



INTERLINK

Innovating governNment and ciTizen co-dEliveRy
for the digital sINgle marKet



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PARTNERS



PROJECT MANAGEMENT GROUP

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FACTS & FIGURES



3.425.312 €
Budget



10
Partners



36 months
Duration



6
EU Countries



INTERLINK IN A NUTSHELL



The INTERLINK project is funded by the call “DT-GOVERNANCE -05-2018-2019-2020: New forms of delivering public goods and inclusive public services.” Governance is being transformed by new approaches to delivering public services which allow for the involvement of citizens and various other actors. The challenge is to critically assess and support as needed this transformation based on an open collaboration and innovation platform supported by ICT (government as a platform) and on an open environment and ecosystem with clear frameworks and guidelines for modular service quality (‘government as a service’) in accordance with the EU eGovernment Action Plan 2016-2020 32 and the European Interoperability Framework Implementation Strategy.

INTERLINK will overcome the barriers that hinder administrations to reuse and share services with private partners (including citizens) by combining the advantages of two often opposed approaches: the “top-down” approach where Government holds primary responsibility for creating these services compliant with EU directives, sometimes seeking the support of citizens for a specific design or delivery tasks; and the “bottom-up” approach in which citizens self-organize and deliver grassroots services where government plays no active role in day-to-day activities but may provide a facilitating framework.



OBJECTIVES



The goal of the INTERLINK project is to overcome the barriers preventing PAs to efficiently share services in a Digital Single Market by combining the enthusiasm and flexibility of grassroots initiatives with the legitimacy and accountability granted by top-down e-government frameworks.

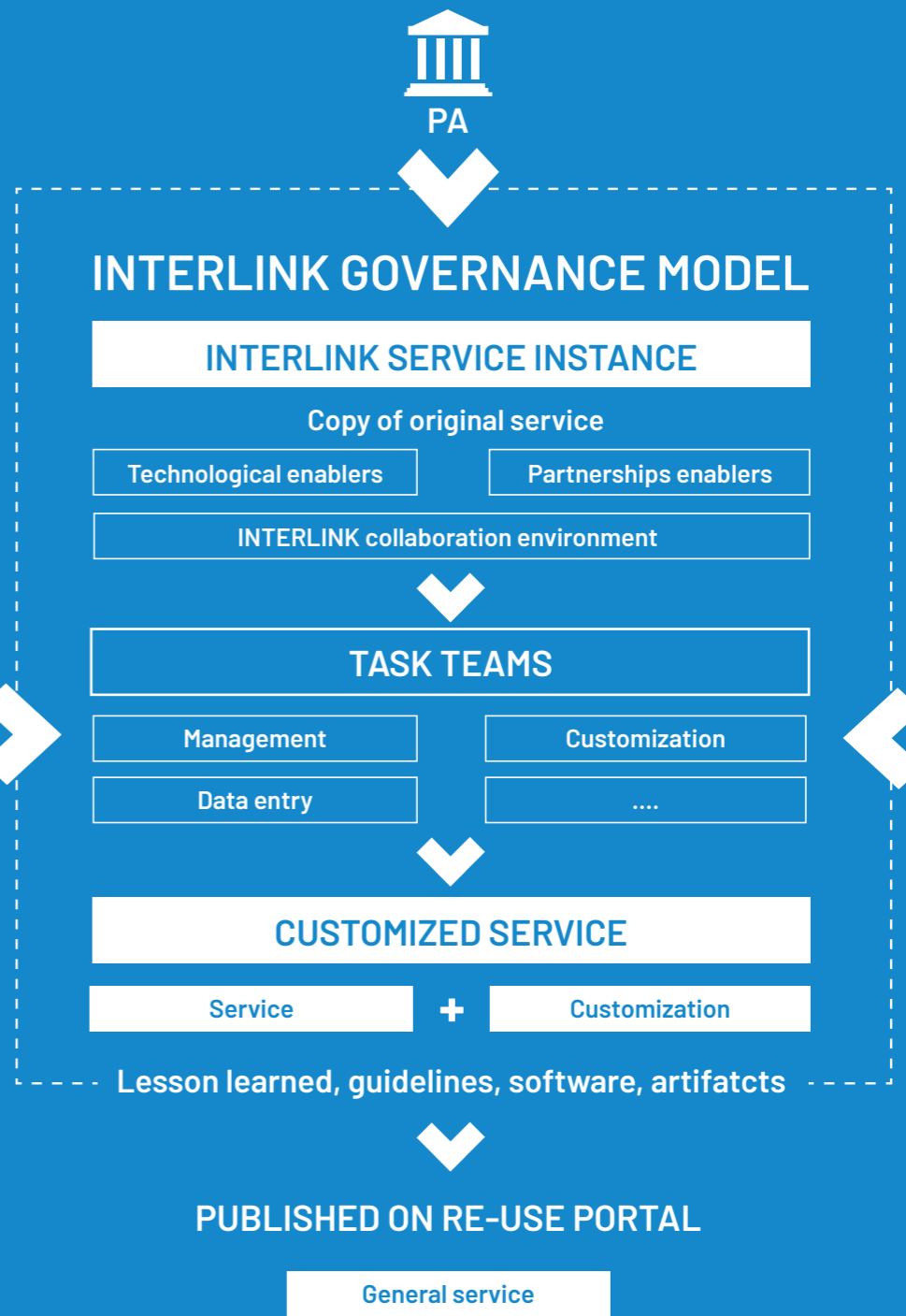
- 1** To develop a new collaborative governance model based on partnerships between public administrations, citizens and companies.
- 2** To provide a set of **Interlinkers**, digital enablers that will standardize the basic functionalities needed by private actors to co-produce a service, in order to eliminate the technological barriers and foster the delivery of interoperable, inclusive, sustainable and ethical public services.
- 3** To deliver the INTERLINK framework and operational platform, an open software system leveraging on mobile communications that will facilitate the co-production of services between PAs and private stakeholders.
- 4** To identify the legal framework for co-creation and co-delivery of services, making sure INTERLINK enablers and governance models are compliant with EU regulations and are usable in cross-border services.
- 5** To evaluate and assess the impact of the INTERLINK solution in three proof-of-concept use-cases representing meaningful and complementary examples of the class of services targeted by INTERLINK.

Interlinkers are common building blocks, provided as software tools or in the form of knowledge offered digitally, that offer interoperable, re-usable, EU-compliant, standardized functionality for the public service co-production management.

PRIVATE ENTITIES



CITIZENS



PILOTS



The INTERLINK project comprises three use-cases, in Italy, Latvia, and Spain respectively. The partners engaged in the three pilots were selected for their experience and interest in INTERLINK, to cover a wide variety of INTERLINK uses, and for the different socio-cultural backgrounds of the three countries. In this way, it will have the opportunity to validate the effectiveness of the project results in contexts that differ on the number and heterogeneity of stakeholders (citizens, private bodies, public entities) and for the chosen approach in sharing services.

ITALY

The Italian Ministry of Economy and Finance (MEF) aims at building a community of its key stakeholders. MEF's community is comprised of various Public Bodies and 1 million+ Civil Servants identified as key players to implement a bottom-up approach alongside open innovation to co-design and co-create new tools as well as to improve existing public services.

LATVIA

The Latvian Ministry of Environmental Protection and Regional Development (VARAM) pilot's community-building activities will target civil servants, representatives of local governments, non-governmental organizations, and citizens. The cooperation of the main stakeholders during the pilot will facilitate and encourage the involvement of citizens in the process of co-design, co-creation, and co-delivery of the new or improvement of the existing public services.

SPAIN

The City of Zaragoza (ZGZ) aims at promoting collaborative city-making facilities and programs. together with the Center for Art and Technology (eTOPIA_). eTOPIA_ is a 16.000 sqm innovation hub with multiple facilities: start-up incubator, fab-lab, classrooms, exhibition rooms, residence.



ITALIAN USE CASE

The Italian Ministry of Economy and Finance will leverage the Interlink platform and its components to co-design and co-create a new Participatory Strategic Planning Module (PSPM) mock-up open to other Public Bodies. The PSPM will aid in strategic planning tasks and provide an open repository of good practices.



LATVIAN USE CASE

The goal of the Latvian Ministry of Environmental Protection and Regional Development Customer Service Centers' use case is to test sharing service delivery with third parties to improve public services.



SPANISH USE CASE

Zaragoza will adopt the Interlink governance framework to widen Open Innovation within the city. The framework and set of enablers made available within Interlink will provide holistic support for sustainable Open Innovation in the co-creation and co-delivery of services.

INTERLINK

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