The Potential within the Government for Innovation and Efficiency from Open Data – Examples from the Norwegian public Sector

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Difi - The Norwegian Agency for Public Management and eGovernment

- Executive Agency established 1 January 2008
- To assist in reforming and developing the public sector
- Ca. 230 employees: 90 in Leikanger and 140 in Oslo
- Reports to the Ministry for Local Government and Modernisation
Law, Policy & Tools

- Constitution of Norway, Article 100
- Freedom of Information Act 2006
- Circular of Digitisation 2013
- Digital Agenda 2013
- PSI Directive 2013
- NLOD (Norwegian Licence for Open Data) 2011
- Open Data Guidelines
- Difi Datahotell
- Data.norge.no
Why Open data?

Openness and Transparency

Business Development

Efficiency and Innovation in the Public Sector
72% of governmental agencies are aware of data that is held by other agencies, that would be useful for themselves.

55% know about data they hold themselves that should be made available to others.

In 2007 results were 36 % and 30 % respectively.

Source: Office of the Auditor General, 2011
Better Digital Public Services

- A space has opened with your preferred doctor
- Put your bins out this evening
- You were at the hospital last week – here’s your travel expenses
- Would you like to become a citizen?
- Your daughter is signed up to start in school
- Would you like a kindergarten place?

Snow Ploughs are coming tomorrow

Dependent on Data Sharing
Traffic Light System for data sharing

Red
Closed. For internal use and to the customer.

Yellow
Shared data – internal between public sector organisations and to the customer.

Green
Open for all
Better Digital Public Services

A space has opened with your preferred doctor

Would you like a kindergarden place?

Put your bins out this evening

Snow Ploughs are coming tomorrow

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Would you like to become a citizen

Your daughter is signed up to start in school

Public and Private Sector Delivery
Some early examples –
The tip of the iceberg
Benefits

- Benefit 1: Design for sharing improves efficiencies
- Benefit 2: Improved Data quality and Service Delivery
- Benefit 3: Data sharing within the public sector provides for great savings and better services
Benefit 2: Improved Data quality and Service Delivery
Yr.no: Fixed long standing errors in the models, when exposed to ordinary users.
Benefit 3: Data sharing within the public sector provides for great savings and better services
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Green
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National Electronic Contact Register for Citizens

- Central e-mail and mobile number register for over 3 million citizens in Norway
- Norwegian public sector can access and use this register to deliver their services

Benefits -

- Better user satisfaction – one registration
- Improved data quality
- Services direct to the user
- Great financial savings for public sector
Benefit 1: Design for sharing improves efficiencies
For xxxx, We Built a Case Study Valuation Showing $6 of Benefit for Every $1 Invested

Preliminary

xxxx Case Study
Value of Data Best Practices

- Data in a Black Box
- No Data Documentation
- 280 Heavy Daily Users
- Four Unimplemented Modernizations
- 20+ Years of Operation

- Ratio of Benefits to Cost = 5.8
- Break Even = 4.7 Years
- IRR > 50%

FFC Users
Data Quality
Higher Customer Productivity
Field Users

+ $

Reduced Interfaces
Modernization
Fewer Failed Modernizations
Enhancements

- Manual Data Tracking & Reporting
- Multiple Data Entry
- Data Error Correction

Cost of Data Best Practices
Budget Benefits
Future PMO Benefits
Customer Benefits

O&M Data Processes
DA Maintenance
Data Quality Program
Data Archiving

Avoided Data Cleanup
Reuse / Rework

Note: Preliminary
The Norwegian Public Roads Administration (NPRA) experience
Benefits for the NPRA

- Improved confidentiality, integrity and accessibility
- Improved agility through radical simplification of the ICT infrastructure
- Data easily available for re-use (both within and outside the public sector)
- Community of API-users healthy for further development of services
- Community of data-users healthy for data quality
Our vision

Sharing of data will be an integral part of how the public sector deals with their information and delivers their services
Thank you!

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