PUBLIC SECTOR
CONVERSATION STARTERS

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#OffentligChef

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Capgemini

Considering current geopolitical changes, we see a big defense push and budget reprioritization in Europe

Source: Doug Mills/ The New York Times

Source: Al-Monitor

Sovereignty is key for Europe to become less dependent of external actors and protect its critical digital infrastructure

Davos, January 2025

Source: Al Jazeera

Munich Security Conference, February 2025

Source: THOMAS KIENZL/AFP

To address these challenges, we need strong European collaboration and interoperability

Especially since the introduction of the Interoperable Europe Act (IEA), the EU puts a strong focus on sharing and reusing to achieve seamless cross-border data flows...

... as well as on the need for common, reusable and interoperable solutions
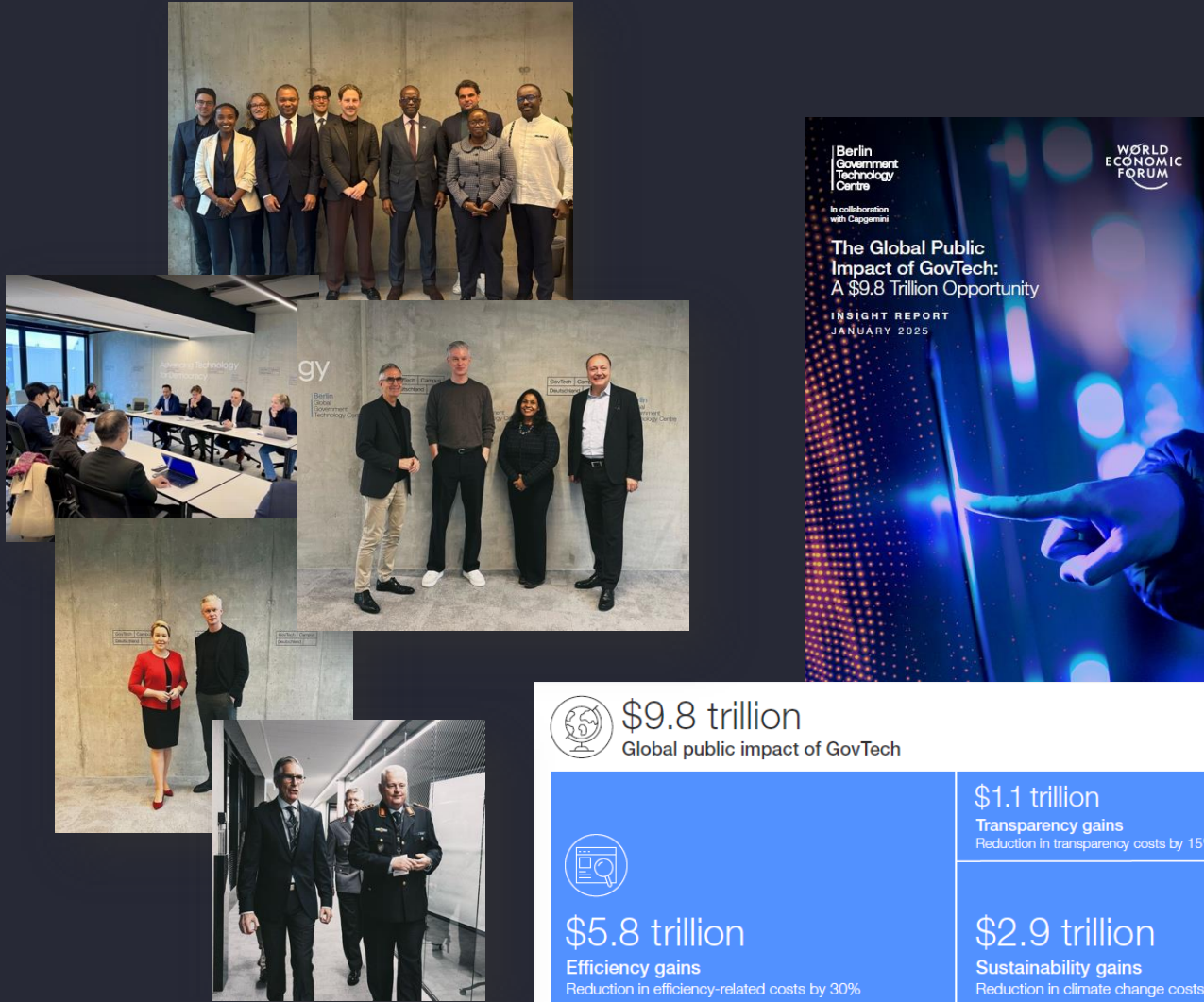

Source: Interoperable Europe Portal

Entry/Exit System (EES)

Tax & Customs

Open-source software

With the GGTC, we can find and promote public sector use cases and collaborations, even beyond Europe

Berlin Government Technology Centre
In collaboration with Capgemini

The Global Public Impact of GovTech: A $9.8 Trillion Opportunity

INSIGHT REPORT
JANUARY 2025

WORLD ECONOMIC FORUM

$9.8 trillion
Global public impact of GovTech

$1.1 trillion
Transparency gains
Reduction in transparency costs by 15%

$5.8 trillion
Efficiency gains
Reduction in efficiency-related costs by 30%

$2.9 trillion
Sustainability gains
Reduction in climate change costs by 10%

Source: Berlin GGTC

Global GovTech Technology Center
Turning technology into impact

- As highlighted by the report, GovTech is a **societal opportunity** for public administrations as well as citizens

- The GGTC allows members to **find and promote use cases** and collaborations, **even beyond Europe**

- It **connects national GovTech ecosystems with a global network** of experts and practitioners – building a working muscle of the national administrations below the political level
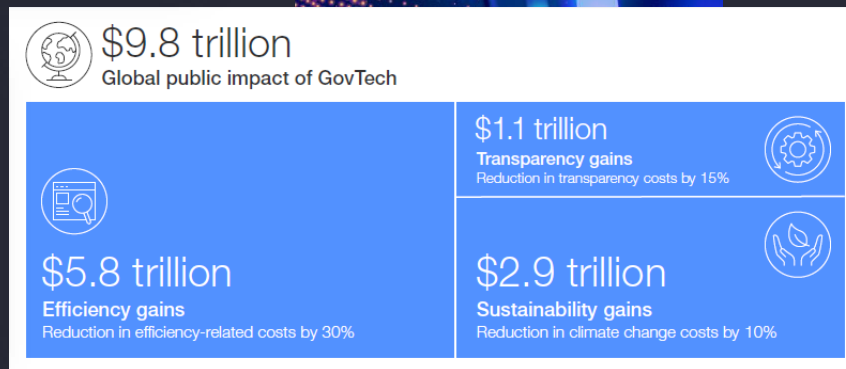
Some insights from World Government Summit
Digital Citizen Services

Citizen services **are online** now

Through the **life-events approach**, they fit better to citizens' expectations and needs

Superapps – as a one-stop-shop – make them easier consumable, always accessible and more comprehensive
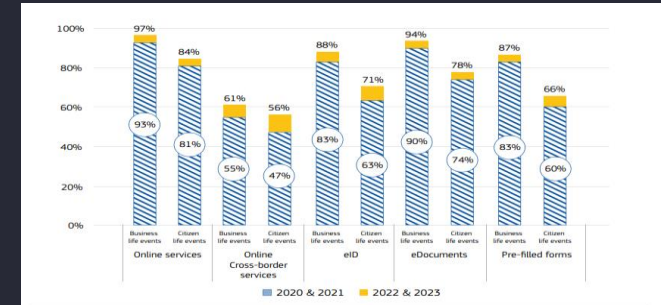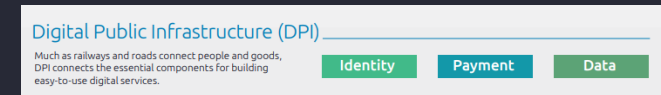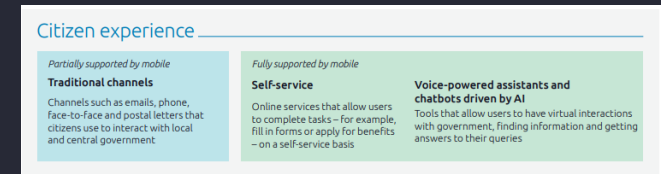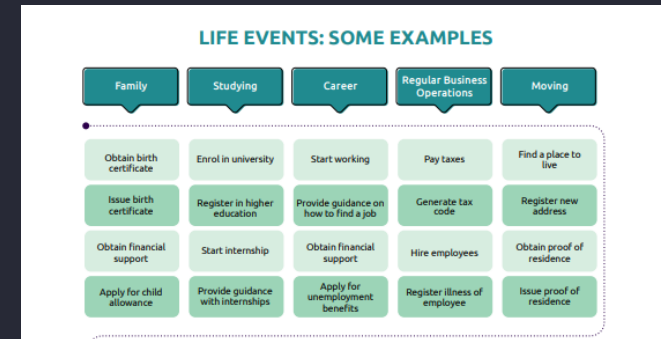

Figure 13: Gaps in online availability and key enablers between citizen-related and business-related services between 2020/2021 and 2022/2023

Source: eGovernment Benchmark 2024

LIFE EVENTS: SOME EXAMPLES

Citizen experience

Digital Public Infrastructure (DPI)

Some insights from Innovation, Global Government Forum
Artificial Intelligence

With current demographic and budget constraints in Europe, **AI is just what we need** to continue to deliver citizen services

Adoption is happening, we see an increasing openness of governments and citizens

Guardrails are needed: We need to build ethics – for and beyond compliance – to **keep up the speed but without giving up control**

Next step is Agentic AI – for which we need to be even more careful regarding transparency and control

USE CASES WE SEE EMERGING

01 | **AI Digital Agent** for hyper-automation	
02 | **AI software engineers**	
03 | **AI Digital Agent – 2D/3D**	
04 | **AI Humanoids, AI Cobots**	
05 | **AI Wearable**	
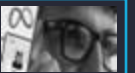
Future Use-case Agentic AI for the citizen and Swarm Intelligence

To bring AI to life, the public sector needs better quality, governance and management of data

Data Sharing and Data ecosystems
We need data!

- To be able to compete in a global data society and develop functioning AI, **we need access to data that is traditionally apart**, split between government, business, and citizens

- With **Data spaces** – which are a key part of the **EU 2020 data strategy** – organizational and individual actors pool and exchange data in a way that is safe, fair, practical and clear

- Efficient data sharing offers the opportunity to revolutionize the public sector by **designing new services**, **optimizing costs** of processes & services, and **reducing the time to market**

Data Quality and Governance
The necessary homework!

- To be able to achieve enhanced decision-making, operational efficiency and better government services, we need **good data management and governance**

- However, **many government organizations lack the proper data foundation** to deliver on these mandates

- Taking ownership and **understanding data as an asset,** setting up **organization-wide standards**, definitions, catalogues, and ensuring **high data quality** are necessary steps to become "data ready"

D21- Digital Index 2024/2025: To prevent a deeper digital divide, work is needed to take the population along on digitalization & AI
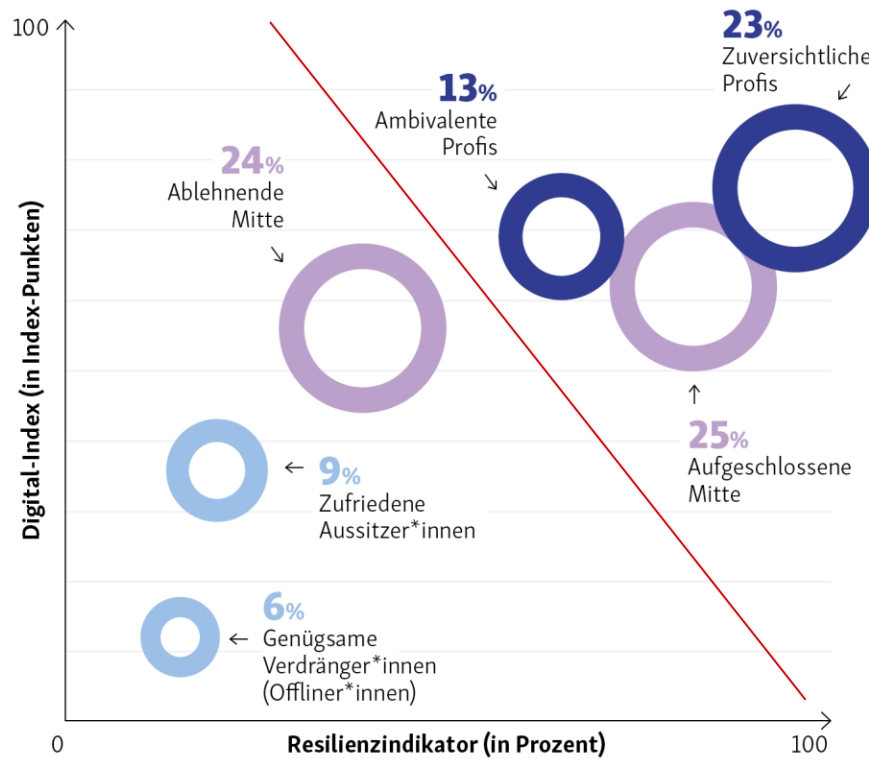
Positioning of the digital personas:

- 23% Confident experts
- 25% Receptive center
- 13% Ambivalent experts
- 24% Rejecting middle
- 9% Satisfied sit-outs
- 6% Frugal offliners

The digital divide is deepening: 39% of society oppose digitalization

KI als Bedrohung oder Erleichterung

Basis: Berufstätige Onliner*innen (n=3.179) – Frage wurde nur in der Online-Stichprobe gestellt

15%
»Ich habe Sorge, dass man mich in meinem Job wegen dem Einsatz von Künstlicher Intelligenz bald nicht mehr braucht.«

Berufstätigkeit
Mit Bürojob	16%
Ohne Bürojob	13%

50%
»Ich freue mich, wenn mir in meinem Job einfache monotone Tätigkeiten durch Künstliche Intelligenz abgenommen werden.«

Berufstätigkeit
Mit Bürojob	60%
Ohne Bürojob	32%

Vogel-Strauß-Effekt

Basis: Berufstätige (n=4.449); Abweichungen in Prozentpunkten; Top3 (Ganz bestimmt / Sehr wahrscheinlich / Eher wahrscheinlich)

77%
»Durch die Digitalisierung wird es bis 2035 Tätigkeiten oder ganze Berufe nicht mehr geben.«

27% +4↑
»Das betrifft meine eigene Tätigkeit bzw. meinen eigenen Arbeitsplatz.«

AI as a threat or a relief ?
- **15%** are concerned that AI will soon make their job obsolete
- **50%** are happy when monotonous tasks are taken over by AI

"Ostrich Effect"
- **77%** "due to digitalization, certain tasks or professions will no longer exist by 2025"
- **27%** " This concerns my own activities or my own workplace"

Does Sweden have similar analyses or organizations – let's discuss!

About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, generative AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2024 global revenues of €22.1 billion.

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