Course : Setting up a digital project for public services

Synthesis course - 2d - 14h00 - Ref. SDP
Price : 1720 € E.T.

This comprehensive course covers the issues, challenges and best practices involved in supporting digital transformation in the public sector. After an overview of digital initiatives at State level in conjunction with local authorities (dematerialization, multi-channel, etc.), you will be introduced to managing a digital project and its specific constraints (legal, organizational, etc.).

Teaching objectives

At the end of the training, the participant will be able to:

- Consider the challenges of digital transformation in public administration
- Assessing the opportunities offered by digital transformation
- Developing a digital strategy for public administration
- Leading a digital transformation project in a public authority
- Understand the main concepts of a Smart City

Intended audience
IT managers, consultants (SSII), project managers and all those involved in digital transformation projects in the public sector.

Prerequisites
No special knowledge required.

Practical details
Exercise
Examples, exercises, case studies and discussion

Teaching methods
Illustrated by concrete cases, exercises, case studies, exchanges of best practices and experience sharing

Course schedule

PARTICIPANTS
IT managers, consultants (SSII), project managers and all those involved in digital transformation projects in the public sector.

PREREQUISITES
No special knowledge required.

TRAINER QUALIFICATIONS
The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS
The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.
Participants also complete a placement test before and after the course to measure the skills they've developed.

1 Identify the challenges of digital transformation in the public sector

- Identify the challenges of administrative transformation.
- Putting information systems at the service of public policy.
- Anticipate changes in technology and usage (Web, mobility, multi-channel, dematerialization, etc.).
- Controlling public spending.
- Simplify procedures for citizens.
- Improve administrative performance.

Case study
Analysis of different projects carried out by other administrations (France and Europe).

2 Understanding the challenges

- Organizational challenges.
- Complex governance of government IS (SGMAP, DSIC, ministerial IS, government operator IS, etc.).
- Governance of local authority IS is non-existent, with each local authority developing its own independent approach.
- Technical challenges. Siloed information systems.
- Lack of standards support from often proprietary publishers.
- Non-urbanized information system.
- Rapidly evolving standards and technologies.
- Legal challenges.
- Challenges related to the public procurement code.

Storyboarding workshops
Analysis of the main challenges facing the public sector.

3 Developing a digital strategy for a public authority

- From silo strategy and governance to cross-functional strategy and governance.
- Towards a unification of business portals. Portal "My public service".
- Unified web and mobile portal. Identity federation.
- Infrastructure sharing.
- Towards interoperability.
- Interoperability within the public sector: information system urbanization.
- Interoperability between administrations. General interoperability repository.
- Federation of identities. France Connect. Platform State and digital identity. DMD.
- Relations with local authorities (SSO, Service en ligne, Comedec, Helios, etc.).
- Business interoperability platform (Helios, Comedec, etc.).

Storyboarding workshops
Exchanges on projects managed at State level: the creation of DISIC or SGMAP. Discussions on the Vincennes multi-channel project.

TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

4 Developing a dematerialization strategy in a public environment

- Challenges and approaches to dematerialization in the public sector.
- Assessment of the impact on human resources in the public sector.
- Legal framework in a public environment.
- Electronic signature/typewriter.
- Overview of technical dematerialization solutions.

Case study
Dematerialization of a crèche contract signed online by the citizen.
Dematerialization of PES V2 invoices.

5 Developing a multi-channel strategy for your administration

- Multi-channel overview.
- New multi-channel challenges.
- New business bricks essential to multi-channel.
- Impacts on the information system.
- Technical architectures.
- Particularities of the public sector.

Case study
Analysis of the implementation of a multi-channel solution in a public administration.

6 Developing a mobile application strategy for a government agency

- Why mobile?
- The challenge of mobile applications in government agencies.
- Simplified customer relations.
- Mobile performance gains.
- How do you create a mobility master plan?
- Mobile web or application? What are the advantages and disadvantages?

Case study
Analysis of the implementation of a city application to federate all services: road signage, library, file tracking, parking payment.

7 Leading a digital transformation project in a public organization

- The role of the IT department.
- From resource management to transformation management.
- Choice of tools and solutions.
- Project players and activities. Planning. Implementation. Steering. Measurement.
- Change management.
- Governance.
- How do you measure the impact on human resources?
- Key success factors.
- Business intelligence and Big Data for transformation.

Case study
Analysis of a digital transformation project in the public sector.

8 **Understanding the emergence of Smart Cities and their impact**

- The emergence of Smart Cities.
- Smart Cities: key concepts.
- European vision of Smart Cities.
- Profile of a smart city.
- Six dimensions of a smart city.