

Workshop on a quality label for user-centric cities and regions

- 23 May 2018

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Rue Belliard 99, 1040, Brussels

We all long to live in places where our local or regional authority works for its citizens; where we have hassle-free interactions with the administration, can deal with them electronically if we want to, where we know our data is handled appropriately, but where we can also engage and make our voices heard about decisions that will impact our lives. Building on the input received during the co-creation workshop on 12 April 2018, the European Commission now organises this workshop to further define the content and the governance of a quality label for user-centric cities and regions.

Member States have committed to make their public administrations user-centric in the design and delivery of digital public services (see: Tallinn Ministerial Declaration on eGovernment).

But how are local and regional administrations progressing in this endeavour? Many are experimenting with participatory budgeting (see Participatory Budgeting for Inclusive Smart Cities and Communities), participatory urban planning (see the Digital Transition Partnership's Action on Participatory urban planning'), co-creation and eParticipation (see H2020 ICT-enabled open government pilots) as well as other societal engagement tools (see CitizenCity), while others are

focusing on personal data management (see the Digital Transition Partnership's Action on MyData) and preparing to be compliant with the General Data Protection Regulation, coming into force later this year (see Citizen Centric Approach to Data). Others again are focusing on reducing the administrative burden and implementing citizen-centric eGovernment services (see the Digital Transition Partnership's Action on 'Helping cities develop a user-centric eGovernment model'), while ensuring that nobody is left behind in the digital transformation of government (see the Digital Transition Partnership's Action on 'Digital Neighbourhood Instrument').

In order to recognise cities and regions already committing to making their administrations consider citizens first in their endeavours, we are calling on interested stakeholders (public administrations at all levels, citizens businesses, civil society and others) to jointly develop a quality label for those administrations that have achieved compliance with the user-centricity principles (see Annex of Tallinn Declaration).

Such compliance with the user-centricity principles could be demonstrated by the commitment to implementing a set of concrete actions. During the co-creation workshop of 12 April 2018 the participants brainstormed about concrete actions that could demonstrate the implementation of the principles of the Tallinn Declaration. During the this second workshop, organised on the 23 April 2018, we will present the actions proposed to demonstrate implementation of the principles of the Tallinn Declaration and we will invite the participants to further discuss these concrete actions.

Furthermore, during the co-creation workshop of 12 April 2018 the participants discussed the governance model, different levels of the label and eligibility for the label. During this workshop on 23 May 2018 we will present the proposed governance model, based on the discussions the participants had during the co-creation workshop. We will then ask the participants to further discuss this proposed governance model.

Be part of this step to further develop a quality label for user-centric cities and regions! Join us on 23 April 2018 in Brussels (9.30-15.00 at the Committee of the Regions, Jacques Delors Building, Rue Belliard 99-101, B - 1040 Brussels, Room 53).

Blog summarising the discussions during the co-creation workshop on 12 April 2018.

Draft agenda for the workshop on 23 May 2018.

You can register until 18 May.

You can find the presentations during the workshop here.

Downloads

Draft agenda workshop 23 May.pdf
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Organiser

DG CONNECT H4

Registration

DG CONNECT Unit H4

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