DIGITAL

# CONvErGE

## CONNECTED E-GOVERNMENT

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One-government principle

Collaboration across Ministries for a more holistic approach rather than piece-meal projects

A **portfolio of ICT investment** in various public service domains

## AIM OF CONVERGE – ERDF 2.035

€ 40M project partially funded through EU funds

Development of a number of **eGovernment Services** and an **enabling underlying infrastructure**

HBR defines Digital Transformation beyond Digitisation;

"Real digital transformation requires building **an IT backbone** that is simplified, modern, and secure. That technology infrastructure can serve as a platform for adopting **new processes** and **tools** and **rethinking the way businesses have operated for decades**"

# AREAS OF FOCUS

## Government-to-Government (G2G)

The development of electronic services for sharing of data and/or information systems between government agencies, departments or organisations.

## Government-to-Business (G2B)

The G2B domain focuses on the interaction between the government and businesses by means of new or modernised information systems.

## Government-to-Citizen (G2C)
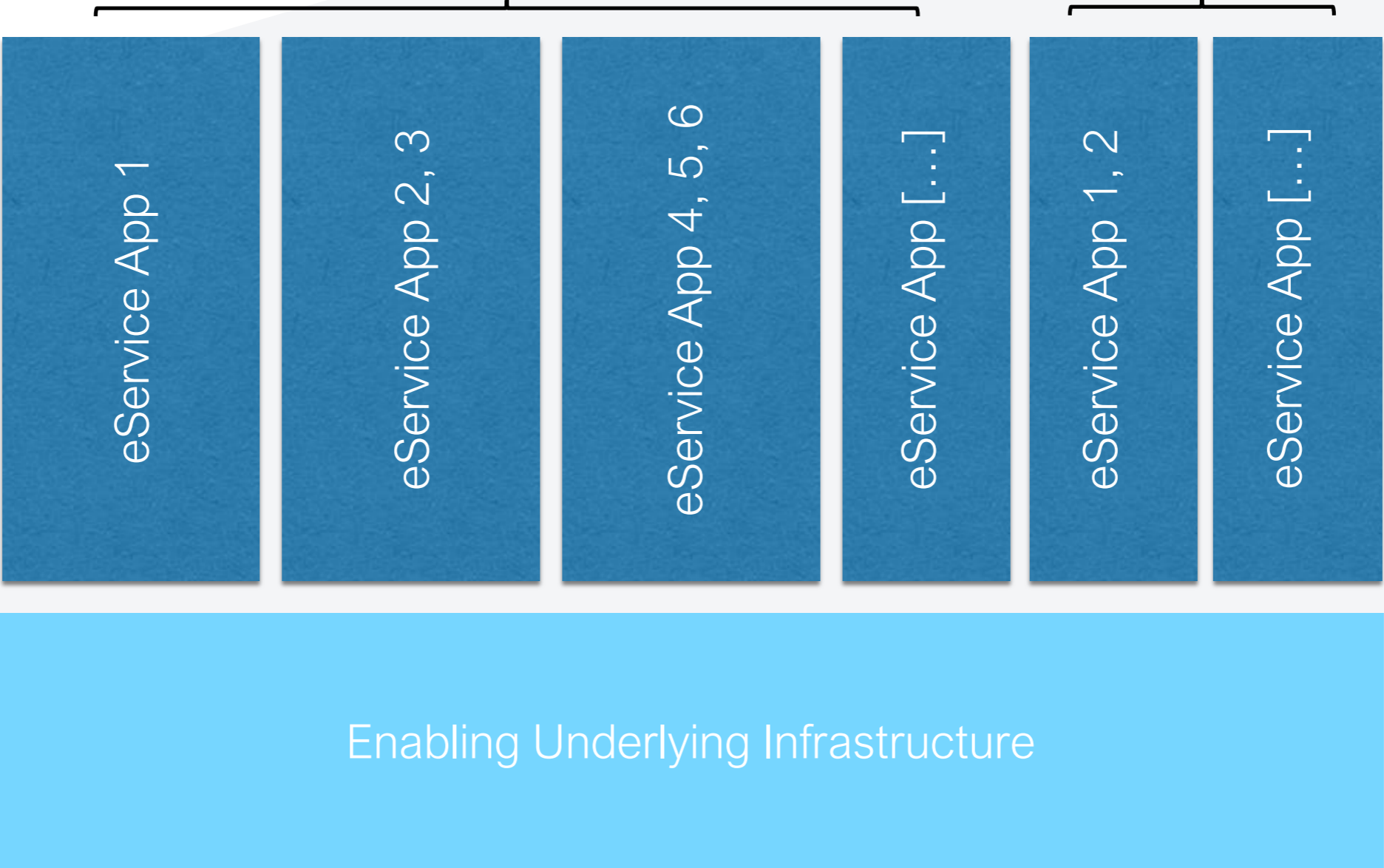
This area focuses on the provision of online access to information and services to individuals.

# CONCEPTUAL MODEL

ERDF 0.035 - CONvErGE                    Uptake as a result of such investment

eService App 1

eService App 2, 3

eService App 4, 5, 6

eService App [...]

eService App 1, 2

eService App [...]

Enabling Underlying Infrastructure

# ENABLING UNDERLYING INFRASTRUCTURE

Enabling Underlying Infrastructure
[Technical Infrastructure Layer]

## Back-up Infrastructure
- Backup Infrastructure – MITA DC & Off-site DC Annex
- Replication set-up between the backup arrays to provide redundancy and high-availability

## Enabling Infrastructure
- On Premise Hyper Converged Stack
- Public Cloud

## Workflow Engine
- Automation of Business Processes
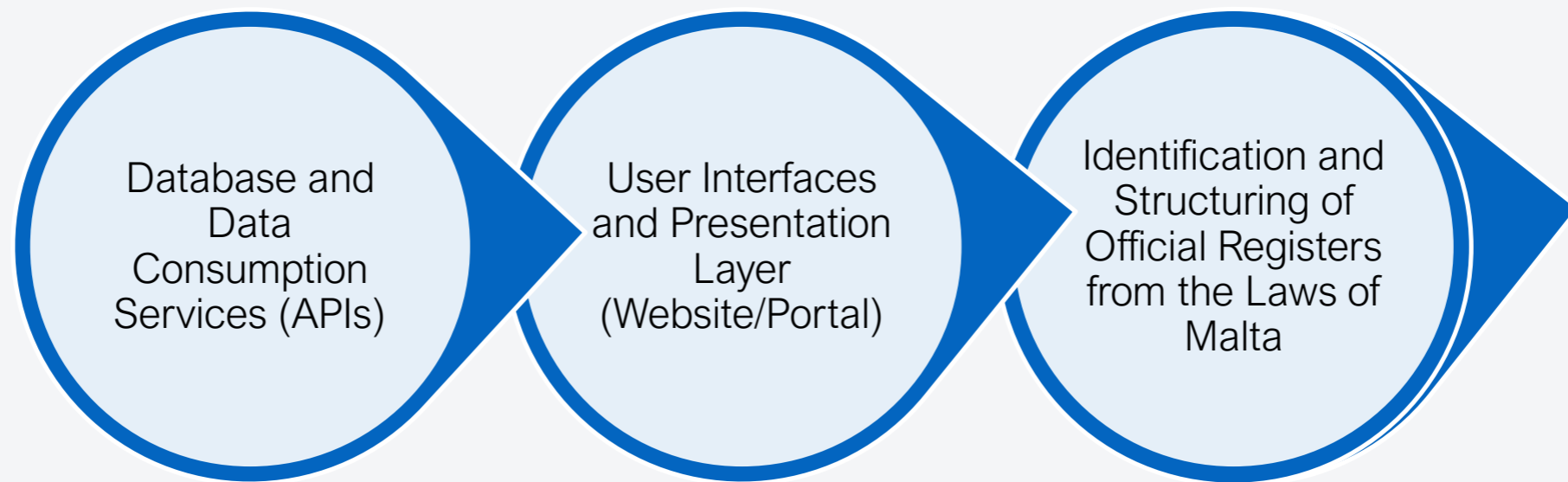- Digitisation of public facing and internal services that are provisioned manually

## User Access Management
- Corporate User Access granted, modified and revoked through a central platform  Incl. email, internet and file sharing
- Self-service facility for clients to be able to raise and approve requests

# ENABLING UNDERLYING INFRASTRUCTURE

Enabling Underlying Infrastructure
[Foundation Data Layer]
Development of the National Data Portal driven by the need of Government to facilitate the sharing of data across public administration and to open-up data which is not of a sensitive or personal nature

Database and Data Consumption Services (APIs)

User Interfaces and Presentation Layer (Website/Portal)

Identification and Structuring of Official Registers from the Laws of Malta

# EGOVERNMENT SERVICES

## Health
- Government Formulary, Medicines Protocol and Specification System
- Electronic Patient Records for Primary Health Care
- Patient Consent Management
- National Electronic Health Records
- Patient Registries
- Health Data Exchange
- Health Information System Object Storage

## Finance
- Corporate Financial Management Solution
- eAuthorisation Customs System
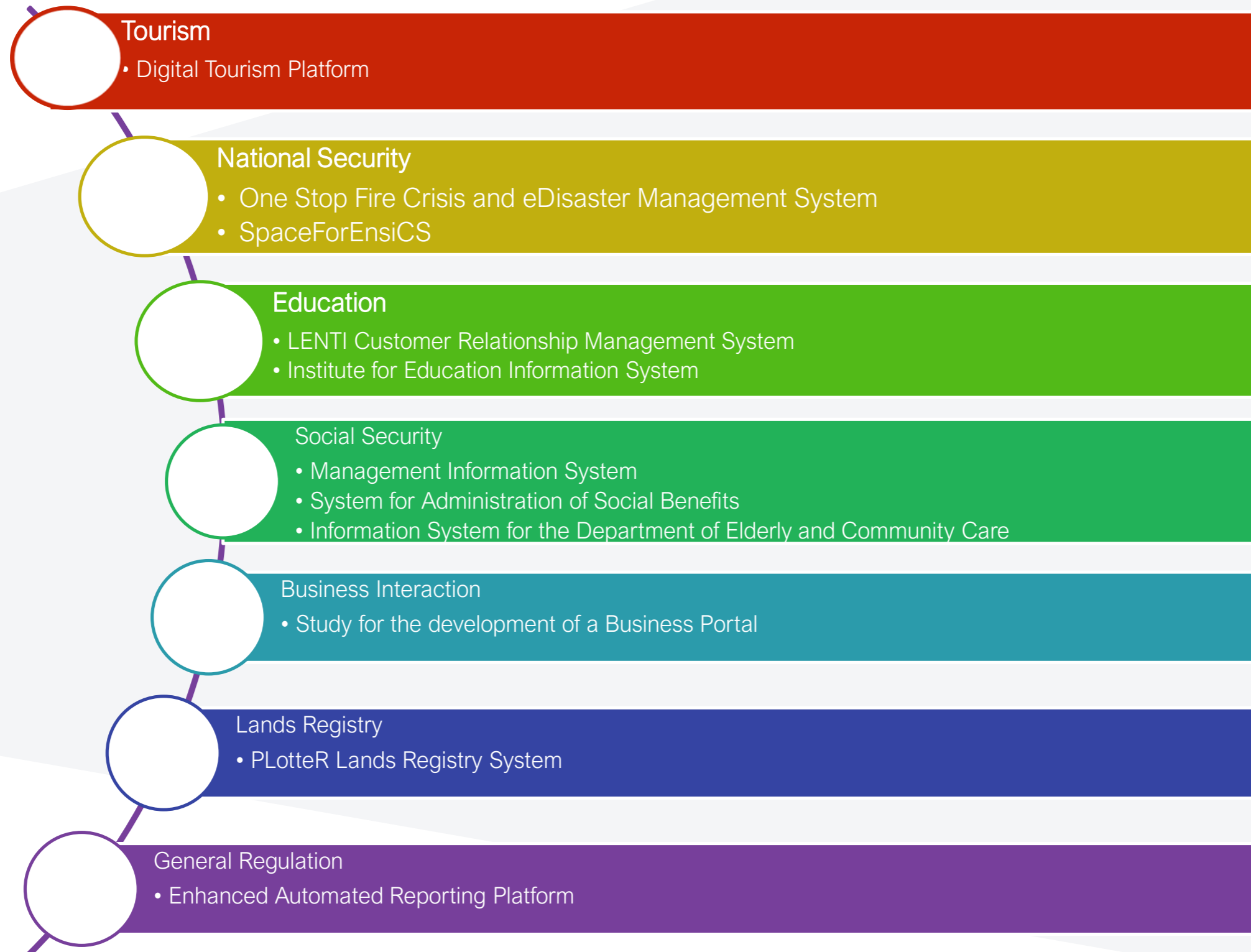- Inland Revenue Taxation System

## Justice & Legal Affairs
- eCourt Services
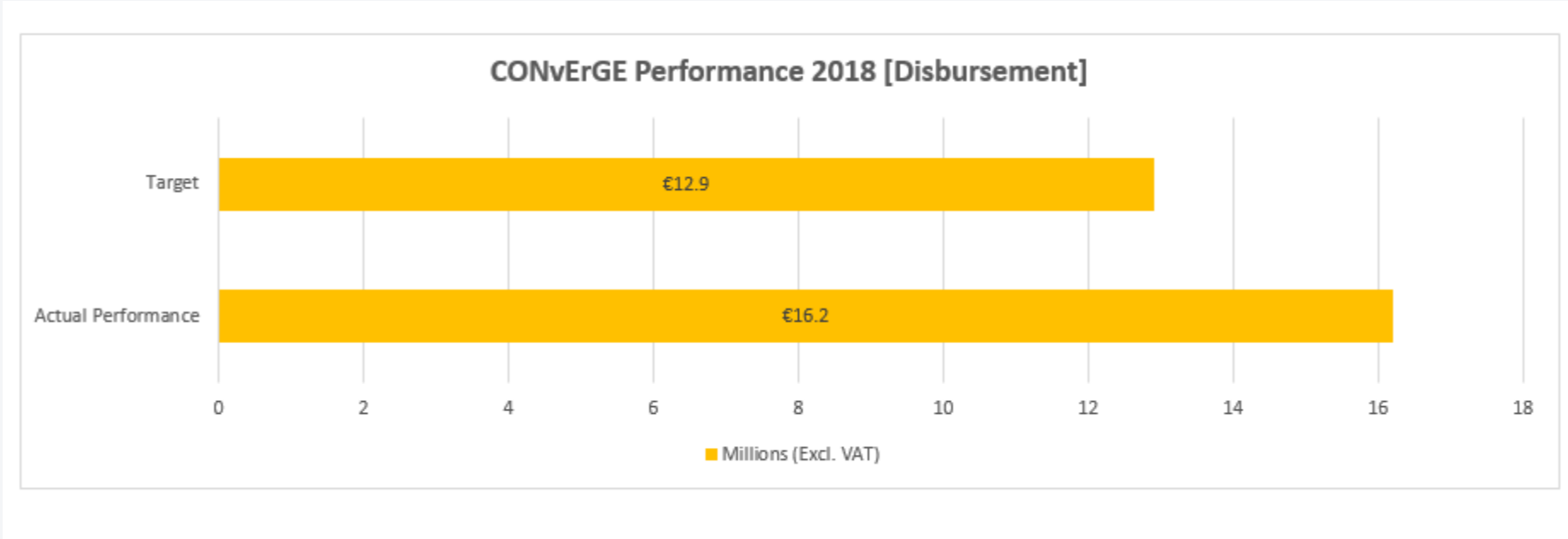- Notarial Archives
- European Legislation Identifier

## Inspectorate
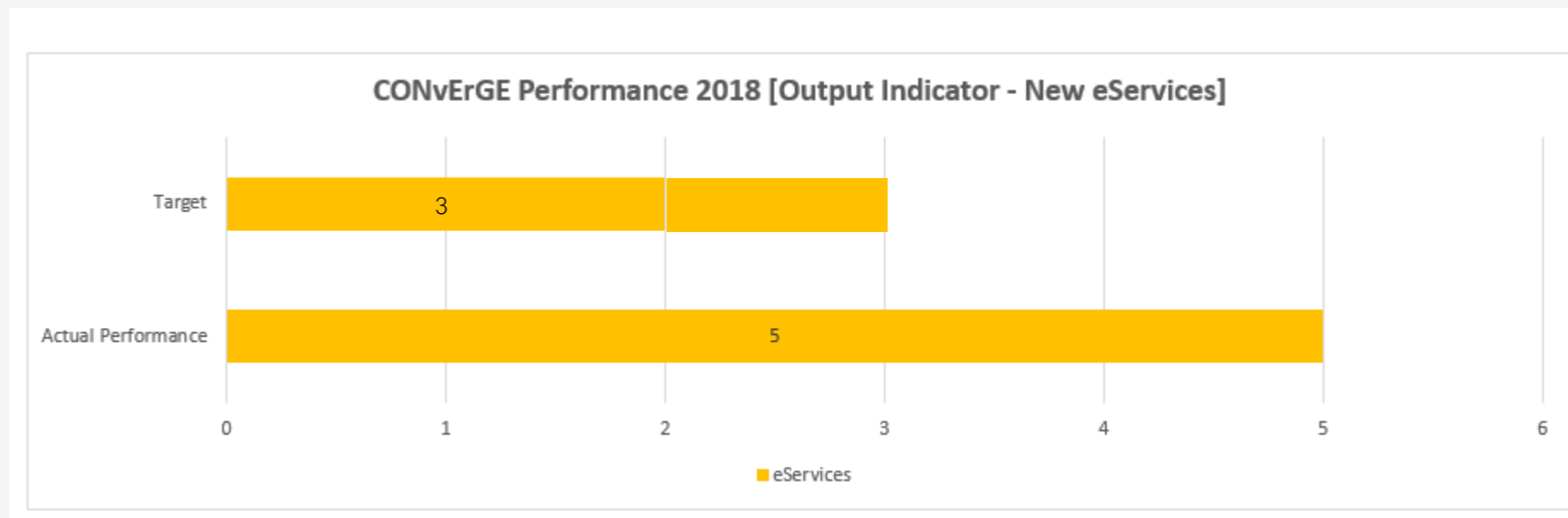- Inspections online solution

# EGOVERNMENT SERVICES

**Tourism**
- Digital Tourism Platform

**National Security**
- One Stop Fire Crisis and eDisaster Management System
- SpaceForEnsiCS

**Education**
- LENTI Customer Relationship Management System
- Institute for Education Information System

**Social Security**
- Management Information System
- System for Administration of Social Benefits
- Information System for the Department of Elderly and Community Care

**Business Interaction**
- Study for the development of a Business Portal

**Lands Registry**
- PLotteR Lands Registry System

**General Regulation**
- Enhanced Automated Reporting Platform

# ACHIEVEMENTS IN 2018



**CONvErGE Performance 2018 [Disbursement]**

# KEY PERFORMANCE INDICATORS IN 2018

# E-SERVICES DEVELOPED IN 2018

- Digital Tourism Platform

- Institute for Education Services

- One Stop Fire Crisis and eDisaster Management System

- Enhanced Automated Reporting Platform

- eCourt Services

# EXPECTED MILESTONES

- Most of the procurements were issued in 2017 - 2018, from 2019 onwards strong focus on implementation

- Continuous development and launch of new eServices up to 2020

- Users using eGovernment services to reach 65% (from 59%) by the end of the project

# DIGITALISATION BEYOND CONVERGE

Business Process Re-engineering is **a process of change** in itself and **requires a foresight, planning and initiative** with the objective to **improve and achieve better results**.

The cycle to implement a Business Process Re-engineering includes;

- Refocus of the business domain objective in line with the customer needs;

- Assessment and Redesign of the core processes defining or re-defining the use of ICT as an enabler;

- Reorganisation of cross-functional resources and tasks with end-to-end responsibility of the process;

- Monitor, assess and champion value creation;

# DIGITALISATION BEYOND CONVERGE

- Maximising the use of the investment made through the development of new eService applications

- Identifying new business needs

To support this process by Q4 2019, under the Structural Reform Support Programme (SRSP) – Phase 1

- Design and develop a Business Process Re-Engineering Toolkit

- Establish a Digital Transformation Hub as a central supporting structure towards BPR

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# THANK-YOU

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