

Seminar: Cross-border e-services ownership and delivery: How to make the services more efficient?

Date	14 Feb 2019, 10:00-16:00
Venue	VARAM, 409. room, 4 th floor, Peldu Street 25, Riga, Latvia
Organizers	Aalborg University Copenhagen (AAU, WP4 Lead) and Ministry of Environmental Protection & Regional Development of the Republic of Latvia (VARAM)
Aim	To identify and discuss challenges related to ownership and delivery aspects of cross-border e-services (G2B)
Expected outcome	Increased knowledge among project partners and external stakeholders; inputs for ongoing work in DIGINNO WP3; inputs for policy recommendations to discuss with policymakers at national, BSR and EU level
Further information	Torben Aaberg, AAU, toraa@cmi.aau.dk
Registration	By the latest <u>Friday, 8 Feb 2019</u>

Preliminary agenda

10:00-10:15	Welcome and introduction, <i>Edmunds Beļskis, Deputy State Secretary, Latvia</i>
10:15-10:20	Programme for the day, <i>Torben Aaberg, AAU (moderator)</i>
10:20-11:00	What is the landscape of today? What are the significant current initiatives? What is the policy framework? CB service policy issues in the light of SDG and AI incentives? <i>VARAM; DGConnect (tbc); Ministry of Economy & Innovation of Lithuania (tbc)</i>
11:00-11:20	Examples of key CB e-services and how far they have developed. Ideas for case analysis? <i>Janek Rozov, Ministry of Economic Affairs & Communications, Estonia</i>
11:20-11:40	Coffee break
11:40-12:30	What are the challenges that become visible when e-services cross national jurisdictions? <i>Lars Erik Myhre, Agency for Public Management & e-government, Norway</i> <i>Dr. Raul M. Abril, PMP, DG DIGIT (tbc); DIGINNO Industry partner (tbc)</i>
12:30-13:00	Insights from WP3 show cases: Problems and solutions to address, <i>INFOBALT, AAU, VARAM</i>
13:00-14:00	Lunch

14:00-15:30

Discussion

Examples of questions to discuss:

Who is ready to manage and implement CB e-services? An area for Public-Private-Partnerships? Who should take initiative? How to finance? Division of roles: not just ownership but also maintenance etc (do we need to agree on a management/governance model? Is there a need to harmonize service delivery on higher levels (EU)? Today the service delivery is somewhat harmonized in different domains, but it is domain specific. Do we need a more general framework for service delivery that applies across domains?

Regarding delivery: What are the technological challenges we face due to different infrastructures in different countries? How to overcome these?

Is there a need for a transnational forum to take a coordinating responsibility? Bottom up/top down?

How can we make use of EU policies, e.g. Single Digital Gateway? How does our work fit into existing and upcoming policies? Etc.

15:30-16:00

Conclusions and next steps

16:00

End of seminar

Separate meeting

16:15-18:00

Discussion of **pilot project idea** related to Artificial Intelligence (AI) and Machine Translation (MT)

Small languages MT & natural language processing; AI aspects for cross-border service availability

- Overview of current situation in member states
- EU language resources for MT on each of interested languages
- Discussion of project draft concept on MT for SME in DSM