

Press Release



Title:

- **CITADEL: How to transform Public Administrations (PAs) and empower citizens to make more efficient, inclusive and citizen-centric digital public services**

Content:

Bilbao, Spain, March 15, 2018 – [CITADEL](#) is an H2020 research project funded by the European Commission over a period of three years started in October 2016. Born on the basis of the economic models of Hirschman and Rokkan, CITADEL is focused on transforming the public sector to make more efficient, inclusive and citizen-centric digital public services that capture new or unsatisfied needs more quickly and satisfy them more effectively and in an inclusive way. CITADEL also aims at providing guidelines and features to support new processes to face the digital age.

CITADEL aims to explore, monitor and analyse the drivers, enablers, impact, risks and barriers of **open, innovative and collaborative government** across a diverse terrain of Public Administrations (PAs) through an open and scalable platform based on innovative ICTs in order to **understand, transform and improve** by proposing **recommendations** to enhance the PAs **policies and processes** with a view to deliver effective, inclusive and high quality digital public services across Europe.

CITADEL has achieved the following main innovations in the first year of project:

- The realization of an analysis on **user-exit and non-take-up** of digital public services of digital services. A qualitative study based on interviews of Citizens services Centres (CSCs) users in eight preselected CSCs has been designed and implemented.
- The completion of the **vignette study design** into public officials' willingness to engage with citizens in administrative decision-making. During the project, the vignette study is going to be carried out in the three use cases that participate in CITADEL (Antwerpen, Varam (Latvia) and Regione Puglia) and in the Madrid city.
- The definition of a **Digital Maturity Assessment** model that will be used to assess the digital maturity of PAs. This model aims to compare PAs with an ideal situation and provide them with a gap analysis in the form of recommendations. The result of this model is a set of recommendations that supports PAs in the improvement of their processes to provide more effective digital public services.
- The creation of a **Privacy literacy exercise**. The goal of this tool is to assess how well public servants know privacy and data protection concepts and whether they can apply them. The tool educates and explains at the same time.

- The execution of a comprehensive **Analysis of co-creation experiences in the public sector** based on empirical co-creation examples in order to provide results in the form of enablers and barriers of co-creation. These results provide relevant insights into the characteristics and motivations of participants (customers and citizens) as conditions for successful co-creation both in the private and public sector.
- The delivery of an initial version of the **co-creation methodology**, providing guidelines, with steps, tools and techniques as well as Key Performance Indicators (KPIs) on co-creation as a tool to transform public services.
- A first definition of the requirements and architecture of the **CITADEL ICT ecosystem**, that will enable the transformation of the PA.


Our partners, [Universidad de Cantabria](#), [KU Leuven](#), [FINCONS](#), [imec](#), [Regione Puglia](#), [InnovaPuglia](#), [Stad Antwerpen](#), [Time Lex](#), [Vides Aizardzibas Un Regionalas Attistibas Ministrija](#), [Latvijas Universitate](#) and [TECNALIA](#), are from four different countries. TECNALIA has been entrusted with the leadership of the consortium.

Project coordinator, Leire Orue-Echevarria, from TECNALIA said: *“This project will support public administrations in their digital transformation, moreover making their digitalized services more inclusive and usable, with the collaboration of citizens, who will play now an important role in the co-creation of improved services”.*

Closure

CITADEL is about halfway, and is progressing rapidly. Thus far, work has been focused on the analysis of the factors that facilitate PA’s becoming more efficient and citizen-centric, as well as on developing the framework that will put in place the ICT tools which will support that transformation, leading to the provision of better, inclusive and citizen-centric digital public services.

Breaking news and info available at <https://twitter.com/Citadelh2020>

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