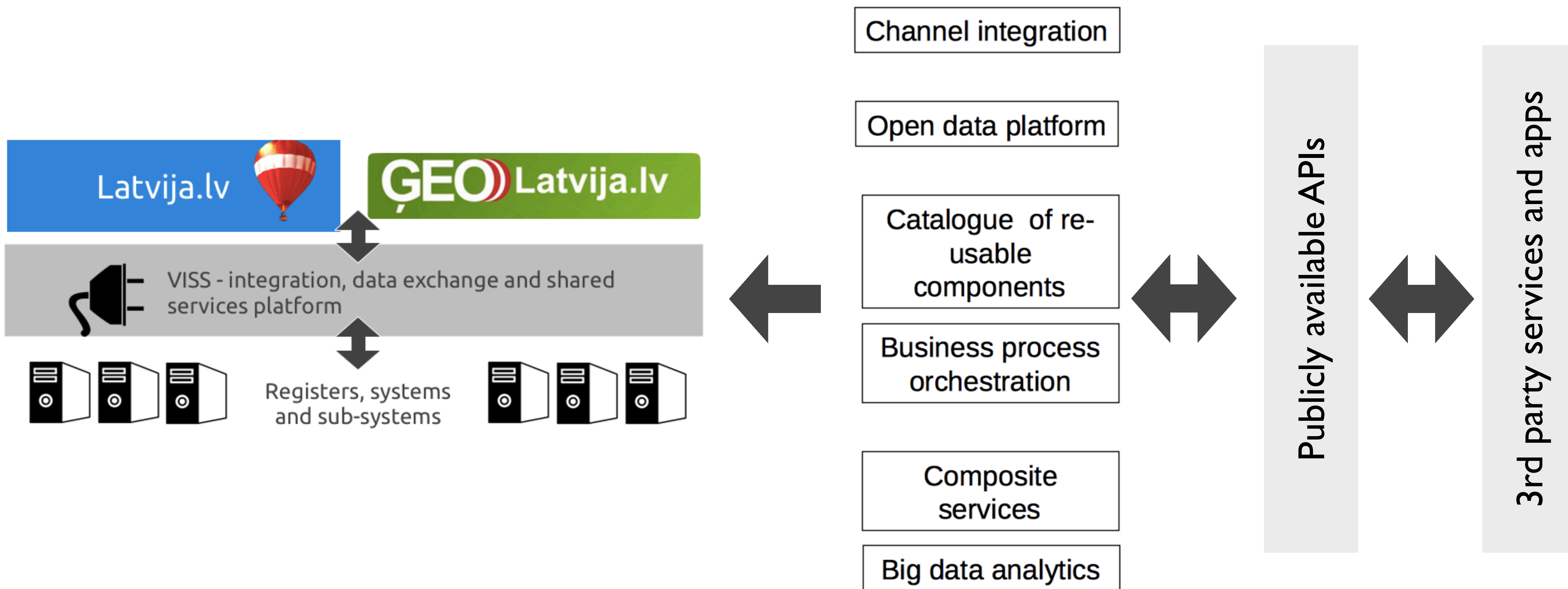
26 Successfully test the service from beginning to end with the minister responsible for it.

Going beyond the self-service



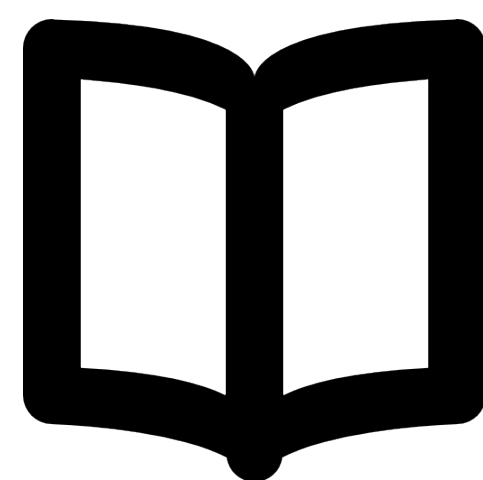
example

no-filing service @Singapore



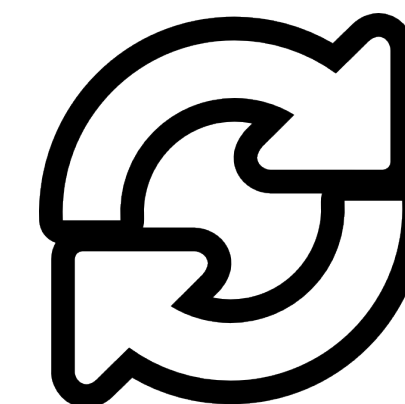
Takeaways

open data



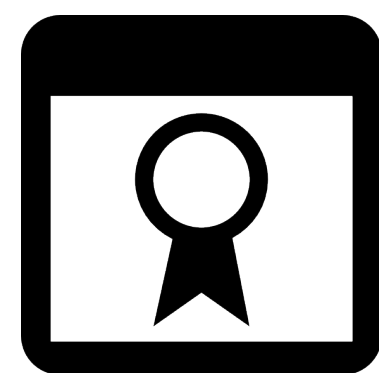
**There is a potential
in open data**

**To be efficient, promote re-
use of components and use
shared platforms/services**



**re-use of
components**

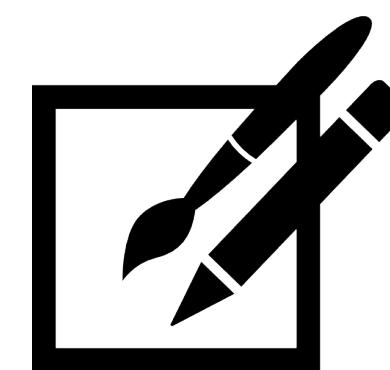
Takeaways



excellence

**Strive for excellence
with UXD**

**Go for co-design and
co-production**



**co-design
co-production**

Takeaways



**beyond
self-service**

**Think beyond self-
service**

**Open up for 3rd party
services and apps**



**3rd party
solutions**

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