



INTERLINK: ENABLING NEW DIGITAL COLLABORATIVE GOVERNANCE MODELS WITH CITIZENS AT THE CORE



BUDGET
3.425.312€



PARTNERS
10



DURATION
36 MONTHS



EU COUNTRIES
6

What - [INTERLINK](#) (an acronym for Innovating governNment and ciTizen co-dEliveRy for the digital sINgle marKet) is a 36-month project starting in January 2021. It was selected among proposals submitted for H2020-SC6-GOVERNANCE-2018-2019-2020 in topic Governance for the Future.

Why - Focusing on the development of a new collaborative and transparent governance model, the main objective of INTERLINK project is to scale up interlinkers to build shared services, providing socio-technical and legal requirements for their adoption, while ensuring the effectiveness of these solutions, raised from Public Administrations, citizens and stakeholders co-design and collaboration process.

How - Interlinkers are technological solutions already available, the so-called digital "building blocks", capable of overcoming the barriers that prevent administrations from reusing and sharing services with private partners and citizens. Three use cases applied to Public bodies will serve as test beds:

- ❖ **Italy.** The Italian Ministry of Economy and Finance together with the Agency for Digital Italy will leverage the INTERLINK platform and its components to co-create a new module, in collaboration with the Municipality of Reggio Emilia, for a Joint Strategic Planning between central and local Public Bodies, and based on common standardized guidelines, as well as on their shared good practices. The new module will also facilitate stakeholder engagement, so as to support participatory processes involving institutional bodies, local communities and citizens
- ❖ **Latvia.** The Ministry of Environmental Protection and Regional Development of the Republic of Latvia (VARAM) is responsible for implementing policy in three areas – environment protection, regional development, as well as information and communication technologies. VARAM implementation of the broad e-Governance policy includes the establishment of State and Municipal Unified Customer Service Centers (CSCs) for provision of state and local government services and implementation of modern and effective information and communication technologies in the public sector. CSCs are established one-stop shops (centric service delivery model) where citizens or legal persons can submit their requests (claims) to public law bodies and obtain the requested service – allowances, tax declaration submission, etc.





- ❖ **Spain.** The City of Zaragoza has an excellent track record in government innovation and its approach to Open Government is two-fold:
 - Opening datasets and services, i.e. enabling Government as a Platform, by providing a well documented and widely used Data Portal based on the latest data and API sharing standards
 - Nurturing Public-Civic partnerships and encouraging business promotion (public/private partnerships) through its Etopia – Centre for Art & Technology – initiative. Such innovation space includes both an Open Urban Lab, where a quadruple helix approach for innovation around Smart City & Government takes place, and a Terminal to incubate new companies.

When - INTERLINK reacts to the digital transformation and open innovation challenges supporting central, local and Public Service Companies. The 10 Participants of the project come from **6 countries**: Belgium, Finland, Italy, Latvia, Netherlands, Spain.

Who - The coordinating institution is [Bruno Kessler Foundation \(FBK\)](#). FBK is the top Research Institute in Italy, ranked at the 1st place for scientific excellence within 3 different subject areas and for the economic and social impact according to the latest quality of research ANVUR evaluation. The result of more than half a century of history, through 11 centres dedicated to technology and innovation and to the humanities and social sciences, FBK aims to achieve excellent results in the scientific and technological field with particular regard to interdisciplinary approaches and the application dimension.

Other partners are:

- The [University of Deusto](#) in Spain, recently recognized as an International Excellence Campus, was founded in 1886 and comprises 6 Faculties: Psychology and Education, Human and Social Sciences, Engineering, Law, Business and Economic Sciences and Theology.
- The [Tree Technology \(TREE\)](#) is a Spanish R&D-performing SME providing information and communication technology solutions based on Big Data and Artificial Intelligence (e.g., machine learning and analytics, computer vision, NLP, visual analytics, data management). TREE provides ICT-based solutions for different sectors and markets such as healthcare, banking, and insurance. TREE commercializes tailor-made solutions/services exploited under the brand 'Treelogic'. TREE works within an open innovation model where cooperative R&D activities are key to assess the maturity of emerging technologies, gathering new and differential knowledge. The company has participated in more than 20 European R&D projects. In Interlink, TREE in the project leads the integration of the platform and its different components to later run the pilots in 3 countries (Spain, Italy and Latvia).
- The [Radboud University](#) is one of the leading academic communities in The Netherlands. The Institute for Management Research, the partner in INTERLINK, is renowned for its expertise in the area of democratic participation, co-production and co-creation.
- The Finnish [Cloud'N'Sci Ltd](#) aims to enable co-creation of innovative data refining solutions inspired by real customer needs.
- [UCLouvain](#) is a complete research university established in 1425 in Belgium. UCLouvain is today a large, international community including (in 2015-2016), 29.933 students of 127 different nationalities, a 5.836-member teaching, research, administrative and technical staff and 150.000 alumni worldwide. UCLouvain is responsible for the education of nearly one out of two French Speaking academics in Belgium and proposes courses in all possible disciplines: 42 Bachelor's programmes, 56 minors and additional modules, 93 120 credit Master's programmes, 33 60 credit Master's programmes, 63 advanced Master's programmes, 23 teacher training certificates, 200



lifelong learning programmes. Research, performed in close collaboration with the private and public sector and international institutions, is one of UCLouvain's main activities.

- **Dedagroup Public Services** is an Italian digital country, with public service institutions and companies that serve citizens and businesses by designing new sustainable development models to manage resources more efficiently. Dedagroup Public Services' daily commitment is to make this a reality by supporting the public administration in their journey towards digitalization. The goal is to aid cities in becoming local development centers, central institutions in creating a data-driven administration, and companies in developing their networks and innovating their processes. The cloud, transparency, redesigned administrative procedures and data management are the key elements of Dedagroup Public Services' range of products and services. Dedagroup Public Services belongs to Deda Group S.p.A. Deda Group, with a turnover of €253 million, more than 1,900 employees and more than 3,600 clients, is an important aggregating hub of leading Italian firms in the Software and Solutions as a Service market, and a natural reference of businesses, financial and public service institutions in the development of their IT and digital strategies.
- The Italian **Ministry of Economy and Finance (MEF)** is the executive body responsible for economic, financial and budget policy, planning of public investment, coordinating public expenditure and verifying its trends, revenue policies and tax system. The Ministry performs a supervisory role over entities and activities and has strong relations with regulatory authorities set down by the law. MEF plays a central role in the IT enhancement process of the Italian public sector and has participated in several EU projects. together with its in-house company SOGEI (Società Generale d'Informatica S.p.A.), which is responsible for IT developing and implementation. The Directorate of Information Systems and Innovation (DSII) provides IT services, information and data management to the entire Ministry and HR shared services to over 100 Italian public administrations – representing around 2.2 million civil servants – through the NoiPA digital platform. The DSII manages relationships with the Agency for Digital Italy (AgID) and other strategic partners in Italy and in Europe, also thanks to the involvement in European projects under the Horizon 2020 funding program.
- The **Ministry of Environmental Protection and Regional Development of the Republic of Latvia** is responsible for implementing policy in three areas - environment protection, regional development as well as digital transformation. In the area of environmental protection the Ministry deals with the establishment of prerequisites and conditions for nature conservation, clean environment and ensures that natural resources are used effectively and in a sustainable manner.
- **Zaragoza** is the 5th largest city in Spain and the first to create a Smart City Department which currently comprises a staff of 15 people. Innovation and sustainable development are key in its strategy Zaragoza 2020.

