

EAPC devotes issue 12 of European Public Mosaic to citizen services

10.12.2020 | 12:15



The Public Administration School of Catalonia (EAPC) has just published the twelfth issue of the online journal *European Public Mosaic (EPuM)*, *Open Journal on Public Service* with the title *Citizen-oriented public services*. This issue's contents include five articles on the subject by experts from Portugal and the Basque Country and senior officials from Flanders, the Faroe Islands and Catalonia, plus a contribution from the Directorate General for Citizen Services and Publicity of the Government of Catalonia.

EPuM 12 also features a video interview with David Osimo, coordinator of the EU-funded Co-VAL project for the co-creation of value and its integration to transform public administration services and research director with The Lisbon Council, a Brussels-based think-tank that regularly works with European institutions. Osimo highlights the importance of collaboration between governments, data quality and plain language as essential ingredients in creating people-focused public digital services.

Basque expert and consultant Alberto Ortiz de Zárate has penned an article underlining the need to go beyond technology to achieve a system worthy of the 21st century, where securing a change of values, attitudes and behaviours in organisations is equally or more important than the disruptive factor in achieving excellence in the provision of public services. From the Flanders Information Agency, Senior Advisor Digital Government, Hans C Arents, explains how the Flemish administration designed a digital service package around key life events to promote more personalised services, even in advance of them occurring.

Jordi Graells, Director General for Citizen Services, explains the main areas the Government of Catalonia has been bolstering for 25 years to make the relationship between the Catalan administration and the thousands of users that interact with it every day more of a two-way street. He highlights technopolitics as the most decisive framework for the present and immediate future thanks to the use of online digital tools. Finally, the

Portuguese director of the Knowman consulting company, Anna Neves, spotlights the opportunities associated with the use of technology available to public institutions, as a way to foster civic engagement and public participation.

Issue 12 also offers its usual sections on good practices, new trends and the latest news. The selection covers the use of artificial intelligence apps for citizen services, the development of digital government multiplied by the effects of COVID-19, prioritisation of corporate solutions through cloud computing, digital identity and user experience design, amongst other lines of work both here and outside Catalonia.

EPuM is an online journal published by the EAPC since 2017 entirely in English with the aim of fostering global debate on public management. Accessible online and informative in nature, it is aimed especially at public administration professionals and public services managers. Follow the [link](#) to subscribe. Previous issues are available to view on the subjects of [citizen participation](#) , [digital transformation](#) , [talent management](#) , [public policy assessment](#) , [public budget management](#) , [training and learning](#) , [open data](#) , [artificial intelligence](#) , [institutional integrity](#) , [public policy research and improvement](#) , and [personal data protection](#) .

The issue includes articles from Flanders, the Faroe Islands, Portugal, the Basque Country and Catalonia, as well as an interview with European expert David Osimo

Enllaços relacionats

- ❖ **[European Public Mosaic. Citizen-Oriented Public Services](#)**