LEUVEN, BELGIUM
13th – 15th of June 2019

"Smart region: What possibilities for STRs to promote the use of Big Data and means of digitalization? Development of their own role in this context?"

AERTE EASTR

**European Association of State Territorial Representatives
Association Européenne des Représentants Territoriaux de l'Etat**

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Working session program

Morning: Installation of the participants at Martin's Klooster Hotel

12 :30   Lunch at Martin's Klooster Hotel

13 :45   Departure to Leuven Town Hall (5 minutes on foot)

14 :00/17 :00   **Session I** (Leuven Town Hall)

14 :00/14 :30   **Opening session**

- Greeting by **Mr. Lodewijk De WITTE**, Governor, Flemish Brabant Province (5')

- Opening speech by **Mr. Herman VAN ROMPUY**, Former Prime Minister of Belgium and former President of the European Council (15')

- Opening speech by **Prof. Dr. Huib HUYS**E, Head of sustainable development research group at the Research Institute for Labor and Society (HIVA-KU Leuven) (10')

- Announce of Sessions by **Mr. Pierre-Etienne BISCH**, General Secretary of the EASTR (2')

14 :30/16 :00   **SESSION I: INTERVENTION OF ELECTED REPRESENTATIVES COMMITTED in smart cities / smart regions**

Moderator: Lodewijk DE WITTE, Governor of Flemish Brabant (Belgium)

1° **Mr. Wim DRIES**, Burgomaster of GENK, President of Flemish cities and municipalities association (Belgium) 45'
"S-Lim. How the province of Limburg is taking the flight ahead as a smart region"

2° **Mr. Kyösti OIKARINEN**, President of Oulu Executive Board and member of the City Council of Oulu (Finland) 45'
"Oulu, Capital of Northern Scandinavia is the HUB of digital wellbeing and health innovations"

16 :00/16 :20   Coffee break

16 :20/17 :20   ROUND TABLE on the CURRENT ISSUES by different States-members 60'

17 :20/17h50   **For the members of the Board of Directors – EASTR'S BOARD MEETING.**

Departure on foot to hotel (5 minutes)

17 :00   For other participants – Departure on foot to hotel (5 minutes)

19 :50   Departure from the hotel to The Halls of the Leuven University (5 minutes on foot)

20 :00   Dinner

FRIDAY, 14TH JUNE, 2019

8 :15   Departure from the hotel to the Royal Museum for Central Africa (Tervuren) (25 minutes by bus)

09 :00/ 11 :10   **SESSION II The vision of STRs on the smart cities and smart regions**

Moderator: Ignazio PORTELLI, Prefect (Italy) 15'

1° **Mr. Lodewjik de WITTE**, Governor of Flemish Brabant (Belgium) 30'

2° **Mrs. Cathy BERX**, Governor of Antwerp province, Belgium 30'
« Antwerp as Smart City and the project of one of its communes in close relations with the role of the STRs »

3° **Mr. Saffet Arikan BEDÜK**, General President of Association of Turkish Governors (Turkey) 30'
"Human-oriented IT projects in the provinces and districts of Turkey"

4° **Mr. Renaud VEDEL**, Prefect, Interministerial delegate for artificial intelligence (France) 30'
"The Rising of Urban / Regional Data Platforms, a New Governance Model to Engage In"

11 :10/11 :30   Coffee break

11 :30   Guided tour of the Museum (with the partners)

13 :00   Buffet lunch (with the partners)

14 :30/ 17 :15   **SESSION III What is the evolution of the role of STRs in smart cities and smart regions?**

Moderator: Éric FREYSSELINARD, Prefect of Meurthe-et-Moselle (France) 15'

1° **Mr. Marko PUKKINEN**, General Director of Regional State Administrative Agency for Western and Inland Finland (Finland) 20'
"Education in Finland supporting the success story of region"

2° **Mrs. Anneli HULTHEN**, County Governor of Skane (Sweden) 20'
"Digitalization creates opportunities for citizens and for Government Agencies!"

3° **Mr. Denis MATHEN**, Governor of Namur province (Belgium) 20'
"Smart Governor, smart facilitator": the STR in his role as "smart animator"

15 :45/16 :15   Coffee break

4° **Mr. Sándor SZABÓ**, Commissioner of Administrative Government (Hungary) 20'
"Government Windows" in Hungary"

5° **Mrs. Laura LEGA**, Prefect of Florence (Italy) 20'
" Economic and social development of smart territories: the role of the Italian prefect" 20'

6° **Mr. Frank SCHERER**, Landrat of Ortenau Kreis (Germany) 20'
"Just do it - How to achieve a new efficient working in our regional administration"

17 :15/18 :15   End of the working sessions

1° Synthesis by **Mr. Jean-Michel BRICAULT** 20'

2° General Assembly 15'

3° Conclusion of President **Lodewijk DE WITTE** and **Ignazio PORTELLI**, President of 2020 year 5'

4° Closing intervention by **Mr. Jeroen WINDEY**, General administrator of the Ministry of interior in Flemish region 20'

19 :00   Arrival at the Palace of the colonies for Gala Dinner (2 minutes on foot from the Museum). Beginning of the reception/ Aperitive

22 :00   Departure for the hotel Martin's Klooster (25 minutes by bus)

22 :30   Arrival at the hotel Martin's Klooster

Visit tours program

SATURDAY, 15TH JUNE, 2019

09 :00   Departure from the hotel (by bus)

09 :30   First visit (First of two visits. Choose only 1 option from three possibilities):
1. IMEC
2. 3D Systems Printers
3. Health House

11 :00   Change of groups for the second visit (choose only 1 option):
1. IMEC
2. 3D Systems Printers
3. Health House

11 :15   Second visit

12 :45   Departure for Living Tomorrow (Innovation and progress museum)
(25 minutes by bus)

13 :15   Lunch at Living Tomorrow

14 :30   Visit of Living Tomorrow

16 :30   Departure for Leuven (possibility to bring you, if needed, with one of the buses at the Brussels International Zaventem Airport).
Bus to Leuven - 25 minutes by bus
To Brussels International Zaventem Airport - 10 minutes by bus

17 :00   Arrival to hotel

President of the Leuven Days

Bio express

MR. LODEWIJK DE WITTE
Governor, Province Vlaams Brabant
(Belgium)

Identity:	De Witte Lodewijk, Maria J.J.A.A. ° Zwevegem, December 12th 1954
Formation:	Humanities (Latin-Mathematics) 'Sint- Amandscollege' in Courtrai Licence holder in Law K.U. Leuven
Professional career:	• **1979 – 1980:** Has Started to work at 'vzw Wetswinkel Leuven' (A.S.B.L. Law Boutique in Louvain) • **Autumn 1980:** Published a report on the right of foreign workers for a social assistance by order of the Commission of European Community • **From 01-06-1981 to 10-05-1988:** Manager at Emile Van dervelde's (SEVI) institute • **From 11-05-1988 to 15-12-1991:** entrance at the Minister of Interior's cabinet first as an agent, then as a Counselor and as a Deputy chief of the Cabinet • **From 16-12-1991 to 31-07-1994:** Chief of the Cabinet at the Ministry of Interior and Civil Service • **From 01-8-94 to 31-12-94:** Government commissioner in charge of the preparation of the scission of Brabant's Province • **From 01-01-1995 until now:** Governor of the Flemish Province of Brabant

Opening session

Bio express

MR. HERMAN VAN ROMPUY
Former Prime Minister of Belgium
and former President of the European
Council (Belgium)

Herman Van Rompuy, President Emeritus of the European Council and former Prime Minister of Belgium, is now President of the European Policy Centre and a visiting Professor in several universities (the College of Europe, UCL, KULeuven, yetc).

As a former economist at the National Bank of Belgium, he began his political career in 1973 as national vice-president of his party's youth council, before holding various responsibilities within his party and in the Belgian Parliament and government, serving in turn as Senator (1988-1995), Secretary of State for Finance and Small Businesses (1988), Vice-Prime Minister and Minister of Budget (1993-1999), Member of Parliament (1995-2009), Minister of State (2004), and Speaker of the House of Representatives (2007-2008).

At the time of his first appointment as President of the European Council in 2009, he was Prime Minister of Belgium. He was the first full-time President to take office when the Lisbon Treaty came into force.

Herman Van Rompuy has been awarded many honors and prizes, among which the Charlemagne Prize - Internationale Karlspreis (29 May 2014). In 2015, King Philippe II of Belgium ennobled Herman Van Rompuy by making him a Count.

He was born in Etterbeek (Brussels), on 31 October 1947, and is married with Geertrui Windels. Together they have four children and nine grandchildren.

https://www.eastr-asso.org/content/mr-herman-van-rompuy-what-state-union-where-are-we-headed

Smart cities & smart regions: the role of citizen science

BY **PROF. DR. HUIB HUYSE**
Head of sustainable development research group
at the Research Institute for Labor and Society
(HIVA-KU Leuven) (Belgium)

This presentation looked at the role of the University of Leuven in contributing to solutions for complex social problems, especially through SMART cities/regions and citizen science. KU Leuven has gained considerable experience in setting-up large-scale citizen science experiments on air quality. Citizen science is becoming increasingly relevant. Our societies are faced with a range of complex challenges, three of them have received considerable attention over the last few years: air quality, mobility and climate change. We increasingly realise that these problems cannot be solved through technical innovation only. This realisation is not new. More than 30 years ago Richard Nelson wrote his important book on the "moon-ghetto paradox"; Why is it that we manage to send humans to the moon, but we are failing to address the problems of inequality and crime in our own societies? Citizen science can form one piece of the puzzle to engage citizens much closer in the search for solutions, especially in times where science evidence is increasingly questioned by the broader public. It can also contribute to attitude and behaviour change amongst the participants and the public at large.

In 2018, the project "CurieuzeNeuzen Vlaanderen" mapped the air quality in the whole region of Flanders, in what finally became the largest citizen science project ever mapping NO2 pollution at street level. The project is a collaboration between the University of Antwerp, the Flemish Environment Agency, the national newspaper De Standaard, HIVA-KU Leuven and VITO. HIVA-KU Leuven was one of the founders of CurieuzeNeuzen in 2016 and is responsible for mapping the societal impact of both projects. The project had a clearly defined scientific as well as a social purpose. Twenty thousand participants received a measurement package to measure the air quality in their street, which resulted in an unprecedentedly large and internationally leading dataset. These data are then compared with computer simulations of air quality in Flanders, with the aim of significantly improving the underlying computer model. This will allow the exposure of the Flemish population and the resulting health effects to be quantified much better, resulting in a more efficient policy support. This is the first time internationally that citizens have been actively involved in a scientific project on air quality on such a large scale. The scale implied that the projecy had to communicate widely and efficiently, reaching all layers of the population. To this end, a large-scale recruitment and communication campaign was rolled out in various media (TV, radio, print, and social media). CurieuzeNeuzen Flanders aimed at raising awareness about air quality and sustainable mobility. The project aims to make the inhabitants of Flanders aware of the importance of a healthy living environment, and how scientific research can be used to solve social and technological problems, such as the improvement of air quality.

The project was first tested in Antwerp in 2016 (2000 participants). It turned out that the approach resulted in a high quality dataset, which can be used to validate and refine air quality models. The data from CurieuzeNeuzen Antwerp were subsequently compared with existing RIO-IFDM-OSPM models. This analysis provided very clear insights into the neighbourhood-to-neighbour variation in a large European city. The project was received as very innovative in the international academic world. The European Environment Agency presents CurieuzeNeuzen Antwerpen and Flanders as a 'best practice' in citizens' research.

In addition to the measurements themselves, Curieuze-Neuzen in Antwerp in 2016 and in Flanders in 2018 also paid a great deal of attention to the flow of information and raising awareness, both among the participants in the project and among the general public. Citizens were involved in the project in an innovative way, including through colourful bill boards that decorated the entire city/region; active campaigns on social media, radio, television and bus; postcards for the participants' neighbours; a giant map at the Ringland Festival in 2016; videos with well-known artists; and through a large closing information event with 900 citizen researchers in Antwerp in 2016.

HIVA-KU Leuven mapped the social impact of the Curieuzeneuzen projects. It turned out, among other things, that the CurieuzeNeuzen citizen scientists came from all walks of life. They spoke with more than 430.000 friends, neighbours and family members about their research (strong amplification effect). By measuring NO2 in their own living environment, the participants took a more positive view of all kinds of environmental measures. The research also demonstrated, among other things, that attitudes and behaviour with regard to air quality and mobility had changed. ●

Bio express

Prof. Dr. Huib Huyse is head of the research group sustainable development at the Research Institute for Labour and Society (HIVA-KU Leuven).
A substantial part of his research and evaluation work is policy- or practice-oriented and covers topics related to development cooperation and global development. Thematically, he specializes in research on sustainable supply chains decent work, the role of civil society organizations in low income countries, the SDGs, citizen science and monitoring and evaluation. He obtained his doctorate at The Center for International Education of the University of Sussex (UK) in 2011.
Before joining the university, he worked for ten years as a development practitioner in the education sector, including for six years as program director for a Belgian development agency in Zimbabwe. He is co-chair holder of a research on decent work and the SDGs.
He teaches the course development cooperation at the KU Leuven.

PUBLICATIONS: *https://hiva.kuleuven.be/en/sustainable-development-research-group/00013330*

Opening session

BY MR. PIERRE-ÉTIENNE BISCH

Regional prefect (h), State Counsellor
in extraordinary service, AERTE/EASTR's
General Secretary (France)

LEUVEN, Thursday 13 June, 2019

Dear Prime Minister,
Dear President
and dear Lodewijk de Witte,
Deal colleagues,

Without making you wait longer, I would like to thank in a few words the organization team under the authority of our President and all those who agreed to give a speech during these two European Days in Leuven.

As STR, we cannot claim expertise as academic speakers would, but we follow the evolution of society and try to understand what our executive function could bring and also how we adapt ourselves to these social changes.

So, we will this year again share our experience after that two elected officials present us their own path as mayors of smart cities.

The theme of smart cities and STRs is emblematic to that extent: in effect, systemic dematerialization of both public and private exchanges and the eruption of artificial intelligence can either refer territory planning missions of prefect, governors and all the State and region administrators to the museum of downgraded institutions, or on the contrary provide additional proof that regulatory authori-

ties having the status of trusted third parties are more necessary than ever. In the latter case, the STRs can appear among these trusted third parties, even if we will not have almost monopoly that may have been ours in this matter. Of course, this is not the same for our other natural missions as public security or immigration.

After our Session I devoted to the speeches of Mr. OIKARINEN, Chairman of the Executive Board and member of Municipal Council of Oulu and Mr. Wim DRIES, Burgomaster of GENK, President of Flemish towns and municipalities association, we will have one hour devoted to current issues in our different countries.

This part is not centered on the smart cities but on current issues on general. Do not hesitate to give a speech to inform us what is discussed now in your countries or regions in terms of territorial administration.

Tomorrow will be entirely devoted to exchanges between us, according to the schedule that appears in your programs.

I immediately give the floor to President De Witte, who will moderate the Session I.

Enjoy your Days in Leuven! ●

Bio express

19-07-1978	Deputy prefect- Cabinet's director of the Côtes-du-Nord's prefect	25-10-1999	Prefect of l'Ain
15-12-1979	Director's cabinet of the Pas-de-Calais's prefect	22-07-2002	Prefect of Var
25-02-1982	Montbard's Deputy Prefect	09-02-2004	Counsellor for Home affairs and overseas at the Prime Minister's cabinet
03-01-1983	Deputy Republic's commissioner of Metz-Campagne district		
01-06-1984	1st class counsellor at the administrative court (Nice)	07-06-2005	Cabinet director of the Minister for transports, equipment, tourism and sea
01-10-1987	Deputy director of juridical affairs and litigation at the Ministry for industry, posts, telecommunications and tourism	15-11-2005	CEO of Météo - France
		14-04-2009	Prefect of Alsace's Region, Prefect of Bas-Rhin
03-12-1990	Deputy director of the skills and local institutions (General Direction of the Local Authorities)	19-11-2012	Prefect of the Centre's region
		30-10-2014	State counsellor in extraordinary service
11-03-1991	Deputy director for the general director of the local authorities		
03-05-1993	Counsellor for territory planning and the local authorities nearby the Minister of State, Minister of the interior and territory planning	President of the National commission of cinematographic planning;	
		Member of the National commission for commercial planning;	
03-07-1995	Director of territorial administration and political affairs at the Ministry of the Interior	President of the formation of the court at the National Court for right of Asylum.	
16-12-1996	Prefect of Savoy		

« *Oulu, Capital of Northern Scandinavia is the HUB of digital wellbeing and health innovations* »

Presentation

BY **MR. KYÖSTI OIKARINEN**
Chairman of the Executive Board,
City of Oulu (Finland)

Oulu is a big Finnish city in the Northern Europe. With its 200 000 inhabitants, multidisciplinary university and many ICT companies Oulu is the home of many modern digital solutions. Three billion people worldwide utilize innovation that originates from Oulu. University of Oulu is the world s leading 6G wireless research institutes and has digital health solutions as one of its profiling areas.

University of Oulu and its Medical Faculty aims to be the HUB of Digital Health in Europe. There are several justifications to this nomination. Oulu is the leading ICT Health university and has national responsibilities e.g. in digitizing and harmonizing medical teaching in five and dental teaching in four universities. Health and wellbeing sectors have become one of the most important ICT applications in Finland and in Oulu. Export of high technological health products has surpassed its import and has replaced the failing export of mobile technology.

Oulu is simultaneously small and big, and a city where challenges are faced together. A now ten year old agreement, Oulu Innovation Alliance, guidelines the collaboration between the city, two universities, university hospital, the Oulu Region and the business sector as well as several research institutes. In addition to this, citizens of Oulu are much in favor of innovations. They utilize digital health, school and city planning services more than in any other Finnish city.

Oulu is also an example on how the business sector transformation can be smooth. Some eight years backwards Nokia, one of the biggest employers in the region, released several thousand experts in a very short period of time. This challenge was managed by re-schooling and by assisting start-up companies to find financing and labor. At present the business sector of the city is versatile composing of some large companies but more and more of small firms. All of them utilize modern and sustainable technologies. The modern-day Oulu of a city utilizing digital solutions in practically every municipal service and beyond.

The whole Finland is a great testbed for research and medical innovations. There are several reasons to this. Finland is the only country that has all these properties: universal and well-functioning healthcare system, unique national identity number, engaged people, digital health data, government backing and genomics data and biobanks. Finland has always been an important research field of genetic diseases due to rather small and isolated population.

University of Oulu, a very strong stakeholder of the Region owns two birth cohorts. The older one is composed of citizen who were born in 1966 and lived in the two Northernmost Provinces in Finland. The younger birth cohort subjects were born in 1986. The participation rate in longitudinal examinations has been very high and this data is completed by non-health data. Information is received from examinations and interviews but also from excellent Finnish files.

Recently an Act was agreed upon the secondary use of health and social data. The purpose of the legislation is to facilitate the smooth and safe use and access of personal data for e.g. research, statistics and development purposes. Finland has 10 registered biobanks which have samples and data of 2,6 million study participants. The task of biobanks is to collect biological samples and other data for future research needs. The biobank data originate e.g. from registries, research projects, clinical measurements or lifestyle data reported by the patients.

FinnGen study was initialized in 2017 and is a unique project that combines genome information with digital health data. The FinnGen is globally one of the largest studies of this type. It brings together universities, hospitals, research institutes, biobanks and pharmaceutical companies and most importantly hundreds of thousands of Finns. The aim is to genotype up to 500,000 individuals and to improve human health through genetic research. This allows to identify new therapeutic methods and diagnostics in the treatment of several diseases. ●

Bio express

Kyösti Oikarinen is the Chair of Oulu City Executive Board and member of the City Council.
Kyösti Oikarinen has a long career as an elected politician in the City of Oulu. Between 2005 and 2012, he was member of the City Council in Oulu during which years he held several positions of trust e.g. the Chairman of the City Council and Chairman of the Merger Board of Oulu as well as the Chairman of the Board of Oulu Region. He was re-elected into the City Council in April 2017 and was appointed as the Chairman of the Oulu City Executive Board in August 2017.
Oikarinen is a trained dentist and he has been working at the university since his graduation in 1978. He was professor in oral and maxillofacial surgery in 1994-2017 at the Institute of Dentistry, University of Oulu. From the year 2013 until the end of 2017 he was the Dean of the Faculty of Medicine in Oulu. He has also worked long academic periods abroad e.g. in Kuwait, Sweden, Germany, Denmark and Switzerland.

The vision of STRs on the smart cities and smart regions

Introduction

BY **MR. IGNAZIO PORTELLI**
Prefect, ANFACI's Vice-President (Italy)

Let's begin our work session that promises to be very interesting. We are going to listen the reports providing data, news and observations that will improve our cultural and professional background.

Innovations run fast and, even if it does not always happen, political and administrative authorities must be able to manage the changes.

Some historical moments seem significant to me:
- 1951 - the first commercial computers were sold;

- 1982 - the Time magazine cover nominated personal computer as "person of the year";

- 1969 - ARPANET, the so-called INTERNET mother, connected to a network a handful of computers of several universities in the United States;

- 1988 - the first computer viruses spread out and therefore it became clear that computer systems were at the same time essential and vulnerable.

The digital technology is now strongly intertwined with various social, economic, political, legal and cultural fields.

The information technology determines various issues. The examples confirm that digital space is an integral part of our reality and it is therefore necessary to manage it like any social and political system.

If we look for a definition of *smart cities* or *smart regions* we will find many of them, but no one is precise.

We have been talking about smart cities for a long time.

We can date the introduction of the term to the end of the last century and attribute it to IBM. Immediately after the term *smart city* was accepted in the United States and spread all over the world, because the development of megacities gave a strong impulse to the creation of new towns or smart neighbourhoods.

There are some European references:
a) The European Union's 7th Framework Programme for Research and Development ran from 2007 to 2013 considers the smart city as "an open environment of user-driver innovation where the city is seen as a platform that increases the citizen's involvement and his desire to co-create"; a definition that the European Commission summarised then in the *lighthouse project*;

b) 2014 - a report on the smart city in the European Union defines it "a city that tries to face its most significant emergencies through the intensive and innovative use of digital technologies" (*Mapping smart cities in the EU*).

The smart city or the smart region is therefore conceived to face big urban problems of our time, from traffic to pollution, from emission reduction to renewable resources, from urban redevelopment to public services. ●

Bio express

Prefect, he was head of the legislative office of the Minister for International Cooperation and Integration.
Over the years he has been involved in: reform of state apparatus; local government; electoral systems; mafia crime; organization and functioning of police forces; procurement; airports; budget of the Ministry of the Interior. As prefectural commissioner, he has administered many municipalities, including the city of Rome. Later, he was an Inspector General of Administration of the Ministry of Interior and carries out special assignments.
Currently, he is the prefect of Frosinone, a city near Rome.
In addition, he is Anfaci's Vice President, and before he was Secretary General and, for nine years, Deputy Secretary General.
He is among the founders of our European association (AERTE/AESTR) and he was its first Secretary.

Antwerp as Smart City and the project of one of its communes in close relations with the role of the STRs

Presentation

BY MRS. CATHY BERX

Governor, province of Antwerp (Belgium)

Even more than in an era of changes, we are living in **a changing era.** The same is true for the province, and definitely true for the city of Antwerp. Here, **things are moving quite fast** when it comes to the areas of IoT, of Smart Cities, of digitalisation and artificial intelligence. It was after a mission organised by VOKA –Flanders' Chambers of Commerce and Industry- that Antwerp mayor Bart De Wever and myself successfully persuaded John Baekelmans to become CEO of IMEC. From that moment on, (the province of) Antwerp is **changing slowly but steadily into a Smart or Future-Proof City.**

In the city and province of Antwerp, as elsewhere, **interconnectivity,** the **intelligent use of big data and the appropriate algorithms,** all in an **quadruple helix environment,** have resulted in a stimulating ecosystem, accomodated in *the Beacon.* Flanders, IMEC and the city of Antwerp fulfilled the critical factors necessary for the development of a Smart City : 1. **A standard framework, solid and absolute open** ; 2. **Co-creation,** preferably in full interaction with the citizens ; 3. **An open source** that in turn will ensure that primarily start-ups are stimulated and challenged to develop useful apps.

Antwerp gives particular focus to the **most urgent and crucial problems : safe crossing** (dedicated to road safety), smart lighting (dedicated to individual safety, especially but not exclusively for women who feel more vulnerable) ; **smart logistics** (less emissions, pollution and congestion) ; **civil security and public order.** Several concrete projects, destined to change the city and the region profoundly, are worthwhile mentioning and presenting here.

For instance, **Nxt Port's** aim is to make, by means of block chain, the Port of Antwerp and the logistic chain more efficient and sustainable, as well as more robust against illegal traffic. The biennial technology festival and fair **Supernova,** a close cooperation between Flanders and other key partners : VITO, IMEC and the University of Antwerp, presents a wide variety of the latest technologies and applications. In a more rural environment, **Flowbikes** at the the municipality of Bonheiden is a succesful attempt to encourage children and their parents to bike more, in exchange for 'ducats'. In order to improve and further digitise biking infrastructure, the Antwerp province launched, amongst other initiatives, **The Bike Barometer.** This project also forms an integral part of the **European project BITS:** Bicycle Intelligent Transport. An important pet topic of me is Vision Zero : no more fatalities or serious injuries involving road traffic, as well as as a strong and consecutive plea for the self-driving car. Here, the project **'Self-driving cars'** at the university Thomas More at Mechelen has conducted some interesting pioneering work in the development of software to automate conventional cars by means of a smartphone. In order to ensure a more performant emergency and risk management within the city (and province) of Antwerp, the Antwerp fire department presented **Flooding4Cast** in late June. Flooding4Cast is an integrated IoT/Smart City project allowing to optimise the management of severe flooding and downpours.

Otherwise : to battle warm and dry summers, the province of Antwerp has developed **Smart hydrological monitoring,** a system that automatically monitors water levels and helps to take appropriate measures in time. To conclude, in the field of public order and police security, I mention the **supra-communal server BAS,** which facilitates the communication and the immediate exchange of hits and images of smart cameras. Within the framework of criminal investigations, BAS is a true asset and advantage. The same goes for the **database developed by Graydon,** which collects and combines all the public data about companies and generates algorithms for the **administrative struggle against subversive criminality.** I see **the role of STR's** very clearly. They have to **be and remain well informed about and share experiences, ideas and opportunities and possibilities about Smart Cities and the IoT.** But at the same time, they have to **continue to be aware of and very alert to potential risks,** to **prepare to them** and, if possible, to help **mitigate them.** Moreover, they can be the **central point and** pivot around which partners meet and connect to develop **scale economies and other joint initiatives.** In the same spirit and being convinced that united, one can reach further, the STR's can **create forums and platforms for best practice exchange.** They know how to **select projects in the field of civil and police security with thorough and careful consideration,** projects that are **worth investing** in. STR's consider it their primary task and obligation to assist the municipalities (often rural) who risk to miss the boat, as well as to avoid evolving into a province with differents speeds. Lastly, STR's have to **keep the focus right:** the IoT, Smart City, machine learning,… are **instruments, but the ultimate goal** is and must remain **enhancing the quality of life and of society, free from social exclusion or even profound dualisation.** ● ➤➤➤

Bio express

PERSONAL DETAILS:
• Berchem, 8th January 1969
• Doctor in Law and Governor of the Province of Antwerp
• Cathy Berx is married to Johan Meeusen University professor of European Law at the University of Antwerp. They have 2 children.

CURRICULUM VITAE:

Professor Cathy Berx studied Law at the University of Antwerp, where she received her Master of Laws degree summa cum laude in 1993. As a researcher at the Fund for Scientific Research Flanders, she obtained in 1998 her Ph.D. in public law entitled: 'Legal protection from the citizens against the government'. In this specific domain, she published several prize-winning books. She has been working as a professor at the University of Antwerp from 2000 onwards, teaching the following courses: 'Law of the local authorities (2nd Ma) and Legal skills: Practical exercises in legal debate' (1st Ba).
From 2001 until 2007 she was vice-chairman of the Social Service Department in the city of Antwerp. In the period between 2003 until 2008, she was vice-chairman of the Christian Democratic Party. She joined the Flemish Parliament in 2004 until April 2008. Cathy Berx was a top staff member of former Minister-President and Prime Minister Yves Leterme. In that function, she was closely involved with the formation of the Flemish government (2004-2009), as well as with the negotiations in order to form a new federal government at the end of 2007 (Leterme I). From 2007 until 2008 she was a member of the Antwerp City Council.
In May 2008, Cathy Berx was appointed as governor of the province of Antwerp. As governor, she is the representative or 'commissioner' of the Federal and the Flemish Government in the province of Antwerp. She also presides over the Permanent Deputation. As commissioner of the Flemish Government, she is amongst other things responsible for the administrative supervision and coaching of the local authorities and social assistance councils (OCMWs) in the province.
As commissioner of the Federal Government, the governor fulfills amongst other things tasks concerning the maintenance of public order and security, as well as the prevention and combating of large-scale disasters through the coordination of the various emergency services (fire brigade, police forces, medical services, logistics and communication). In general, the governor fulfills an arbitrating, coordinating, unifying and facilitating role.
Cathy Berx carries out various representative tasks as well, and she takes care of the reception of members of the royal family as well as of international guests and delegations. Regularly, she represents the Antwerp province at home and abroad.
Furthermore, Cathy Berx is part of the board of trustees- of e.g. the Institute of Tropical Medicine Antwerp (ITG), HETPALEIS, the Foundation of the Conservatorium, Campus Vesta, the High Council of the University of Antwerp, the Consulatory Commission for the award of Noble Favors, ... During recent years, she published books and papers on a wide range of (policy) topics.

Citizen-oriented information projects in turkey's provinces and districts

Presentation

BY **MR. SAFFET ARIKAN BEDÜK**
Governor, President of the Turkish
association of Governors (TID) (Turkey)

INTRODUCTION

The population of Turkey is over 82 million. The management of state territories is based on civil administration system. Civil administration system has two stages. The first stage is comprised of provinces which are under the administration of a governor. The state territories are divided into 81 provinces. Every province is divided into districts which are governed by district governors. The number of districts is 922. Public services are basically distributed through those levels. There are a number of information supported projects regarding citizens with a view to enable nationals living in Turkey to get easy and quick access to public services.

The general aim in implementation of these projects is to protect rights and responsibilities of people in accordance with rule of law. And also, equal and fair distribution of public services is aimed within the relevance aim.

Three information projects, facilitating citizens' access to public services and developed by Ministry of Interior, are the subjects of that presentation.

The first of these projects is "Open Door" project which is implemented by the governorates in huge-scaled districts. Citizens submits their requests through a single application desk or internet.

The second one is KADES project which aims to prevent violence against women in the community. The women who feels under threat is able to demand urgent help from the law enforcement units by using a mobile application. This application can be used only by women.

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The third project is UYUMA which is developed against a social problem – drug use. The citizens warn the law enforcement over o mobile app by using a simplified method for notification.

1. OPEN DOOR

Open Door project is used to meet the demand of citizens from the governorates and district governorates and they are electronically registered, followed up and finalized.

1.1. Goal

Open Door Project is developed with a view to improve satisfaction about the services, increase the interaction and trust between public service providers and service receivers, ensure to collect the demands and expectations of citizens and to interpret them in a way which will be a basis for the potential policies, and produce the most rapid solutions to chronic problems. Open Door units have been operating as "First Contact Point" in 81 provinces and 48 districts since 15 November 2017. The aim has been to identify the problematic zones within the context of applications as well as to develop governance policies against to those on local and central level and to introduce new service presentation techniques.

1.2. Description

Owing to this project, citizens make their applications through internet or desks and they are referred to the relevant units by the officials of Open Door. Then the responses to the demands or problems are produced and submitted to the citizens. The citizen is informed about opening and closing times and the process about the applications via SMS.

The aim is to;
- Produce quick and accurate solutions for the demands in a citizen-oriented approach,
- Create a one-to-one and warm communication setting for the whole citizens with its good-humored staff,
- Ensure to give service at every subject available with the cooperation of dependent institutions of Ministry of Interior, local governments and other relevant institutions and agencies,
- Supply host or hostess for the disadvantaged visitors,
- Improve the citizens' satisfaction about the services,
- Collect the demands and expectations of citizens and interpret them in a way to be basis for the potential policies,
- Produce solutions to chronic problems.

1.3. Benefits

By means of Open Door System, the communication between the relevant institutions/agencies and citizens is ensured to work quickly and effectively. It is therefore possible to produce direct solutions by the relevant institution to the problems of citizens and follow them simultaneously. Additionally, in the Open Door Policy the process of receiving demands and follow-up is ensured to be provided regardless of place and time.

1.4. Statistics (15/112017 – 22/01/2019)
- Total Application Number: 72.377
- The Number of Applications Finalized: 68.586
- The Number of Applications Resulted Negatively: 17.731
- The Number of Applications Resulted Positively: 50.855
- The Number of Applications In-Process: 3.791

2. WOMEN EMERGENCY ASSISTANCE NOTIFICATION SYSTEM (KADES)

Due to increase in cases of domestic violence against women in Turkey, a social sensitivity has been developed. In addition to ensure the social security of women, there has been a general consensus on seeking a special approach about the security of them.

Therefore, Ministry of Interior improved **WOMAN SUPPORT (KADES)** application in order to maintain an effective fight against domestic violence of women by using the developing technologic options at highest level.

Thanks to this application, the women contact with the law enforcement units and notifies the violence cases immediately without any hesitation.

KADES app was put into practice on 24.03.2019 by benefiting from the technical options and capacity of Ministry of Interior Turkish National Police at highest level.

The app titled KADES can be installed by women who has smartphones using IOS and Android operating systems and it enables them to receive help only via a touch in the fastest way possible. Users will log in to the app by providing Turkish identity number and will be active after receiving a verification code.

KADES app has been installed by 60.699 individuals and 7.991 women facing emergency situations have made notification (05.03.2019)

This work is totally a domestic and national project that has been fulfilled by Ministry of Interior's own potential.

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3. FIGHT AGAINST DRUGS APPLICATION (UYUMA)

Turkey has a strategic location in terms of drug smuggling routes across the world. In previous periods, Turkey was being regarded as a transit country for drug smuggling but in the last years has been a target country.

Drug users and problems rising from drug using has so increased in the society that developing a new approach has been required. For this reason, Fight against Drugs Application (UYUMA) has been developed.

The citizens install the application to their smartphones and when they see drug sellers at the regions of police and gendarmerie, they share the places of those sellers with the law enforcement units by using only one button (UYUMA) in the context of fight against drugs. Therefore, the notices are immediately submitted to the contact points of law enforcement.

Fight against Drugs Application (UYUMA) are activated on IOS and Android markets for the citizens after the relevant technical works were completed.

The technical context of this project;

- Fight against Drugs Application (UYUMA) is installed on the smartphones using IOS and Android operating systems.
- Users log in to the app by providing name-surname, year of birth, Turkish identity number, telephone number
- **A verification code is sent via SMS** to the telephone number available.
- The code is **verified and the registration** is completed in the system.
- The notification is made by using the **"button"** on the app screen.
- An **alarm** reaches to the contact points.
- The location details and address are seen automatically on contact points and the relevant units (Narcotic/Public Security) is referred to the scene.

This work is totally a domestic and national project that has been fulfilled by Ministry of Interior's own potential. ●

Bio express

M. Bedük was born in Siirt in 1944.
He graduated from Istanbul Law Faculty. He started his duty as officer in attendance (district governor) at the Ministry of Interior.
He worked respectively as district governor in Ayvacık, Bayramiç, Ulubey and Cizre, then as Deputy General Director of Turkish National Police, after that as General Director of Personnel and Principles at Prime Ministry, and as Deputy Undersecretary of Prime Ministry.
Right after being a member of the Higher Education Council, he took the duty of governor in Antalya subsequently he was attended as General Director to Turkish National Police and finally he was attended as governor to the provinces of Ankara, Antalya, Malatya and Kayseri respectively.
Moreover, he took the duties of Administrative Board Membership at the Turkish Petroleum Corporation, Membership of Press and Publication Board, he was elected as Deputy on 20th and 21st Parliamentary Term, he undertook the duties of Group Deputy Chairman in True Path Party for 3 terms, Membership of Foreign Affairs Commission, Associate Membership of Turkish Group in Council of Europe Parliamentary Assembly, General Vice President of True Path Party and Democrat Party.
He was also selected as the most successful deputy of the year by non-governmental organizations.
He carried out his thesis study in the field of Finance on Taxation of Trade Income and in the field of Debt Enforcement and Bankruptcy Law on Defendant in Action of Nullity.
He won award by participating in seminars of Fight against Terrorism in USA.
He was unanimously elected and appointed to the Vice Presidency of the European Association of State Territorial Representatives (EASTR) at the meeting in Bergen, Norway on 6-8 June 2013.
He was also unanimously elected as the founding Chairman for International Union of Administrators (IUA) at the foundation meeting which was hold in Turkey between the dates of 13-14 June 2013, and by the participation of 13 countries.
He undertook the responsibility of the Term Presidency of the European Association of State Territorial Representatives (EASTR) following the meeting in Liege/Belgium in June 2014.
Married and has 2 children. He is fluent in French.

The Rising of urban or regional data platforms, a new governance model to be invested by the services and operators of the State

Presentation

BY **MR. RENAUD VEDEL**
Prefect, Interministerial delegate
for artificial intelligence (France)

AI technologies, which the acronym stands for the terms "Artificial Intelligence" or, perhaps more accurately, the term "Advanced Computing", would characterize according to some authors a developing Fourth Industrial Revolution. Since 2017, **the AI has provoked the rise of rivalries and geopolitical interests**, and all the major nations as well as the European Union have adopted an intersectoral strategy in this field.

According to the definition officially adopted by the EU in its strategic document of 7 December 2018, the AI systems designate technological and computer systems able to adopt intelligent action: i) by analyzing the environment in which they operate; ii) by conducting actions with a certain degree of autonomy; (iii) to achieve specified goals; (iv) whether they are purely software systems or put in physical machines.

With the massive triple development of connected objects, optimized digital control of services related to urban functions and digital interactions with citizens, **territories are gradually joining the sphere of "digital twins"**. Like the complex industrial systems or high-tech machines as modern aircraft, metropolitan and even regional urban spaces tend to transform into "smart" cities and territories as a digital double of the city or territory is built.

This digital double includes both vast, more or less interoperable data warehouses, and decision algorithms for optimizing logistics and urban planning, as well as increasing customization of services offered to the user.

While the term "smart cities and territories" was created more than a decade ago, the concept has evolved substantially.

• **Initially, the conception was largely in line with a centralized vision of urban management,** around one or more public operators (or delegates). The idea was summed up almost exclusively in a control room and control aggregating all available information flows, to permit to take a decision in real time, and to deal with disturbances and crisis without delay.

• Of course, this dimension of technical and panoptic efficiency remains one of the fundamental elements of the movement of intelligent territories. However, since the last years, it is **a richer and more horizontal conception that tends to impose itself, involving all the actors of a territory.** Much more attention is paid to the issues of data anonymization and privacy protection, as well as those of the transparency of governance.

• **From the model of the pyramid, we have moved to an open and biface platform model, which no actor can claim to monopolize or dominate.**

Thus, even though there is often a gap between certain political proclamations and the operational reality, urban and regional data platforms are gradually emerging in many European territories and cities. These technological platforms are built along lines of forces and components whose proportion varies from place to place:

• integration of heterogeneous data sources to improve services centered on the needs of citizens, as in multimodal transport policies;

• improvement of urban services by **real-time adjustments**, based on data frequently refreshed;

Bio express

Renaud VEDEL has been working as civil servant for the French Ministry of Interior for 20 years. In 2012, he was appointed as a Prefect, one of France's State Territorial Representatives, by the Government. He started his career in Southern France, supervising security strategies at the local level. Subsequently, he served for 10 years along the police forces.
In 2005, he became Chief legal adviser to the General Director of the French National Police, and later General Secretary of the Police Prefecture of Paris. He contributed to the major reform extending the powers of the Police Prefecture over the Greater Paris.
From 2012 until 2014, he was deputy-chief of the private office of the Minister of Interior. Then, from 2014 until 2016, he served as advisor to the French Prime Minister for Home Affairs, Security and Intelligence. Under the Prime Minister's authority, he was committed to the enactment of France's new Intelligence Law of 2015.
Since 2018, he is ministerial coordinator for the development of Artificial Intelligence.

- **optimization of collective investments, operating costs and use values through the exploitation of data**, in order to better use capital and minimize public expenditure;

- Increasing integration of minimizing **energy expenditure and production of non-recyclable waste,** in connection with global warming;

- integration of the **concerns of "informational liberalism"**, with the challenges of administrative transparency through the opening of digital data, the online organization of associations and communities of citizens, through the development of citizen participation.

Depending on the underlying political projects, the orientations assigned to each digital territory may favor one dimension rather than another, even if **a smart territory project should connect all of them: environmental sustainability, public safety, urban and economic efficiency, quality of life and personalization of services to individuals**, etc.

The open data movement plays an important role for data platforms, but it remains partial. Published open-data has not necessarily a high quality, a granularity, a periodicity and sufficient completeness. In some cases, too strict pre-anonymization rules can break some relationships between data and impoverish information.

In addition, it is also necessary to be able to access and link not only public data, but also data from private organizations, whether for-profit or not, according to the collective interest that these data represent, and in respect for the rights of these organizations. Thus, **the conduct of a real policy of public interest data is necessary for the construction of smart territories**, according to several legal and technical schemes that can be combined, without being exclusive of each other.

- In some cases, it is necessary to encourage the sharing of data, either under the control and impulse of the public authorities when there is a clear public interest, or through the free choice of users in return for services through the concrete exercise of the principle of data portability.

- In terms of aggregated data, it is also necessary to try to go beyond the obligations of transparency of data opening through the organization of contractual data sharing rules between organizations, according to rules

of trust, when the crossing of data is likely to create collective and economic value.

Many regional and local initiatives are moving in this direction, like for example Lyon or Nice metropolises, or Occitan region.

State representatives should not stay away from this evolution, but participate, and this for several reasons.

- The first one is necessary **mobilization in the context where the time factor is crucial**: big web companies are already in this niche and during two latest decades they have shown capacity to impose their services through the speed of position taking that their innovations were able to offer. Organization, cooperation and interoperability are necessary, and the public power can help the emergence of interoperable solutions capable of competing in the fields where the power of the network effect is very important;

- State representatives must ensure that the various administrations and state operators conduct **policies of open data and controlled sharing of data that are more daring, territorially rooted,** and that they are sources of positive externalities for these territories;

- Public services are also interested in participating in this movement as they will gain experience and inspiration for the own imperatives of the **digital transformation of state services** around service platforms;

- Finally, the increasing digitization of the economy and society increases systemic risks in case of disruption and interruption. In its mission of emergency planning and crisis management, the State will need to review and to modernize many schemes that remain in degraded mode, and one can only conceive what he understands perfectly. Securing critical infrastructure will become an increasingly complex task.

Territorial diversity is a chance for Europe, which comprises more than 1230 cities with more than 50 000 inhabitants and which is home to almost half of European citizens. But territorial diversity and freedom must go hand in hand with technical standardization, development of standards and interoperability. State representatives must strongly promote national and European policies in this area, guaranteeing a capacity to counterbalance to the normative role of the major private actors often American.

Round table on the role of the STRs in the smart cities

Introduction

BY MR. ÉRIC FREYSSELINARD
Prefect of Meurthe-et-Moselle (France)

The creation of smartphones has strongly changed the daily life of citizens who, by using them, access to a new kind of freedom and independence, sometimes to the public authorities.
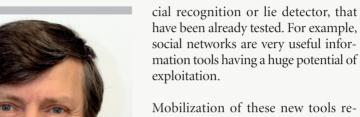
Appreciating mobility, these people prefer the car, motorcycle, and even kick scooter to public transport. The result we have is unprecedented road safety challenges, and the need to develop and to implement regulations adapted to these new practices.

Communication has also completely transformed. Despite a constant legal framework and attempts of adaptation, the state remains in difficulty in front of misinformation issues.

So, how can we adjust to these societal evolutions?
It is not about being afraid of these new tools. We should mobilize them to improve the management of our missions and to collect data that could allow us to know and especially to understand the real.

There tools are numerous: video surveillance, particularly efficient in situations of terrorism, with, in the future, facial recognition or lie detector, that have been already tested. For example, social networks are very useful information tools having a huge potential of exploitation.

Mobilization of these new tools requires deep reflection and brings the question of data conservation. The use of private clouds for video protection with storage at distance by specialized societies would provide significant financial profits and greater efficiency.

Finally, it is important to consider how the use of new technologies will be perceived by citizens. Digitalization can cause a sense of abandon, especially for those who are not at ease to use of new technologies. Human relations should be re-established in cases where it is necessary. The government is trying to do it through the reform of public services structures.

Let's not be afraid of numerous opportunities that technology brings with it, but ensure security and individual freedom. This information is part of public debate on efficiency and safety, and echo the concern of abandonment of some citizens, as shown by yellow jackets. ●

Bio express

Éric FREYSSELINARD Born in 1961 - 57 y.o. - Maried - Four children and two grandchildren

PROFESSIONNAL EXPERIENCE
Prefect of Meurthe-et-Moselle (since the 29th of December, 2017)
Internship Director at ENA (2013-2017)
Prefect of Aude (2012-2013)
Prefect of Haute-Saône (2010-2012)
Prefect delegate for equal opportunities under the prefect of Essonne Jacques Reiller (2008-2010)
Director of the State secretary's office charged of relations with the Parliement, Roger Karoutchi (2007-2008)
Director of the regional prefect's office of Ile-de-France, Bertrand Landrieu (2004-2007)
Deputy Director then Director of the Office of the Minister delegate for local liberties, Patrick Devedjian, and counsellor of Minister of the Interior, Nicolas Sarkozy (2002-2004)
Head of the local public services office at the general direction of local government (2000-2002)
Administration inspector (1999-2000)
General deputy secretary at Rhône prefecture and sub-prefect of the arrondissement chief town (prefects Paul Bernard, then Michel Besse) (1996-1999)
Director at office of Maine-et-Loir prefect Bernard Boucault (1994-96)
Internship at ENA (1992): six months under prefect of Centre region, Hubert Blanc (management of the road cirisis) ; five months in Buenos-Aires for France Télécom under Isabelle Lorin de Reure : cooperation with the Argentinian Universities

Spanish teacher in Chelles (1986-87), then at High school of Hotel management of St-Quentin-en-Yvelines (1987-1991)

STUDIES
ENA graduate (graduation Saint-Exupery, 1994)
Sciences Po Paris diploma (1990)
Qualified Spanish teacher (1986)
Free listener at the High School for preparation of state examination (1985-86)
National service as Spanish teacher in Prytanée de La Flèche (1984-85) High studies at the Hispanic Institut (Paris-IV-Sorbonne)
Secondary studies in Châtenay-Malabry, Sceaux and Melun
Fluent in languages: Spanish, Catalan, English

OTHER
Member of Graduates Office at Sciences Po - Paris since 2013.
Publications: Dictionary of the verb to be in Spanish (1990). The word and the idea in Spanish (1994). The 3500 essential words in Spanish (1994). Catalan Grammar and vocabulary (2005). Spanish by the media (2013). Contemporary Spanish Grammar (2015). Albert Lebrun, the last president of the IIIrd Republic (2013). A decor for the Republic: The Vizille castle in the years 1920s and 1930s (2011). How the third Republic declined: Diary of Mme Lebrun (Sept. 1939-July 1940) (2018). War diary of Marguerite Lebrun (1940-1947) (2019).

"Education in Finland supporting the success story of region"

Presentation

BY **MR. MARKO PUKKINEN**
General Director of Regional State Administrative
Agency for Western and Inland Finland (Finland)

Two-three weeks ago an American news channel CNN told us that Finland is winning the war for fake news. People in Finland do recognize false news and trolls and we have succeeded to do it by education. By educating our citizens we make it possible to develop our society and the regions also. Finland has a high quality and efficient education system.

By the Constitution of Finland everyone has the right to basic education free of charge. The public authorities guarantee for everyone equal opportunity to receive other educational services in accordance with their ability and special needs, without being prevented by economic hardship. Regional State Administrative Agencies ensure regional equality by promoting legal rights, well-being and safety in cooperation with other actors.

It is characteristic of the Finnish education system to develop it in cooperation with authorities, children and pupils, guardians and the trade union of teachers, labor market organizations, research institutes and other relevant stakeholders. The special features of the Finnish education system are development and centralized guidance to the National Board of Education. Education is publicly funded and decided locally.

The system is based on a great deal of cooperation and the freedom of the teacher to design and work. The system is based on trust in the same level of education and equal value and on the student's right to equal education. When compared internationally, the annual number of lessons is probably low and we do not have a ranking system, as in many other European countries. Focus is on learning, not on testing.

The steering is bipolar: Ministry of Education and Culture and Board of Education, which both have their own tasks. Central steering is responsible for Educational priorities, Minimum time allocation, National core curricula and Size of state subsidies. Municipalities decide for educational priorities, local curricula, allocation of subsidies, class size, recruitment and quality assurance.

Regional State Administrative Agencies promote the implementation of legal protection in the field of education and culture and assesses regional and equal access to basic services. They play an important role through their own tasks, which are education, early childhood of education, libraries, sports and youth work. We work closely with the Educational Board, but primarily we are close to municipalities, teachers and other actors as well as stakeholders. Our tasks are complaints, requests for rectification, short in-service training for teaching staff and staff in youth, sports and library services, supervision of early childhood education, assessing the accessibility of basic services, preparedness matters and to grant state subsides locally. A lot of work is being done at Agency to promote well-being, such as preventive drug work, health promotion of well-being, monitoring of social curators and school psychologists, etc. Agency plays an important role in guidance and supervision of early childhood education and is also one of the most important in-service trainers. This illustrates well the AVI's regional, multidisciplinary work, but is the support and foundation of our children's and young people's learning.

In international comparison, typical to Finnish education is that instruction time is low, differences between schools are small, girls are better in school, costs are moderate, socio-economic effects are moderate and teachers feel highly valued. ●

Bio express

PUKKINEN Marko   Lapua, Finland, 1966

EDUCATION
M.Sc. Economics from Vaasan Yliopisto/ University of Vaasa

PROFESSIONAL CAREER
- **11/1986 to 6/1998:** Vaasa Coastal Artillery Battalion teaching officer, training and management tasks
- **7/1998 to 10/2002:** Police department in Vaasa, Management of the police prison

- **11/2002 to 200:** Provincial Government, Western Finland, specialist tasks of the alcohol administration
- **2010 to 2014:** Regional State Administrative Agency for Western and Inland Finland, Manager for the business inspection, senior inspector
- **2015 to 9/2016:** Regional State Administrative Agency for Western and Inland Finland, Director, Area of responsibility, Basic public services, legal rights and permits
- **From 10/2016 until today:** Regional State Administrative Agency for Western and Inland Finland, Director General

Digitalisation creates opportunities for citizens and for Government Agencies! Experiences from Sweden and the County Administrative Boards

Presentation

BY MRS. ANNELI HULTHEN
County Governor of Skane (Sweden)

THE SWEDISH MODEL OF GOVERNMENT ADMINISTRATION

I would like to begin with a few words about how the Swedish model of government administration differs from the models of other European countries in some respects. Why? Because it affects how the work with digitalisation is carried out in Sweden.

Compared to other countries, Sweden has a relatively small government office with government agencies which are largely independent. The Swedish government agencies have far-reaching powers to execute the decisions of the Riksdag (the Swedish Parliament) and the Government on their own responsibility.

Traditionally, the boundary between politics and administration has been sharp. An individual minister has no powers to intervene in an agency's decisions in specific matters relating to the application of the law or the due exercise of its authority.

At regional level, Sweden has an administrative division into 21 counties. This division has basically been stable since the beginning of the 19th century. There is a government body in each county, the County Administrative Board, which coordinate the county's state activities.

In each county there is also a county council which, for example, is responsible for healthcare and infrastructure issues. The county council's decision-makers are directly elected by the people of the county.

THE GOVERNMENTS GOALS FOR DIGITALISATION

Digitalisation is one of the greatest and most important forces of change in society right now. In 2017, the Swedish government decided on a strategy for a sustainable digitised Sweden. An explicit goal is that Sweden should be the best in the world at utilising the opportunities created by digitisation.

But – the entire Swedish society can only benefit from the opportunities of digitisation if everyone has access to broadband. Therefore, the Swedish government has set the goals that 95 percent of all households and companies should have access to broadband of at least 100 Mbit/second in 2020 and that all of Sweden should have access to fast broadband in 2025.

"Digital first" is a principle that says that digital services should be the first choice in the public sector's contacts with citizens and companies whenever possible and relevant. But today the differences are great depending on where in Sweden you live and what government agency you meet. To overcome these differences and meet the citizen's needs, the state, the municipality and the county councils need to go hand in hand.

The public sector needs to collaborate by making use of the opportunities of digitisation to ensure confidence in the public sector. The goal is that it should be easy to get in touch with the public sector in Sweden. In Sweden, we want the administration to be one digital administration, where a citizen should not have to leave the same information several times.

THE COUNTY ADMINISTRATIVE BOARDS IN COLLABORATION - A COMMON DIGITAL STRATEGY

The Swedish government has been clear to the 21 County Administrative Boards that we should cooperate regarding digitalisation and that we should have a common basis for the continued work.

Last November, me and the Governors of the other County Administrative Boards set a common digital strategy. This means that we, through digital solutions, forcibly can continue to develop national unified and coordinated processes within our areas of responsibility. Work that is conducted on common ground makes it easier for us to join national development projects together with other government agencies but also with other players.

The strategy will put the user in focus through a needs-driven development. The common goal is about simplifying contact with citizens and companies.

But most importantly, if we use digital technology correctly, it provides tools for increased participation for people with different types of disabilities and also tools for ensuring and realising human rights.

SOME EXAMPLES

Let me give you some examples of solutions/initiatives that show how the County Administrative Boards work and how we meet the needs of our target groups:

• We make digital decisions.

• We are connected to the common public sector service called My Messages which makes it possible for citizens and companies to get their post from government agencies digitally instead of on paper if they are connected to a digital mailbox. About 2.8 million Swedes have a digital mailbox, which is a prerequisite for digital administration.

• Our new website, which was launched last year. All the County Administrative Boards have a common website and the focus has been on highlighting our e-services and digital channels. The needs of the users are in focus and the website is fully accessible according to EU directives. For this, the 21 County Administrative Boards won the national prize Guldhanden in 2018 in the category "best public website"

• We choose meetings via Skype/Face-time when possible instead of traveling to other cities.

• We are active on Facebook, Instagram, twitter etc. Citizens are increasingly contacting us via these channels.

• We offer open data within many fields and hope that our data sets will lead to new insights and innovations for a sustainable society. Our ambition is to be able to publish open data from all the fields which we are responsible of. It can be different types of measurement data, but also documents and reports.

RESULTS AND EFFECTS

We can see positive effects of digitalisation at our office and in the long term the effects will be even greater.

We see effects in the form of shorter office turnaround time and higher quality. Through increased efficiency, we have been able to increase resources for "production" instead, for example for inspection.

It also makes it easier for our target groups who get a quicker notification about decisions. We save time by being able to guide the user more efficiently from the start.

Digital contacts make record keeping, filing and handling of documents in a case easier.

Apart from making our administrative work smoother, it also contributes to increased transparency through the fact that a case can be followed throughout its lifetime.

THE CHALLENGES OF DIGITALISATION

The digital development gives us completely new opportunities to make our activities more available and efficient. At the same time, digitalisation also gives us challenges that we need to handle if we want to make our visions and goals come true. I would like to highlight some such challenges:

Increased demands on our organisation's willingness to change and adapt - Changed working methods put new demands on our employees. Conversion takes time and is constantly ongoing. Different target groups also have different requirements and needs in terms of service and accessibility.

The data security in our systems is challenged - Increased numbers of digital solutions makes us more exposed to hostile intrusion and manipulation of data.

Vulnerability to disruptions in our organisation - We need to ensure that the necessary activities work in the event of long-term disturbances in our systems, for example in the event of a power cut. ●

Bio express

Anneli is born 27 July 1960

1986–1996	Member of the Riksdag
1995–2002	Member of the European Parliament
2003–2016	Municipal Commissioner for Enterprise, Tourism and Events in Gothenburg Municipality
2009–2016	Mayor of Gothenburg
Since 2016	Governor of Skåne

"Smart Governor, smart facilitator": the STR in his role as "smart animator"

Presentation

BY **MR. DENIS MATHEN**
Governor, Province of Namur (Belgium)

It is important for the Belgian governors to support innovations in a structured and proactive way in order to promote them, encourage, amplify, make them known and thus participate in the positioning of territories on which they deploy their skills. Governors have a strong unifying, mobilizing and networking capacity, which must be directed to supporting, facilitating and even initiating projects that are important for the territories, and those that follow a logic of "intelligence", which are available on several levels:

1) TERRITORIAL INTELLIGENCE

A process and a structure of mobilization of living forces in the province of Namur (AXUD, chaired by the Governor) could play, within the framework of the ERDF 2014-2020, a role of coordinator of an integrated and strategic vision of different local operators' projects, dedicated to integrated urban development 2020. This represents 45 million euros for the entire province of Namur, the project *Namur Innovative City Lab*, having a budget of 29.2 million euros: smart mobility, smart people, smart economy, smart living), with a main project of Creative Hub (TRAKK), this digital incubator concentrates innovative companies from the creative industry, universities and clusters.

2) MANAGERIAL INTELLIGENCE

On the observation that Namur could be a real research laboratory for managerial creativity in the world of services (regional capital, 1st faculty of computer science in Europe, etc.), a creation of a "Creativity Office" was led by the Governor who presided in 2014-2015 a working group and several consultation meetings with the University of Namur, intercommunity of economic development and regional ministers. The University could "appreciate" this approach and integrate it by developing a 5th research center, the CIRC, *Creativity and Innovation Research Center*, the 5 research centers now forming the NaDI, Namur Digital Institute, recognized as "smart referent".

3) SMART RURALITY

- An interuniversity master's degree in smart rurality was created, unique in the Wallonia-Brussels Federation, an initiative supported by the Governor, particularly through a Foundation of Public Utility (Gouverneur Close Foun-

dation) where the Governor, the Provincial College (decentralized executive), the provincial administration and the two Universities present on the Namur territory (Namur and University of Liège-Gembloux) collaborate and worked to create a Chair in Smart Rurality. Due to this "influence judiciary", governors are able to gather key actors at strategic moments.

- In the area of telehealth, the INTERREG V Health in smart rurality project could count on the support of the Governor, having a strong historic collaboration with the Prefect (s) of the Ardennes.

4) SMART SECURITY

- ICMS, Incident and Crisis Management System, is a management and information exchange platform inspired from an old system, developed in the province of Namur *(e-crisis)*.

- BE-Alert is an alert system that allows the authorities to broadcast a message to the population in an emergency situation, simultaneously alerting a large number of citizens, via different channels: 100 SMS per second, 600 simultaneous telephone calls, 10.000 mails per second with a precise targeting (street, neighborhood, determined area). It is more direct and efficient to communicate emergent recommendations to the population. Municipalities learnt this system and it was used in exercise mode by the Governor during a large-scale event.

- Cybersecurity/cybercrime: APREF, the Association of Prefects and Representatives of La Francophonie State, where the Governor of the Province of Namur is Vice-President, has created a specific working group on digital technology following the Abidjan Forum held in the end of 2018.

5) SMART GASTRONOMY LAB

A multidisciplinary structure of co-creation, prototyping and usage tests involving several partners, including *Gembloux Agro Bio Tech* (University of Liège based in the territory of Namur), *KIKK Festival, International Digital Festival of Namur Creative Wallonia and finally Generation W*, a Walloon group of renowned cooks, several of them starred, has been set up with the support and participation of the Governor.

CONCLUSION

The "*smartwashing*" that we know probably has a link with the European Union's 2020 Strategy, which aimed at sustainable, inclusive and smart growth, a "*smartgrowth*". Governors must also be able to act as guardians against the irreversible damage to public freedoms and private life that this can generate, without prejudice to the security objectives that they pursue. This is undoubtedly also one of the biggest challenges of the STR. ●

Bio express

Denis MATHEN, Governor of Province of Namur since January 8th 2007

WHEREABOUTS
Last Name   MATHEN
Name   Denis, Jacques, René
Date of Birth   27 October 1965 in Namur

STUDIES
- Secondary Education (Latin-Grec) at the Athénée royal François Bovesse (1983)
- Law Degree, option social and economic law (Catholic University of Louvain-la-Neuve – 1989)

PROFESSIONAL CAREER

Professional Cursus:
- 1990-1991: Administration Secretary – commune of Eghezée
- 1991-1992: Academic collaborator for political group at the Federal Parliament
- 1993-1995: Jurist at Law Editions CED-Samson-Wolters Kluwer group
- 1995-2007: Jurist at the Public Service of Walloon Region (political detachment since 96)

- 1996-1999: Collaborator of political group at Walloon Parliament and at the presidency of party
- 1999-2000: Collaborator at the cabinet of Minister- President of the Government of Wallonie - Brussels Federation
- 1999-2005: Instructor at the Provincial School of Administration Sciences

Political Cursus:
- 1991-1995: National General Secretary of young section of liberal party
- 1995-1996: Member of the Board of Social Welfare Center Namur
- 1995-1999: National President of young section of liberal party
- 1998-1999: President ff of the French Speaking Youth Council of Belgium
- 1994-1996: Member of the Board of Social Welfare Center Namur
- 1996-2000: Member of the municipal council of the city of Namur
- 2000-2001: Member of the Provincial Council (Province of Namur)
- 2001-2006: Deputy Mayor in charge of Finances, Human Resources and IT at the city of Namur
- 2006-2007: Member of the municipal council of the city of Namur – Group leader
- 2007 (January): Member of the Board of Social Welfare Center Namur

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Working session at the Museum for Central Africa in Tervuren.
Speech by M. **Denis Mathen**, Governor of Namur Province (Belgium).

« *Government Windows* » in Hungary

Presentation

BY **MR. SÁNDOR SZABÓ**
Commissioner of Administrative
Government (Hungary)

The Hungarian Government – which has been in power since 2010 – started to create a strong, client oriented public administration system in Hungary. In favour of that, first task was to transform the territorial system of state public administration. The two steps of it:

• 1st of January, 2011 - formation of **County and Capital Government Offices** – with the incorporation of 14 autonomous, deconcentrated sector-specific bodies (Guardianship and Child Protection, Labour Center, Land Registry, Health Insurance, Construction and Heritage Protection, Food-chain Safety, Animal Health and Animal Welfare, Forestry, Pension Insurance, Agro-botany, Work Protection, Consumer Protection, Public Health Care, Transport).

• 1st of January, 2013 - development of **district offices** (175 provincial and 23 in Budapest). It was a relaunchment as districts have been operated in Hungary since the 13th century. District offices were set up as branch offices of County Government Offices, took some of the competences of local governments developing homogeneous and transparent functioning of local state public administration.

The revision of the local government set the basis for the deployment of the **"Government Windows"** – or One-Stop Shops (OSS) – serving as the closest interface between the citizens and the public administration. The newly established Government Windows wish to guarantee a standardized service level throughout the country, employing civil servants with the same qualification and featuring unified service operations. The aim is to allow citizens to start an administrative procedure in a single place without the need to go anywhere else for completing it. Clients may submit several types of applications, they can also report data changes in the registries of several authorities. The first generation of **"Government Windows"** (namely 29 in the whole country) started on 1st of January, 2011, and now after the permanent expansion of this system, the number of these offices is 298 nowadays. These government windows are venues for conducting different types of administrative cases, functioning as community spaces as well, covering the wide range of all the competencies of the Government Offices or beyond this, cases refer to other specific sectors, NGOs.

These "Government Windows" are located not only in the buildings of the District Offices, but also in other frequent places such as train stations and shopping malls.

After the opening the number of clients and the traffic in the "Government Windows" increase dynamically from year to year. The number of clients was in the whole country 233.315 in 2011, the same figure in 2017 was 12.631.481 which is 50 times more. The number of administrative cases arranged by government windows was 339.681 in 2011 and 14.382.427 in 2017.

The most frequent types of cases were in connection with documents such as issuing citizen IDs and address cards, entrepreneur licences, driving licences, passports and for registering vehicles.

Nevertheless there are a lot of places in Hungary from where the government window is far away for citizens or not so easy to reach it because of the lack of public transportation or there are some cases which need personal presence (e.g. take personal photo, gain identificational biometric data).

Beyond this, some serious statements proven by surveys veryfied that a lot of clients prefer personal assistance. Mostly older people living in villages don't know or don't like computers and internet world. Invalid or disabled people or those who are in hospitals, institutes or in prison face the same difficulties.

This problem may have been solved in Hungary with the introduction of "Mobile Customer Service" network. Actually it means a fleet of "Government Office Vans".

This van is a quick and flexible tool to arrange administrative cases locally for citizens. The Mobile Costumer Service is ready to arrange more than 2.500 different types of administrative cases or give information about the state of a procedure. Among others asking for citizen IDs and address cards, entrepreneur licences, driving licences,

passports, registering vehicles or registering the internet based "personal client gate".

The equipment of a "Government Office Van":
- all the vehicles have 2 built-in working stations, one for the documents and one for the general information service. This system has a photo-box, a printer and a scanner ;

- the van is air-conditioned, has an uninterruptable power supply, inductor where there is no current supply network ;

- clean for disabled people.

10 of these vans were set in operation in 10 counties of Hungary in 2018 and 8 more in 8 other counties and one has been installed in the capital Budapest this year.

It means that by the end of this year the whole country will have been covered with this network.

Something about the costs. The van and the special equipment cost altogether 100.000 euros each, the running cost is about 3.000 euros/year.

We should confess that the only enemy of this system is the weather. The van stays in a garage from January till the beginning of April.

The van makes a well organized roundtrip in the villages of each county, on the other hand capable to appear in big mass events like Sziget Fesztival in Budapest or stays for certain time in hospitals, social and training institutions and also in State Prisons. The vans are ready to help organize the local or parlamentary elections too.

In my county – one of the smallest ones in Hungary – the van was launched in August of 2018 and within the next 6 months it has run 6540 kms, served altogether 463 clients in 73 different venues.

We can tell that the system is very popular among clients, reduces the travelling costs for citizens.

Generally we can say that we have two main directions to improve concerning the level of state administrative services nowadays:

1. In connection with the continous development of electronical networks and devices, improving the possibility to arrange almost all kinds of administrative cases from home or anywhere. Citizens should be more and more part of the electronical healthcare and alarm system.

2. Recognizing the importance to maintain the need of natural human connections, supporting the classical client-administrator relationship with the development of the "Government Windows" and "Government Office Van" network.

The Hungarian Government follows these principles and has been working to reach these goals. ●

Bio express

Sándor SZABÓ was born in 1957, Salgótarján, Hungary

Sándor Szabó has been Government Commissioner of Nógrád County, Hungary, since 2011
Lawyer
Former main positions:
- 2000-2003 Head of Office, Public Administration Office of County Nógrád
- 1990-94 elected member of self-government in town Salgótarján, vice-mayor
- 1984-1990, 1994-2000, 2003-2010 run private Law Office

"Economic and social development of smart territories: the role of the Italian prefect"

Presentation

BY **MRS. LAURA LEGA**
Prefect of Florence (Italy)

The starting point, which I believe we all agree on, is that territories are a strategic resource for the development of our countries and the entire Union. They are a precious resource full of peculiarities and qualities that multiply the overall value of our communities. In fact, I believe that the development of territories must be considered a strategic goal in which we should funnel our resources and energies. I believe that even in the perspective of the globalization of economies and markets, as well as of knowledge, the territory is meant to maintain, or I should say to regain, even more centrality not only for the culture, but also for the production of wealth and the offer of the competitive advantages that are influencing the post-industrial economy. With the globalization of the economy and communications, the ***glocal*** dimension will be the scenario we will face in the future. We want to live connected, know what happens in Rome or Tokyo, talk to people in Los Angeles, but we also want to enjoy a walk in the center of Florence or here in the beautiful Louvain.

The development of the territories today is strongly conditioned by the need to offer increasingly efficient services to residents and tourists, optimize production processes, and reduce the costs of public administration. The quality of the territorial offer is ensured by the ability to enhance the factors of development and cancel the critical points; and we have to deal with these issues much more than before and more quickly than in the past. Creating an attractive context, which is possibly even more attractive than others, is functional to offer both the best welfare to its residents and to increase its tourism appeal, but above all determines the success of the social and economic evolution of the entire territorial system.

This is a decisive challenge to be played at 360 degrees and in which the role of the Prefect as Representative of the State on the territory is very important. It is evident the decisive role that must be played as a development creator and "institutional entrepreneur" able to help and support the constant adjustments of the local system. To guarantee an economic development means, in fact, ensuring social and economic growth and generating employment, thus reducing margins and inequalities with positive effects on inte-

gration and social cohesion with benefits on the overall security of the territories.

As for these matters, the role of the Prefect has always been central in Italy.

The polycentrism of our institutional system requires the need to constantly promote the coordination of interests at stake for the best achievement of the general public interest; especially after the 2001 reform of the Italian Constitution that sees an equitable coordination of the different levels of government in the territory - State, Region, Province, Metropolitan City, Municipality - and the exponential growth of the public and private actors interested in the decision-making processes. In this context, the role of the Prefect is central in Italy: daily engaged in a sometimes-complex exercise of institutional mediation and coordination and constantly working as an agent of modernization and efficiency of the public system.

This role is projected towards the social and economic development of a territorial area. It fulfills a strategic value in light of the need to definitively overcome the economic phenomena of recent years. It is a delicate and complex role which is not only expressed, for example, in the mediation of social and labor conflicts, but also in a complex of actions meant to encourage and lead the system and, at the same time, to protect and guarantee. We must introduce quality into the development and for that matter the potential offered by digitalization cannot be ignored.

In this direction, in Italy, we have multiple projects for the development of "smart cities" in urban areas that represent a sphere of growing economic and social importance where public and private play a decisive role in a strategic alliance. For the realization of these projects, companies commit in investments and local governments commit in creating positive conditions for development.

Florence is at the top of the "smartest" Italian cities, ranked second after Milan. It has been established by the ICity Rate 2018 ranking, which has photographed the situation of Italian cities in the process of becoming smart, meaning that

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they are sensitive to the citizens needs, more inclusive and more livable.

Many initiatives have been launched throughout Italy to promote digital citizenship. In recent years, national programs have made a considerable effort to transfer essential services to online services. In order to avoid, as highlighted by the European Commission in 2017, the switch off of services to intermediaries, companies specializing in supporting the use of online services are pushing to promote digital citizenship installing in each municipality portals and places of dissemination of digital culture, supporting citizens who are still unable to use digital services.

It is clear that it is necessary today more than ever to ensure a governance that allows a system of interventions and processes, so as to rationalize and optimize the contribution of each - public and private - in a perspective of overall development.

In this direction, the Prefecture of Florence, like many Prefectures in Italy, is promoting a variety of interventions that aim to ensure the maximum promotion of the dematerialization of documents, the creation of the so-called digital file, to all public offices and all municipalities, even for electoral procedures. Moreover, the diffusion of the electronic identity card is now being fully implemented on a national scale. Also significant is the impulse given by the Prefects, as in Florence, to share databases to ensure the optimization of knowledge resources between public bodies. In this regard, in recent months, a Memorandum of Understanding has been signed with the Chamber of Commerce for the sharing of companies' database in the province of Florence to be shared with the Police Forces. In view of the forthcoming launch of the Smart City Control Room, an integrated system of geo-referenced real-time data concerning the city and city mobility, the Prefecture will propose the sharing of integration of systems so that they will be immediately available to operators in the physical space dedicated, as soon as they are implemented, for the real-time management of city mobility. As a first asset of interests, the information acquired by the Municipal Police, the traffic light network managing, the public transport services, the waste collection, the operators of water, electricity and gas networks and other potentially involved operators should flow into it in real time. In this way, it will be possible to overcome the current situation in which each of the subjects has its own system of data collection and analysis to support decisions (contingent and strategic) generating a substantial optimization of resources.

In essence, it is a matter of pushing towards a governance of the territory, towards a plural and inclusive system.

In Florence, an innovative project of public-private partnership between the Prefecture and Confindustria was launched, where the first represents the entire public sector, aimed at simplifying procedures and improving dialogue between companies and local public offices. This partnership is making it possible to trigger virtuous mechanisms of development and produce a widespread impact on territorial scales.

But the development of digital networks also brings with it new vulnerabilities and threats of cyber-attacks, linked to the wider use of digital technologies. It is therefore of the utmost importance, for the growth of institutions and businesses, to develop new skills and new tools to improve security. It is necessary to build a national framework to monitor the state of cybersecurity of organizations within the different Italian industrial sectors. The role of the Prefect is also fundamental in this direction. High attention is also paid to these issues with specific initiatives currently underway in Florence.

In parallel, the role of the Prefect is particularly significant also on the cyberbullying front. Precise initiatives are underway in Italy on these issues and there is a proliferation of educational initiatives to educate the new generations, the main users of the Network, and to prevent them from falling victim to cybercrime.

I believe that the role of the Prefects in this overall perspective of action is potentially growing in the future. Standardizing and promoting the diffusion of open data, optimizing the processes of data analysis and knowledge generation, will be a central element to open the world of public administration to the benefits offered by modern platforms for the management and analysis of big data, operating on these possible main directions:

- implementing the value of the public administration's information assets through the use of big data technologies that allow to extract information from the crossing of multiple databases and to process real-time data, allowing to have more analysis perspectives on a given phenomenon in a timely manner;

- encouraging and optimizing the exchange of data between public administrations, minimizing the access and use transaction costs;

- promoting the exploratory analysis of data by teams of data scientists, both within individual public administrations and at central level, also with the collaboration of universities, to improve the knowledge of social phenomena. The analysis techniques used will also allow the development of "intelligent" applications that exploit the regularity of data to provide services to citizens, businesses and public administrations;

This is a perspective that fully falls within the role of the Italian Prefectures that already operate daily through the public information heritage, often tracing phenomena or emergency aspects and preparing the most appropriate responses.

On the other hand, data has always been the basis for the decisions of the Public Administration.

The Prefect, thanks to his daily reading of the territorial situation and of the emerging critical points, has to make decisions. It is a matter of optimizing the channels of knowledge thus accelerating and expanding the sphere of data available to determine the best way to solve problems.

In a perspective of open government, public administrations could imagine to follow up on reports from apps specifically released to highlight inefficiencies and critical issues. For a government at the service of the citizens.●

Bio express

PREFECT DR. LAURA LEGA
Appointed Prefect by the Council of Ministers in December 2010.

PROFESSIONAL ROLES
- July 2018 (current position)   Prefect of FLORENCE
- August 2015 to July 2018   Prefect of TREVISO
- August 2011 to August 2015   Prefect, Executive Department Officer and HR Executive Director - Ministry of Interior
- February 2011 to August 2011   Prefect in charge of studying the Prefecture Reform
- April 2010 to April 2011   Vicar Commissioner in Latina Municipality
- 2009 to February 2011   Head of Cabinet of the Department Officer for the politics of the civil administrative staff - Ministry of Interior
- 2008 to 2009   Director of the Office of studies and analysis, legislative and parliamentary affairs - Ministry of Interior
- 2006 to 2008   Director of the General and Juridical Affair Office by the Office for the planning and coordination of the Police Law Enforcement - Ministry of Interior
- 2001 to 2006   Vice Head of Cabinet for the Minister of Labor and Social Policies
- 2001   Commissioner in Salerno Municipality
- 1989 to 2001   Office of Studies for General Administration and Legislative Affairs - Ministry of Interior
- 1987 to 1989   Financial Firm – Legal and Corporate Affairs Executive
- 1985 to 1987   Banking Institute – Financing/Bonds Executive

« *How to achieve a new efficient working in our regional administration* »
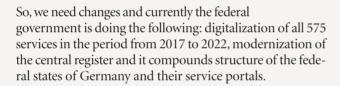
Presentation

BY **MR. FRANK SCHERER**
Governor, Ortenau County (Germany)

We will talk about the German digital trauma and how the country is trying to overcome it.

According to a ranking of the European Commission that reflects the level of digitization of countries, Germany has a distant place behind Slovenia, Cyprus and Luxembourg. The main reasons of this digital trauma in Germany are red tape and over-regulation, federal system and no adapted to digitalized society legislation.

So, we need changes and currently the federal government is doing the following: digitalization of all 575 services in the period from 2017 to 2022, modernization of the central register and it compounds structure of the federal states of Germany and their service portals.

Many measures have been also taken by the Land Baden-Württemberg: its own strategy for digitalization by public funding, implementation OZG: Setting up of digital laboratories and creation of its own service portal (service-bw.de).

The administration of Ortenau has a wide variety of services and thematic. With a surface area of 1.861 m2 and a population of 426,000 inhabitants, Ortenau has municipal and local powers, as well as federal and state powers delegated to it. The headquarters of the administration is in Offenburg and has offices in the 4 larger towns of Ortenau. It is composed of 6 departments, has 27 specialized offices and 93 subject areas. About 2.500 employees work in administration and around 5.300 in hospitals. The Ortenau counts 400 people in managing staff in the administration and the clinics together.

Our way out of the German digital trauma. Digitalization = Management priority
The main strategic goals are the following:
- Strict use of all digital capabilities;
- Simplify processes;
- Quality improvement of services/ overhead authority;
- Multi-channel approach;
- Digitalization - not at any price.

Acting encourages participation in pilot projects: « Modellkommune E-Government » (2014, Bund) and « Future Communities » (2018, Baden-Württemberg). To achieve our goals, we will have to go through the following steps: switchover to electronic files, switchover to electronic invoices, reorganization of business processes, roadmap to implement our own digital processes, digitalization guides, mobile working, etc.

Participating involves the development of new digital standard services such as obtaining an online driver's license and digitization in the field of public transport; the development of regulatory frameworks through countrywide workshops and within local data centers (ITEOS).

Our next steps in digitalization of German administration are:
- "New work" – agile working methods;
- Automation of standard tasks;
- Cooperation / shared digital services of public interest. ●

Bio express

Education and work experience
- 1982-1984: Military Service and part-time worker in Canada
- 1984-1990: Studied law at the Universities of Marburg (Germany), Dijon (France) and Freiburg (Germany)
- 1990-1993: Legal Trainee in Freiburg, Duisburg (Germany) and New York (United Nations)
- 1993-1995: Judge at the Administrative Tribunal of Freiburg
- 1995-1997: Legal Officer in the Ministry of State (Baden-Württemberg)
- 1997-2006: Vice-President of the ¨Landesanstalt für Kommunikation Baden-Württemberg¨ (Supervisory Authority for Broadcasting and Media Services)

- 2006-2008: Vice-President of the State-Government's Regional Administration
- Since 11/2008: Elected Governor of the Ortenau County (Ortenaukreis)
- Vice-President of Eurodistrict Strasbourg-Ortenau

Languages and publications
- Fluent English and French, basic Italian
- Several academic publications, especially in the field of media law (for example commentaries on the State Law on Media)

XXVIth European Days of State Territorial Representatives

Synthesis of the debates

AERTE
EASTR

"Smart region: What possibilities for STRs to promote the use of Big Data and means of digitalization? Development of their own role in this context?"

BY **MR. JEAN-MICHEL BRICAULT**

University lecturer,
Faculty of Law and Political science,
University of Reims Champagne-Ardenne
C.R.D.T.

As often, the goal of the European Days is to follow "societal evolutions"[1] and through them, the evolution of role of State Territorial Representatives (STRs). The theme of "smart cities" or "improved cities of the future" is certainly emblematic. "Systemic dematerialization of both private and public exchanges and the eruption of artificial intelligence can lead the STRs and their missions to the "museum of downgraded institutions", or, "on the contrary, provide an additional proof that the regulatory authorities having a status of trusted third parties are necessary more than ever" and know how to upgrade their skills to meet the needs of our complex societies.

The theme chosen for these 26th European Days, the "smart cities", the "artificial intelligence", the use of "big data" and the "digitalization", does not appear among sovereign skills at first sight as public security or immigration for example, the themes in which the STRs have still generally quasi monopoly situation. However, we notice transversal mobilization of public authorities on the digitalization issues. We do not leave any more in an "era of change" but in a "change of era"[2], in a change of paradigm in particular on how to conceive public action. A real "revolution"[3] is happening.

The debates organized during these days have revealed the government's ambitions everywhere in Europe[4] on the issue of digitization of society. They were largely focused on the advent of an innovation society. As introductory remarks and testimonies of local elected representatives were made on this point. Thus, the "medical digitization" implemented in Oulu (Finland)[5] or the construction of a "Smart region" called S-Lim in the province of Limburg (Belgium)[6] are emblematic for the profound changes and societal transformations. These two examples show that public authorities must take their place in the revolution of artificial intelligence, big data and digitalization. New technologies make possible to treat more efficiently the immense mass of information held by the public authorities[7].

The problematic of these 26th European Days was twofold. To what extent are the STRs, as central actors of society at the territorial level, able to promote, encourage the use of big data and the means of digitization? In other words, how can they help make territorial choice and organize this area? But also, how these profound changes resulting from this new digital revolution will impact their own role? In this context of increasing digitalization of our society, the artificial intelligence that will emerge and that could be a major turning point in terms of technology et organization, it appears that the STRs have to not miss the mowing train, or they risk to be overcame by changes that will take place[8].

To answer these questions, three sessions were organized. A first session allowed, thanks to the speeches of elected

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1. P.-E. Bisch, General Secretary of the EASTR.
2. C. Berx, Governor of Antwerp Province (Belgium)
3. L. de Witte, Governor of Flemish Brabant (Belgium).
4. I. Portelli, Prefect (Italy) also clarified the phenomenon in global scale (USA, China...).
5. K. Oikarinen, Chairman of the Executive Board, city of Oulu (Finland). The speech of this locally elected official reflects the implementation of a digital ecosystem in the health field (national identification number, digital data on health, governmental information, genomic data and biobanks...).

6. W. Dries.
7. The example of the medical ang demonic sector in Finland is very enlightening.
8. Read more about this issue, JER, 2018, Actes n°37, «Le préfet et l´intelligence artificielle».
9. See for illustration. C. Berx, missions in San Francisco, Palo Alto, Shenzhen...
10. A. Hulten.
11. L. de Witte.
12. C. Berx also mentioned the plan ¨Flowbikes¨ in Bonheiden (Belgium) and D. Mathen spoke about illustrations of ¨smart rurality¨.

officials engaged in the smart cities / smart regions, to present possibilities. A second session provided a "vision" on smart cities and smart regions by the STRs. Finally, a third session explored the evolution of the "role" of STRs in creation of smart cities and smart regions.

During the rich debates that have taken place, two fundamental points have been highlighted. Firstly, the successive interventions have presented a portrait of the variety of challenges related to this digital revolution (I).

Then, it appears that the role of the STR in this ecosystem of big data and digitization can be described as "structuring" (II).

I) Challenges of digitalization

It seems essential for the STRs to understand digital problems, to examine foreign examples[9] in order to **facilitate their acculturation to this innovation**. It was also pointed out that changing working methods require "new demands" regarding services. "Conversion takes time" and goes on in "continuity"[10].

Then, digitalization raises the question of access to the Internet with sufficient speed: this is the challenge of **digital development of the territory**. This very technical and also financial issue, relating to "basic infrastructures", and also "good technological choices" in order to avoid mortgaging "the future"[11], came up several times during the debates. In particular, it aims to enable rural areas to carry digital innovations[12]. Very high-speed access plans are being implemented in several countries.

Another new challenge is **modernization of State and public services**. The big data, digitalization, solutions relevant from "blockchain" … became a strategic major issue of public policies for the coming decade. Through digital technologies, public authorities are searching for "agility", "openness". "Access for citizens"[13] to public services should be facilitated and we should proceed to "**simplification of administration**". The debates were the opportunity to expose a variety of projects (fight against violence caused to women[14], fight against illegal traffic[15], reinforcement of road safety[16], improvement of road traffic flow[17]…). The aim is to set up an "agile" State that would

be more interactive with users and companies *through* new technologies. Many illustrations were presented to this point too (global research for empowerment of users, "do it yourself" in Germany[18], "tell us once" in France, process of "agile" work in every level, digital generalized billing, almost total dematerialization of exchanges *via* "Digital first" and "my messages" in Sweden[19]… This simplification of relations with users can also take other ways with implementation of unique windows like for example "One-Stop Shops (OSS)" in Hungary[20] or the Turkish project "Open Door"[21]. These projects aim mutualization, proximity and social inclusion. The administration also seeks to meet the needs of citizen *via* Social networks for ex. (Facebook, Instagram, Twitter…)[22].

Another challenge is **collaboration between administrations of different levels**. Several illustrations pointed to different organizational difficulties[23]. It is a question of setting up "unified and coordinated national processes" between the central government and the agencies, deconcentrated levels[24] or local authorities[25].

Beyond multi-level digital governance, it is also a question of fostering a "quadruple helix atmosphere"[26] aimed to build a "**strong collaboration** between public authorities, **private sector**, research institutes and citizens". Successful examples of such collaborations have been made ("Innovation Alliance" in the digital health sector in Oulu, Finland, the project "Curieuze Neuzen" on air quality in Leuven …).

The **mastery of public order**, the core business of the STRs, is still a challenge at a time of digitalization with renewed problems (very fast circulation of information on social networks[27], fixed speed cameras losing efficiency *via* reporting tools…). Many speakers also pointed on the major role of artificial intelligence, of "smart city" to meet the challenges of civil security, road safety (speed regulation, video-verbalization, European project BITS[28]…) and the public order (video surveillance, automatic recognition of behaviors[29] and documents to strengthen the citizen security, implementation of crisis management platforms such as "BE alert" in Belgium[30], UYUMA project in Turkey to fight against traffic…).

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13. L. de Witte and S. A. Bedük, President of Association of Governors (Turkey).
14. Turkish project KADES, presented by S. A. Bedük, was launched in March, 2019. It aims to prevent domestic violence against women via a mobile application for Android or IOS (about 60.000 women have it). See also the project "Smart lighting" for vulnerable women in Belgium presented by C. Berx.
15. Turkish project UYUMA, presented by S. A. Bedük, aims to fight against drug use. Citizens warn police via a mobile application by using a simplified method of notification for Android or IOS. See also the project "Next Port" in Antwerp to fight against illegal traffic presented by C. Berx.
16. See the project "Safe crossing" implemented in Antwerp or the project "Fix my street" presented by L. de Witte.
17. See the project "Smart logistics" implemented in Antwerp to fight against road congestion.
18. F. Scherer, Governor, Ortenau County (Germany).
19. A. Hulten.
20. S. Szabo, Government Commissioner (Hungary), "Government windows" in Hungary".

21. The Open Door units function as "First contact point" in 81 provinces and 48 districts since the 15th of November, 2017.
22. A. Hulten.
23. For ex., in Germany.
24. For ex. in Sweden between the Government and 21 Administrative Councils of County.
25. S. A. Bedük.
26. C. Berx.
27. Ex. of the crisis of "yellow jackets" mentioned by E. Freysselinard, who through social networks can organize demonstrations without declaration.
28. Bicycle Intelligence Transport System mentioned by C. Berx.
29. Ex. the project "IborderCtrl" tested in Hungary, in Greece and in Latvia in the program Horizon 2020 (mentioned by the Prefect E. Freysselinard).
30. D. Mathen, Governor of Namur Province.
31. But also fight against cyber harassment. V. L. Lega, Prefect of Florence (Italy).
32. W. Dries.
33. C. Berx.

The innovations are numerous and striking in this field. It is also important in this context of digitalization of society to overcome the **challenge of individual liberties** and respect of private life [31]. This conclusion of this observation is that it is clearly up to the public authorities to guarantee the use of these technologies that respect public liberties and to prevent the excesses of private operators. On this point, the speech on the implementation of the Smart Region of Limburg was enlightening regarding the vigilance required from the public authorities [32].

Another challenge, more technic but also fundamental, is the conservation and use of data. It is important to set up a digital open standard structure guaranteeing that all the public authorities could exchange data and that "the systems communicate with each other" [33]. This question of "data infrastructures" is essential (Biface system…) [34]. The issue of "establishment of contract" (with the GAFA…) is also central. The publication of data has also multiple challenges in the future. Several possibilities are open (private mandatary open data, platforms of data use with a "third person of confidence" to create added value…). From these aggregated data we generate "collective intelligence". It appears that several models of economic and ethical development are possible. The examples of the metropolis of Greater Lyon, the metropolis of Nice and the Occitanie region have come to support the point [35].

During these debates, we noticed also the challenge of public awareness and participation. It is about having the support of citizens for these profound changes. This of course involves a "better digital education of the population" [36] or the organization of public events such as the biennial "Supernova" on the island of Antwerp for example. But beyond that, it appears that the very notion of "smart cities" imposes an "inclusive approach" in the development of public policies [37]. It is a paradigm shift in local democracy and citizen participation [38].

Literally, it is about "co-creating" with civil society public policies (e.g. work in "open source" project "citizen lab" [39]…). It is necessary to seek the interaction with the citizens [40], to check their adhesion for example in environmental matter [41] (project Curieuze Neuzen on the air quality,

project "Smart Grids" aiming at favoring the local energy and the carbon neutrality [42], solution for mobilities to get out of the "all by car" …).

Finally, the last challenge is to guide digital progress towards the human. It is a matter of taking care that the digital split does not add to the geographical and social splits [43]. It is a question of being vigilant that the dematerialized procedures do not reinforce the feeling of abandonment of a whole layer of population. The risk is great, having a form of "dehumanization of social networks" [45]. Digital tools must be factors of social inclusion (people with disabilities …), of "human well-being" [46].

It is the responsibility of the public authorities to "restore the human being and proximity" [47].

II) The role of prefect in big data ecosystem and ways of digitalization: "structuring role"

It appears at first glance that the role of the STR is to enhance human skills, to bring public and private partners together by using its "influence magistrature". The term "smart animator" [48] has been proposed.

In the "business ecosystem of companies working with artificial intelligence", the main function of the STRs is to organize the promotion of success. It is up to them to welcome, arrow and highlight companies that are points of support in the territories. The illustrations provided on the territory of Namur are interesting (portfolio of main projects with digital incubator: *the Namur Innovative City Lab.*). It appears that the various aspects of the public policies that the STR will direct on its territory, are complementary: research, training, public lab., and the organization of labor relations.

The STR is called to engage in the first rank, with the social partners, universities, professional organizations and companies to lead a real action plan coordinating initiative for artificial intelligence in the territories. In any case, two subjects will naturally prevail: the distribution of value and training. The latter one is crucial in this transition period because it must bring out new skills in the labor market. As central actors of society on a territorial plan, the STRs

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34. R. Vedel, Prefect, Interministerial delegate for artificial intelligence (France).
35. R. Vedel.
36. H. Van Rompuy, former Prime Minister of Belgium and former President of the European Council.
37. W. Dries.
38. R. Vedel.
39. L. de Witte.
40. W. Dries.
41. Dr. H. Huyse, Head of sustainable development research group at the Research Institute for Labour and Society (Belgium).
42. L. de Witte.
43. E. Freysselinard.
44. H. Van Rompuy.
45. A. Hulten.
46. M. Bedük.
47. E. Freysselinard.
48. D. Mathen, Governor of Namur Province.
49. R. Vedel.
50. V. for example FEDER 2014-2020 mentioned by D. Mathen.
51. D. Mathen.
52. R. Vedel, F. Scherer, D. Mathen.
53. R. Vedel.
54. Idem.
55. Ibid.
56. E. Freysselinard, Prefect of Meurthe-et- Moselle (France).
57. L. Lega.
58. C. Berx.
59. H. Van Rompuy.

can help "to build territorial choices" and to organize the AI forces available in the big cities, the departmental capitals and even sometimes the rural territories. They must clearly support small and medium towns to face these digital issues [49] in the name of the principle of equality. As an "animator", the STR must face the challenge of mobilizing territorial resources on these digital issues.

In this sense, his role must be structuring. He must accompany innovations, enhance them, help territories to position themselves on calls for projects [50], mobilize the forces of "territorial intelligence" [51] by his unifying capacity. To do this, he must perfect his digital culture, learn new information, visit start-ups... The dissemination of concrete messages on entrepreneurial and scientific adventures in artificial intelligence also appears necessary to give confidence to actors in all territories.

Several speakers were able to point out that the STRs must have a "global impulse strategy" [52], on the one hand, and, on the other hand, know how to optimize and implement the AI within the services themselves for execution of public service (with guarantees of transparency and quality). In particular, State services must be engines to "feed the

data" [53]. In this context, the STRs must create "digital unity and interoperability" to mitigate any risk of implementation of a "digital mosaic of territories" [54]. In short, it means "to regulate infrastructures" because the AI creates vulnerability (problem of cybersecurity) [55].

It is also up to STRs to promote inclusive and balanced digital technologies [56] with both users and local authorities. The State is able to identify the most remote citizens and bring them back to those who know how to act with AI [57]. It is also a question of implementation of a calendar of change in collaboration with the territories where the STRs will play a supporting role to prevent municipalities from remaining "on the side of the road" [58].

Finally, the control functions of the STRs will be useful in a world where "intelligent machines" will generate difficulties. They will have to contribute to ensuring a "digital public order" to minimize the harm to both the citizens and the territories of which they are responsible.

In short, the STRs have to "focus on the local and the human" [59] with pragmatism to meet the digital challenges of the next twenty years. ●

Bio express

University Lecturer (sector 2, public law) Ph. D. in public law

STUDIES

July 2003   **Ph. D. in public law** - thesis on "The deputy prefect of 'arrondissement'. An element of modernization of the State in France", under the direction of Mr Jean-Claude NEMERY, Professor in public law at the department of law and political science of Reims University. With mention Honorable with congratulations. Published thesis.

PROFESSIONAL EXPERIENCE

Since Sept. 2010 - **University Lecturer** at the department of law and political sciences of Reims Champagne-Ardennes University, member of the Center for Research on Territorial Decentralization (CRDT), GIS GRALE CNRS.

     - Sept. 2010 – May 2012: **head of project for university board,** deputy head of the humanities and social sciences department.

Sept. 1996 - 2006 - Member of the Committee for prefectural history (closed on the 24th of October 2018, JO of the 31st of October 2018, NOR: INTA1823614A);

     - **Member of the Steering Committee** (COPIL) **"Public action 2022",** Government's General Secretariat (GGS), autumn 2017, theme: "Territorial Organization of public utilities" (participation at COPIL meetings and writing of notes);

PUBLICATIONS

- « **Reform of district sub-prefectures. Nothing moves and everything changes!** », Review Law and management of local authorities, **Ed. Le Moniteur, 2017,** pp. 46-59.
- « **The paradox of rural schools: between an outdated communal framework and an intercommunality still timid**», Review Law and management of local **authorities, Ed. Le Moniteur, 2014, pp. 64-84.**

Participation in **seminar of restitution** organized by MSH A. Guépin of Nantes on the 21st of November 2014 ("Education, professional training, innovation-research: what implications of local authorities?").
- **"Administration of rural areas at the time of rationalization",** in special n° The reform of local authorities, R.F.A.P. n°141, 2012/1 (May 2012), pp. 55-71.
- **"The impact of the RGPP on the legality control",** R.F.A.P., 2010/4 (May 2011), n°136, pp. 943-954.
- Writing of column **"The work of the Committee of the regions and the Council of Europe"** in the yearbook of the GRALE, Review Law and management of local authorities, Ed. Le Moniteur, 2017, pp. 673-684; 2018, pp. 645-655; **2019, in progress.**
- Writing of **column "Territorial development"** in the yearbook of the GRIDAUH (town planning and its law), Ed. Le Moniteur, 2017, pp. 161-186; 2018, pp. 77-103; **2019, pp. 92-119.**
- **"Regionalization of deconcentrated administration and question of maintenance of rule of functional duplication of the prefect of region",** R.R.J – prospective law, n° 2009-4, pp. 1989-1998.
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- Talk at International Seminar CRDT-GRALE, "What organization for big regions in France and in Europe?", 26th – 27th March, 2015 about **"To the reform of deconcentrated State services",** publication in J.-Cl. Némery (dir.), G. Marcou, Ed. L'Harmattan, Coll. Grale, Paris, 2015, pp. 189-206.
- Conference on "Can we talk about a drift of metropolization?", Territoria Mutuelle, La Rochelle, 29 June, 2018.

Closing session

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Bio express

Jeroen WINDEY is the Administrator General of the Agency for Local and Provincial Government. After he studied Applied Economics and Political and Social Sciences, he became researcher at the Public Governance Institute in 2005 (KU Leuven) and staff assistant at the Association of Flemish Cities and Municipalities in 2008. In 2009 he became Deputy Head of the Minister's Office for Local and Provincial Government and in 2014 he became Head of the Minister's Office of the Flemish Minister for Local and Provincial Government, Civic Integration, Housing, Equal Opportunities and Poverty Reduction. Since 2016 he has been Administrator General of the Agency for Local and Provincial Government.

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