

Interreg Europe



European Union | European Regional Development Fund

Open, Social, and Responsible Innovation

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Provincia autonoma di Trento

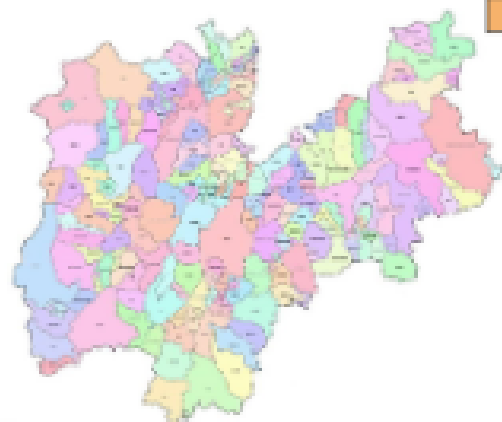
OSIRIS

Thematic workshop

27 November 2019 | Brussels



Trentino in the EU governance network



175 Municipalities
15 Valley Community

21 NUTS2 (19 regions + 2 aut. provinces)
14 metropolitan cities
7.955 Municipalitise (18.03.18)

28 EU members
272 NUTS 2 (Regions)

540K Inhabitants
36.100 GDP x Inhab 2017

60M + 391K Inhabitants
26.500 GDP x inhab 2017

508 M + 451K inhabitants
27.780 GDP x inhab 2017

DESI some good and not so good performance

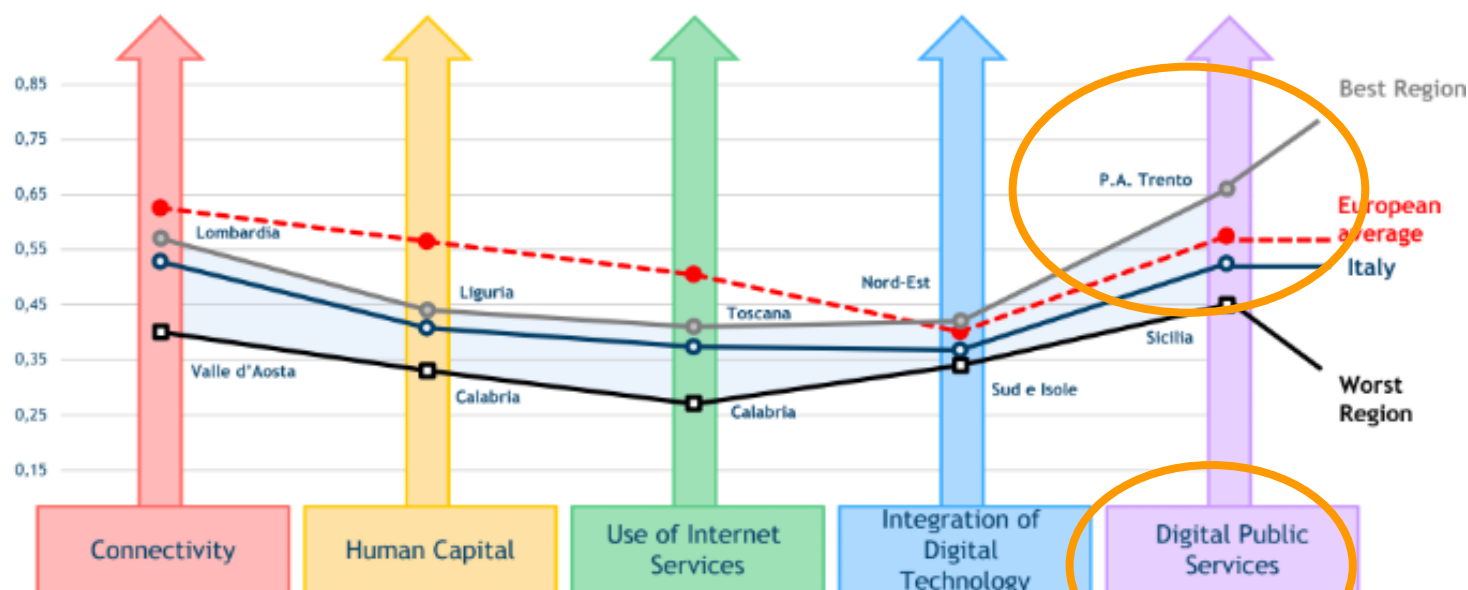


Digital Economy and Society Indicator

Regional DESI

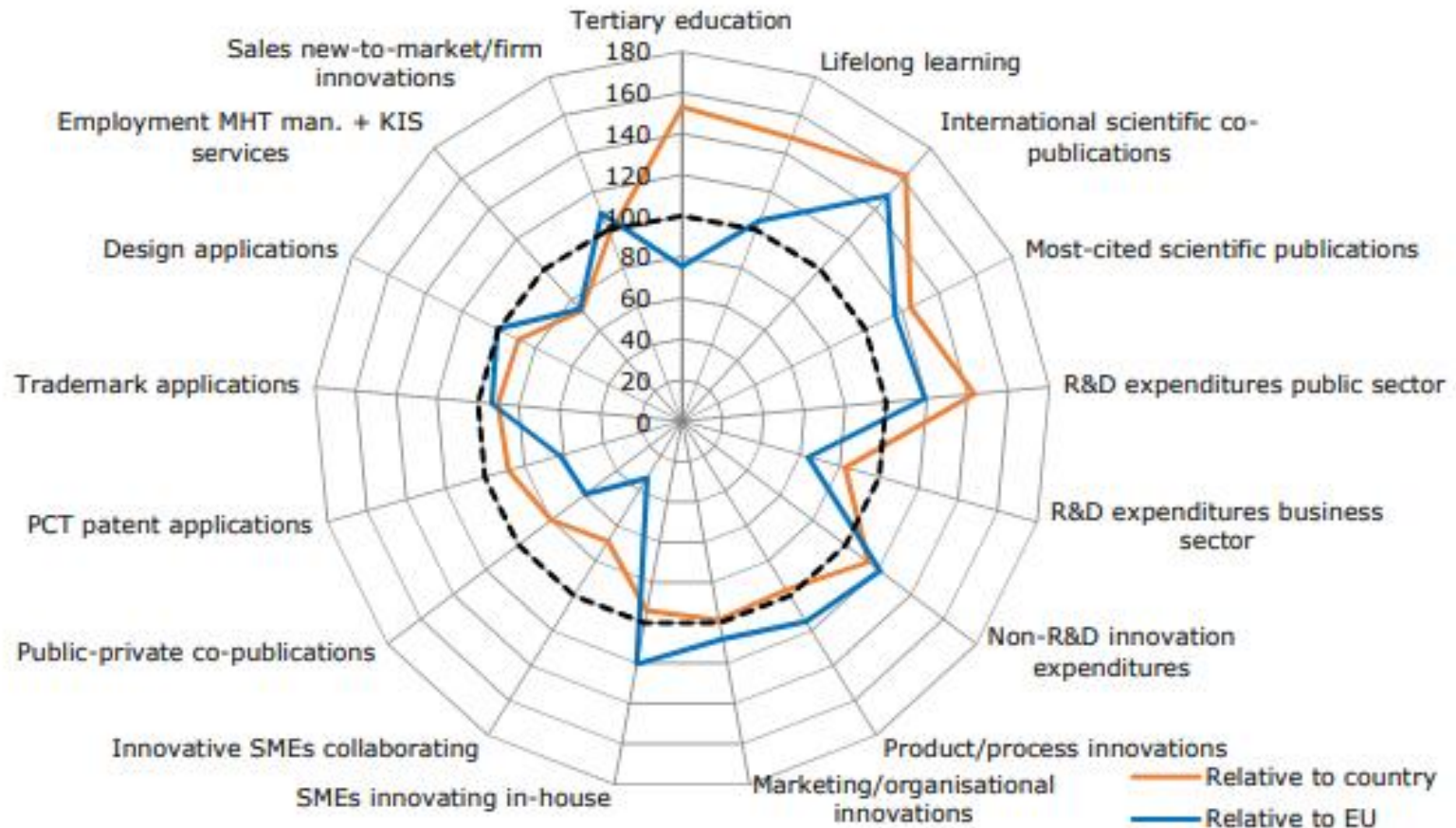
OSSERVATORI.NET
digital innovation

In 2017 the Italian Regions have performances on DESI almost always below the European average



Regional Innovation Scoreboard 2019

Provincia Autonoma Trento (ITH2)



Trentino and the Digital (Global) Transformation



What could enable a **small territory** to be an active actor of the **digital transformation toward a Single Digital Market in Europe** ?

How **could territories and regions give companies and businesses useful resources** to compete in such a large and complex market in terms of standards, actors, technologies, resources, rules, ... ?

How **public administration (PA)** can be a **change enabler** and **prevent critical issues** connected with changes ?

Toward a Data Driven PA

Toward a “High Data Culture” territory



1st Step

Create a federated catalog with all regional eGov actors

Apply standards (e.g. DCAT_AP)
Be part of the EU OD flow

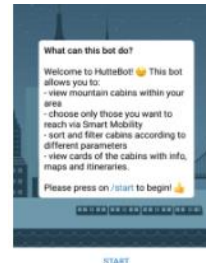
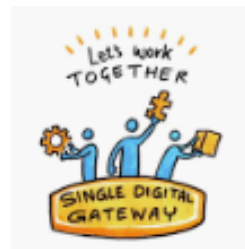


2nd Step

Demand of Data
Reuse of Data
Data Quality

SMEs

Digital Change
Technologies
Business model
Regulations



3th Step

4ple Helix
Participatory Design
on new issue (SDG)
Responsible Digital
Innovation



Face criticalities in practice by developing (together) a **real product** (PoC chatbot)

ODHB Data and Chatbot

AGID Agenzia per l'Italia Digitale

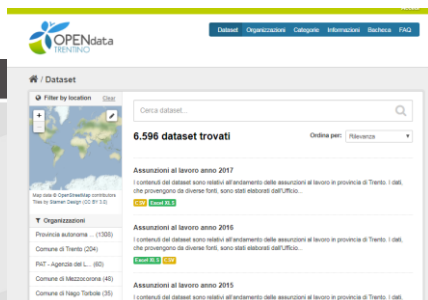
per il patrocinio



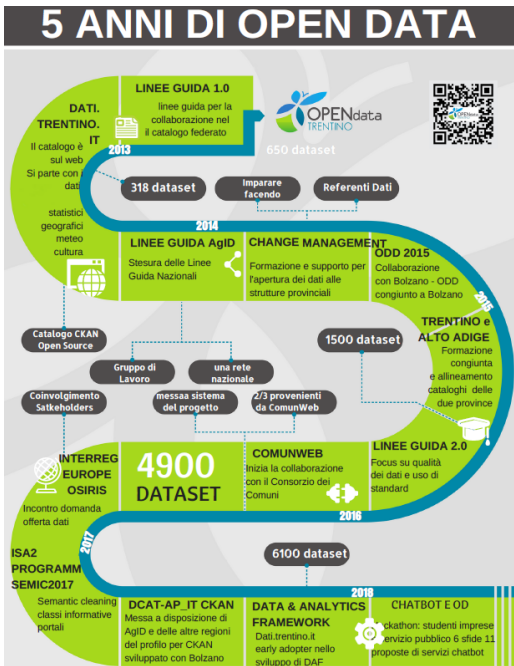
per la collaborazione



PA specific Digital Challenges



5 ANNI DI OPEN DATA



Create a participatory learning innovative environment

preparating meetings + 48h of co-working

Share knowledge about:

how data is created by the Public Sector

how data is used by SMES,

how data is manipulated by SOLVERS

how data is searched by USERS

ODHB 2018-2019



The solvers explain to CLIENT (PA) under the gaze of the TUTOR (SME) with who they are working



The SOLVERS show their PoC to the USER asking for suggestions



The CLIENT (PA) explains its proceedings to SOLVERS and TUTOR (SME)



The TUTOR (SME) works with the SOLVER and the CLIENTS

ODHB 2019: involvement



PAT - Unità di missione strategica semplificazione e digitalizzazione



PAT - Agenzia provinciale per la famiglia, la natalità e le politiche giovanili



PAT - Agenzia del Lavoro



PAT - Servizio ICT e Trasformazione Digitale



Comune di Trento - Servizio Innovazione e Servizi Digitali

Toward to RI



How this experience could be considered **Responsible Innovation?**

There is a **big social risk** linked to innovation and digital transformation: discovery that **our enterprises, offices, users, students, territories, are left behind**



Make real practice/experimentation, as soon as possible **with all actors**: new regulations, new tools, new business models ...

Consider the UX earlier in the development of digital services, something more than a tester, review the process, not only make it digital

Involve SMEs before provisions testing development the **new regulations** (eg. Digital Single Gateway)

Involve/engage physically the PA offices/staff to understand their importance in create high quality data and services with best added value

Conclusion



Recommendations

- We need to anticipate policies instead of follow them (PoC with chatbots)
- Involve all helixes, **don't just ask and talk but do real (PoC) bot together!**

A model that works

- Trento is a small territories, the 4-helix approach works and help to know and to interact between stakeholders and actors each other easily!
- Establish and keep a community-oriented environment for innovate