

Digitalisation in the public sector

MALTA

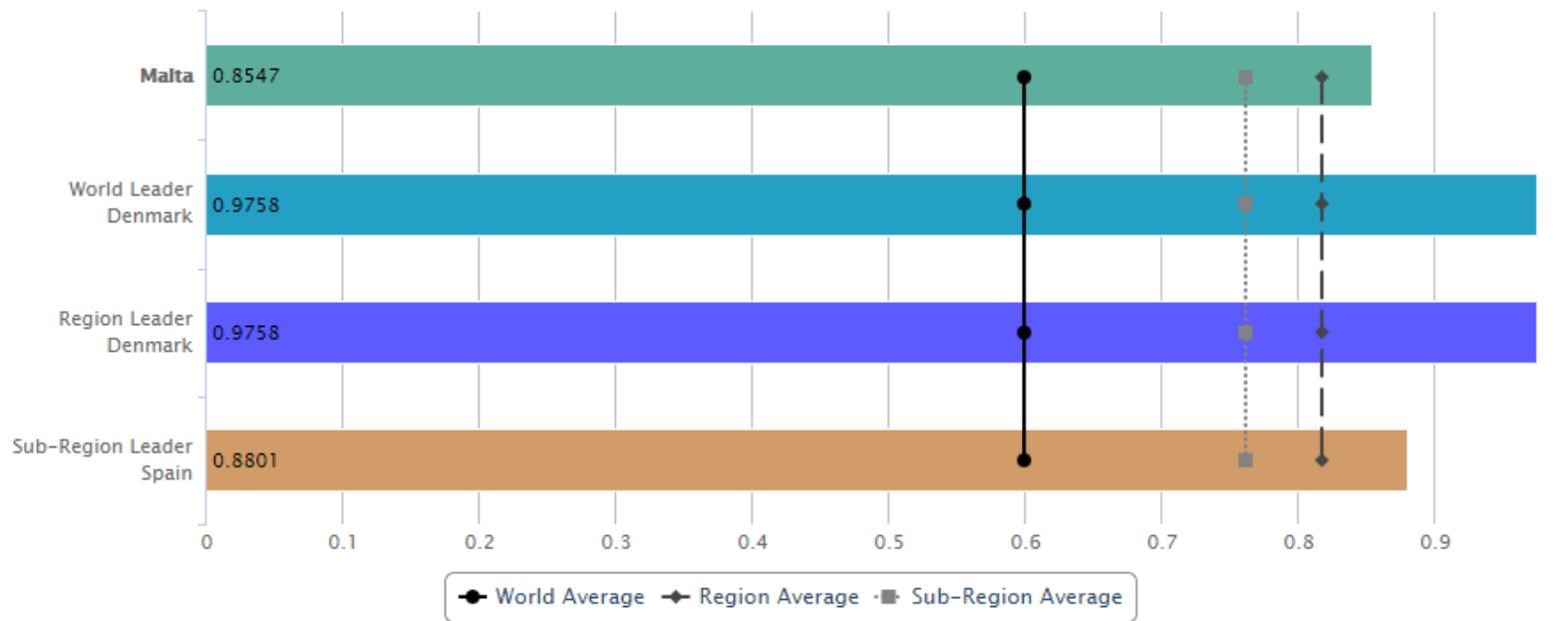


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International Indicator 1: E-Government in Malta

E-Government Development Index

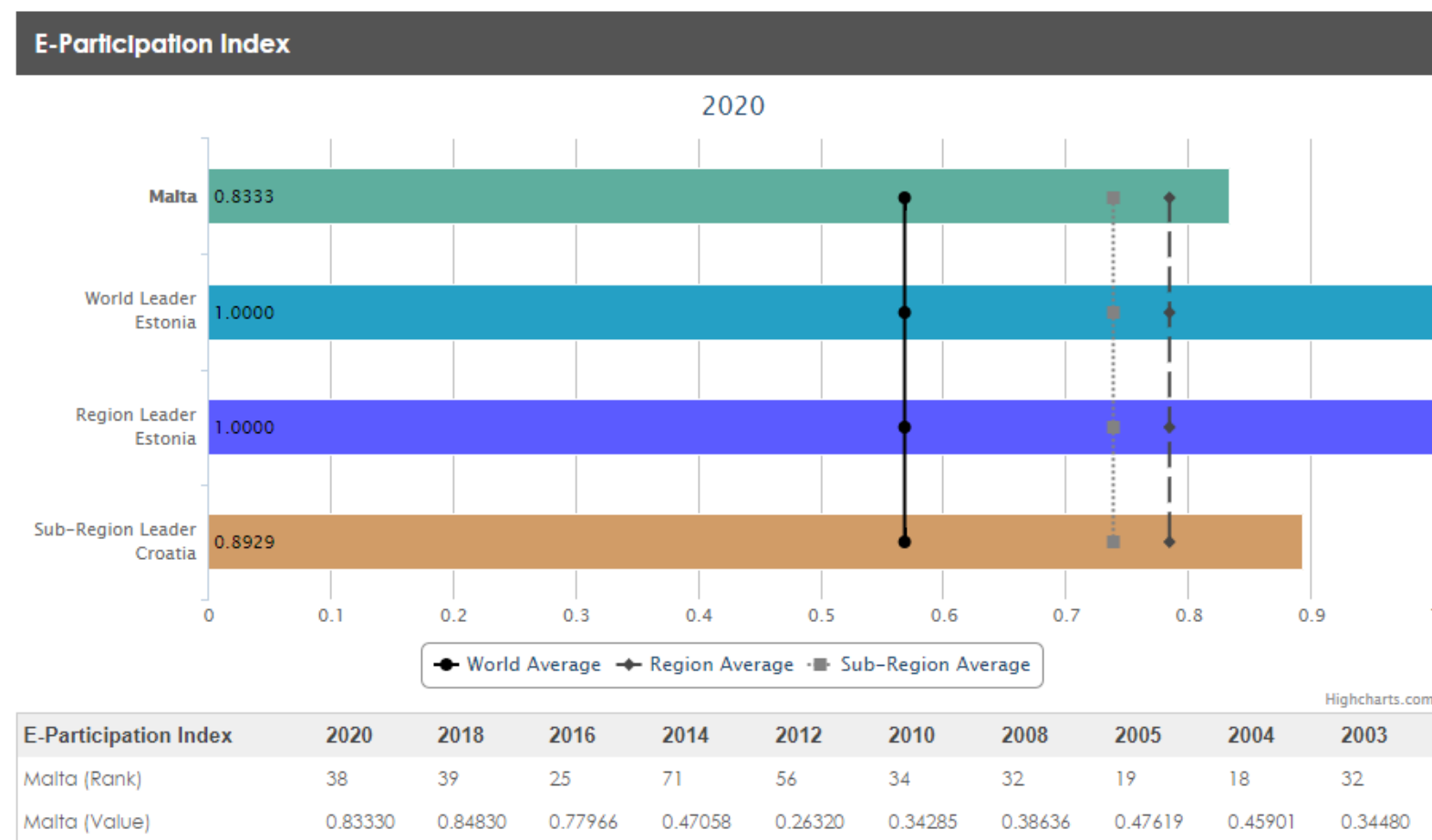
2020



E-Government Development Index	2020	2018	2016	2014	2012	2010	2008	2005	2004	2003
Malta (Rank)	22	30	30	40	35	30	29	21	21	27
Malta (Value)	0.85470	0.80110	0.74242	0.65180	0.71310	0.61293	0.65820	0.70118	0.68765	0.63596

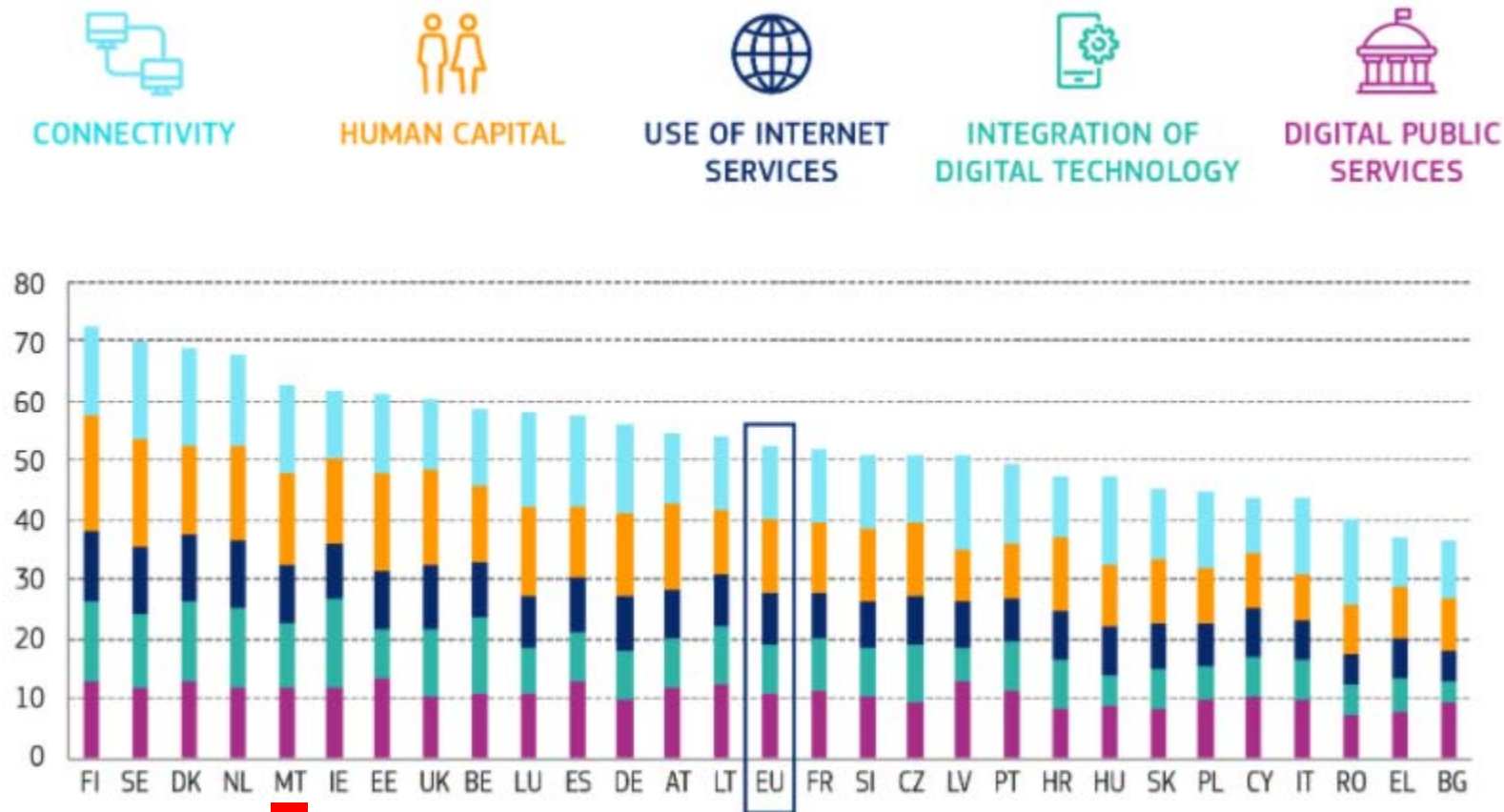
Source: UN EGD, <https://publicadministration.un.org/egovkb/en-us/Data-Center>

International indicator 2: E-Participation in Malta




Source: UN EGDI,
<https://publicadministration.un.org/egovkb/en-us/Data-Center>

International indicator 3: Digitalization trend: EU DESI



Source: DESI 2020, <https://ec.europa.eu/digital-single-market/en/digital-economy-and-society-index-desi>

International Indicator 4: C2ESS countries - UN E-Government Development Index 2020

Country	Group	Quartile	Rank 2010	Rank 2020	EGDI 2020	Rank Change
 Estonia	VHEGDI	VH	20	3	0.9473	+17
 Iceland	VHEGDI	VH	22	12	0.9101	+10
 Cyprus	VHEGDI	V3	42	18	0.8731	+24
 Malta	VHEGDI	V3	30	22	0.8547	+8
 Liechtenstein	VHEGDI	V2	23	31	0.8359	-8
 Luxembourg	VHEGDI	V2	25	33	0.8272	-8
 Montenegro	HEGDI	H3	60	75	0.7006	-15
 Andorra	HEGDI	H3	57	80	0.6881	-23
 San Marino	HEGDI	H2	184	96	0.6175	+88

Source: <https://publicadministration.un.org/egovkb/en-us/Data-Center>

Digital Malta

National ICT Strategy (2014-2020)

A vision for country to prosper as digitally enabled nation in all social sectors. Core principles:

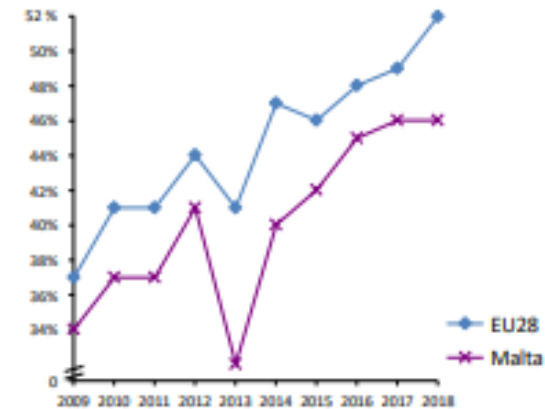
- Ensuring all citizens are offered the possibility to benefit from ICT as a fundamental right.
- Advocating proactive leadership and delivering programmes that meet needs.
- Supporting national priorities in line with Gov policy, National Reform Programme and EU obligations.
- Engaging private sector as an important player in the delivery of the Strategy.
- Optimising value and accountability.
- Ensuring collaboration between stakeholders to encourage synergies and minimise fragmentation.
- Encouraging a more environmentally friendly society through greener procurement
- Supporting and enabling *Research and Innovation* (R&I) through smart specialization
- Adopting an open and experimental mind-set, capitalising on lessons learned from success stories
- Maximising opportunities from multiple funding sources, including EU and international funding.

Digital Trends

- In 2018, Malta became one of only four EU Member States to meet the regulatory deadline for the recognition of other Member States' **eID schemes** under the eIDAS Regulation.
- My Personal Kiosk is an **mAdministration service**, launched in 2018 to provide public service employees with the opportunity to access their leave balances (sick and vacation), view their pay slips and FS3 for the last three years.

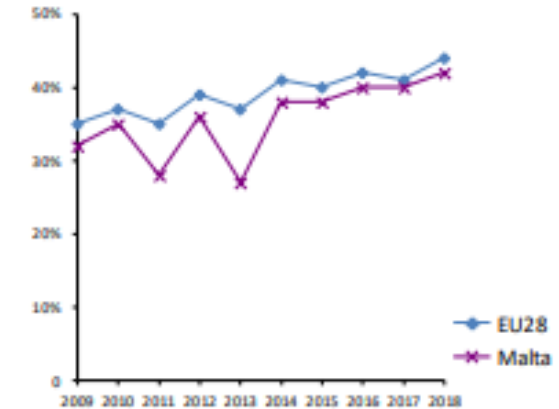
ERASMUS PLUS - 'Challer

Percentage of individuals using the internet for interacting with public authorities in Malta



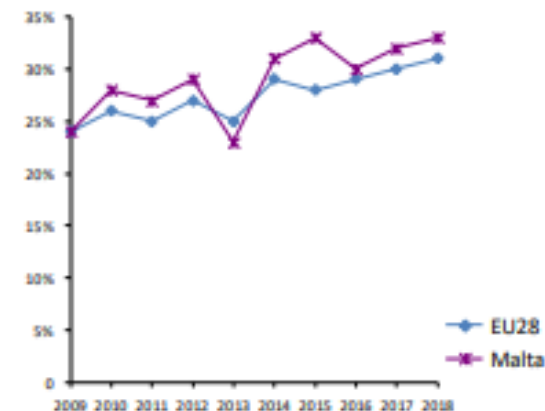
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for obtaining information from public authorities in Malta



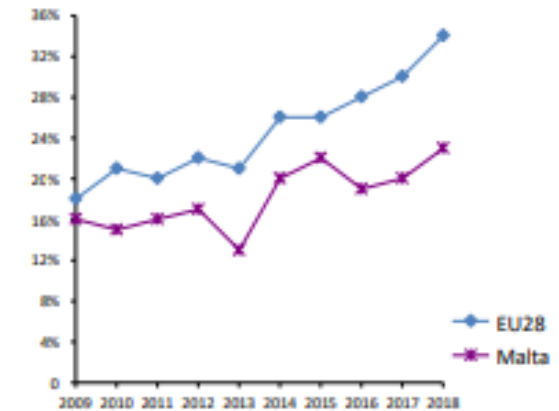
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for downloading official forms from public authorities in Malta



Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for sending filled forms to public authorities in Malta



Source: Eurostat Information Society Indicators

Digital public services in Malta: leading portals and services



www.gov.mt is the portal of the Government of Malta providing info and access to all Ministries and the National Public Administration.



www.konsultazzjoni.gov.mt is an online facility giving access to citizens to present their feedback on whitepapers and draft legislation.



The digitalization of all public services is one of the core objectives of the **Renewal of Public Service** started in 2014; thus rendering the Public Administration closer to citizens.



Malta Information Technology Agency (MITA) is the public entity vested with the responsibility to provide ICT infrastructure, systems and services to Government.



www.servizz.gov is the online portal for all government digital services.



Business FIRST: Government's main point of contact for the business community and for aspiring entrepreneurs, providing holistic business support.

Digitalization and Local Government in Malta

- Central Government considers Local Government as main vehicle to attainment and promote Digital Services at a local level.
- Local Government aligns its policies to the National Digital Strategy 2014 – 2020 to offer access to technology and service delivery via the front offices of Local Councils.
- Central Government provides the necessary technical support to Local Councils with a view to attain the Strategy's objectives.



E-participation & mDemocracy

- The Mobile Government vision is achieved through several actions, including **mDemocracy**:
 - Implementing mobile device-based feedback channels, for suggestions, investigation and improvements.
 - Piloting mPetitions and mConsultation.
 - Exploring an mBudgeting service for citizens to offer their ideas on which mServices should be considered for investment, helping to prioritise investments.
- Government's legislative activity can be approached through its **konsultazzjoni.gov.mt** where the draft acts are published for administrative coordination and public consultation.
- Public interest in e-participation is high, although Maltese consider e-participation as complementary rather than a substitute for face-to-face consultation.
- **E-voting** has not been explored yet: political parties are highly suspicious of losing control over the electoral system.

Governance of public sector digitalisation

- Mobile Government Strategy is at the core of the current Public Service Renewal since 2014.
- All digitalization projects are spearheaded by Head of Public Service and coordinated by the Malta Information Technology Agency.
- The Digitalisation Strategy of the Public Administration is regularly revised and updated - see [https://publicservice.gov.mt/en/Documents/Mobile Government Strategy 2017-2018.pdf](https://publicservice.gov.mt/en/Documents/Mobile_Government_Strategy_2017-2018.pdf)
- Benefits of digitalisation are conceptualised across FOUR four quality pillars on which the current renewal of the Public Service rests:
 - voice of those receiving the service;
 - design of the policies which are aimed at fulfilling the aspirations of clients;
 - service package itself;
 - accountability, the precepts of which must always be fully held to.
- Malta is active in international cooperation on public sector digitalisation and cyber security; it participates in knowledge-sharing and the identification of success stories and best practices.



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Flashpoint 1: COVID-19 and uninterrupted public services

- The Public Service has been focusing on bringing services closer to people on a 24/7 basis and, during this pandemic, the importance of technology has been proved again, providing services efficiently in the best possible way.
- Digitalising the Public Service has been key to transition office work to telework. Having invested in innovate digital infrastructure, the Government was in position to ascertain uninterrupted public services during national partial lockdowns.
- The Public Service was better prepared to meet the challenges of the pandemic through digitalized *modi operandi* than certain companies in the private sector.
- Still, when infection rates fell, most public officers were called to resume work from their offices.

Flashpoint 1: COVID-19 and contact tracing

- **COVID Alert Malta** is an app that helps fight the COVID-19 epidemic.
- Introduced in September 2020. By Jan 17, 2021 **19% of the population** (91,215 people aged 13+, that is, the age of digital consent) downloaded the app.
- The app aims to notify users at risk of having been exposed to the virus as early as possible – even when they are asymptomatic.
- Throughout the entirety of COVID Alert Malta's design and development, high priority was exerted on privacy protection.
- COVID Alert Malta has been developed jointly by the Superintendence of Public Health of the Ministry for Health, Malta IT Agency (MITA) and the Malta Digital Innovation Authority (MDIA).



Flashpoint 2: Business First



- Paradigm shift: from a public administration associated with excessive bureaucracy to an efficient partner for the business community
- *Business First* is a single central contact point through which entrepreneurs are able to carry out all the required procedures for the setting up, running and the development of business in Malta.
- By providing information and facilitate access to all Government services for business, *Business First* acts as a 'one stop shop' for business by promoting seamless holistic processes.
- Business First is a joint venture between Malta Enterprise (on behalf of Government) and the Malta Chamber for SMEs; thus creating synergies between public & private sectors.
- It capitalizes on digitalization for information sharing, service access, customer care and tailor-made arrangements.

Conclusion

- The Malta Government has **invested heavily** in the digitalization of its public service, as well as the economy and society, including education.
- Investment in IT, including Artificial Intelligence & Crypto currency, is at the **core of Public Service Renewal and the resilience/diversification of the economy.**
- A 24x7 countrywide accessible service creates **challenges** which the authorities must look at as opportunities.
- The challenge consists in giving a **new guise** to the services offered by the government departments. A continuous service cannot run alongside static and traditional departments unable or unwilling to keep up with the demands that the new levels of accessibility will create.
- Redesigning work practices, process re-engineering and continuous restructuring are **essential complementaries** to the ongoing digitalisation project, including the sustainability of public funding to continually renew IT investment.