

The European digital transformation from a local perspective



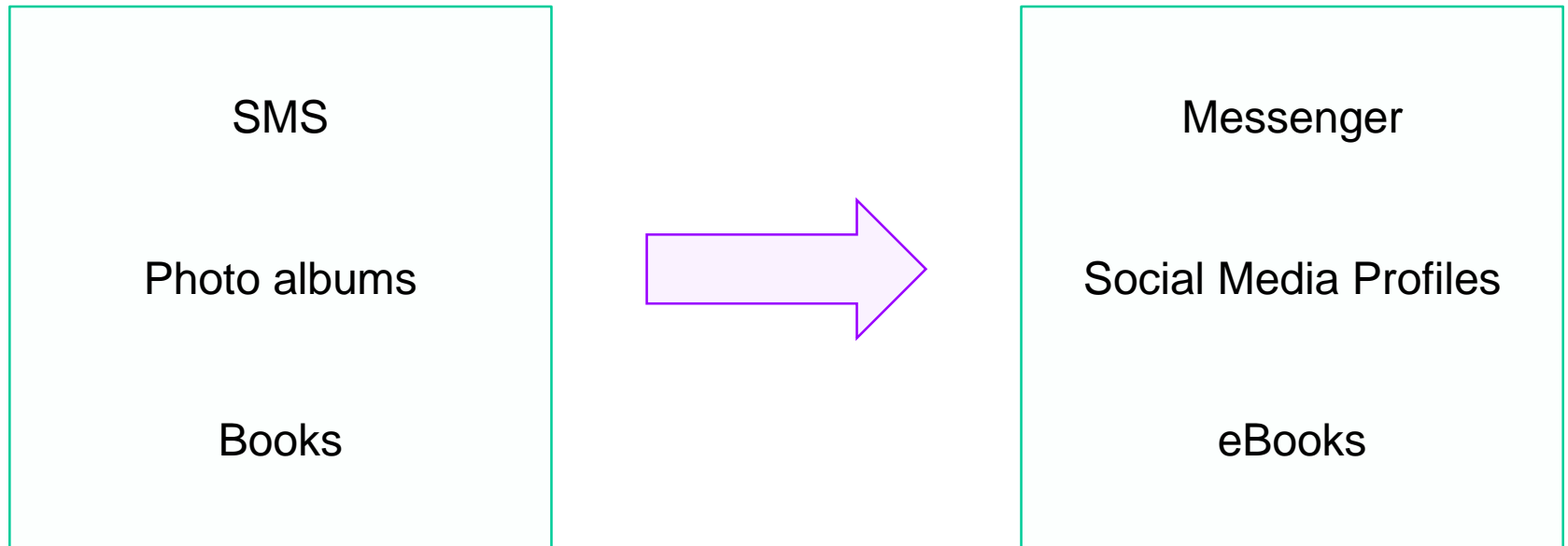
Eileen O'Sullivan

Deputy Mayor

Department for Digitalisation, Citizen Services,
Participation & EU-affairs

EURORAI - Konferenz
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Change of Times



Online Access Act (OAA)



575 administrative services → about 2500 individual services

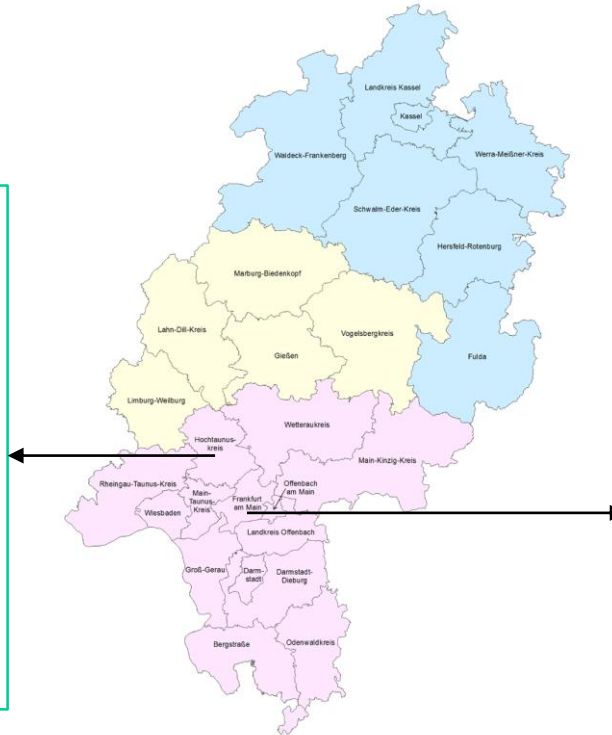
→ **Loss of ID-Card** (individual service)

ID-Card (administrative service) → **Request for new ID-Card** (individual service)

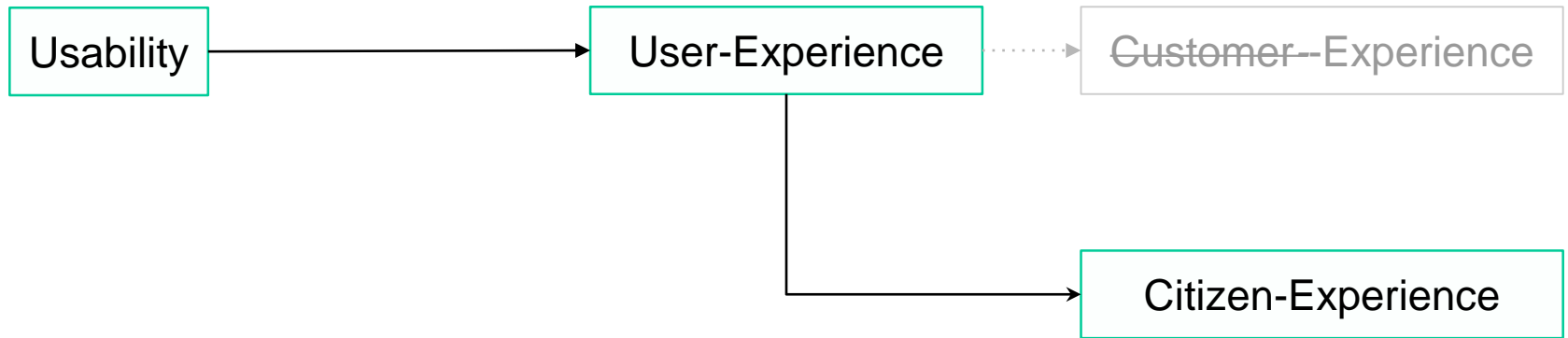
→ **Renewal of ID-Card** (individual service)

In Hesse, 321 individual services fall under the responsibility of the municipalities

“One for All” (OfA)-Principal



Approach



Usability

Need: Preventing media disruption

Problem: written form requirement



Best-Practice: **Denmark**

- “Digital Readiness” is required
- “Enable digital case processing“

⇒ Modification of Administration Act of 2013

⇒ ~~Written form requirement~~

⇒ Equalisation of written and digital signature

User-Experience

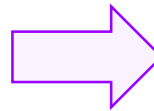
Exemplary questions:

- How do citizens find the **correct** websites?
- What level of explanation and detail is needed

Data Protection:

Best-Practice: Austria

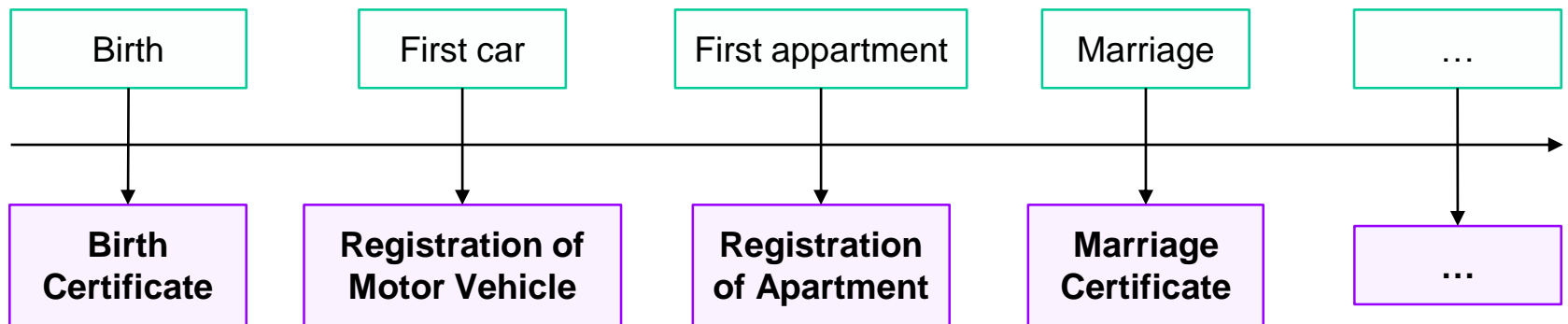
Registry Consolidation



Intended Solution in **Germany**:

User account with document
vault

Citizen-Experience: Life vs public administration



Citizen-Experience: e-Estonia

Best-Practice: Estonia

- ID-number
- Securing data through Blockchain

Possible digitally available administrative services in **Frankfurt** (so far):

- Event Registration
- Application for the library reading card
- Certification of change of married name
- Marriage certificate
- Civil partnership certificate

“We need to put technology and data at the service of the people and the environment. Central to this is the understanding of data as public infrastructure, as a public good that should help solve some of the big environmental and social challenges the city faces.”

Francesca Bria

**Digital Transformation is a
democratic necessity.**

**Transnational cooperation is an
opportunity.**

Contact

Eileen O'Sullivan

Deputy Mayor

Department for Digitalisation, Citizen Services,

Participation & EU-affairs

Sandgasse 4, 60311 Frankfurt am Main

Phone: +49 (0) 69 212 - 33106

E-Mail: eileen.osullivan@stadt-frankfurt.de