

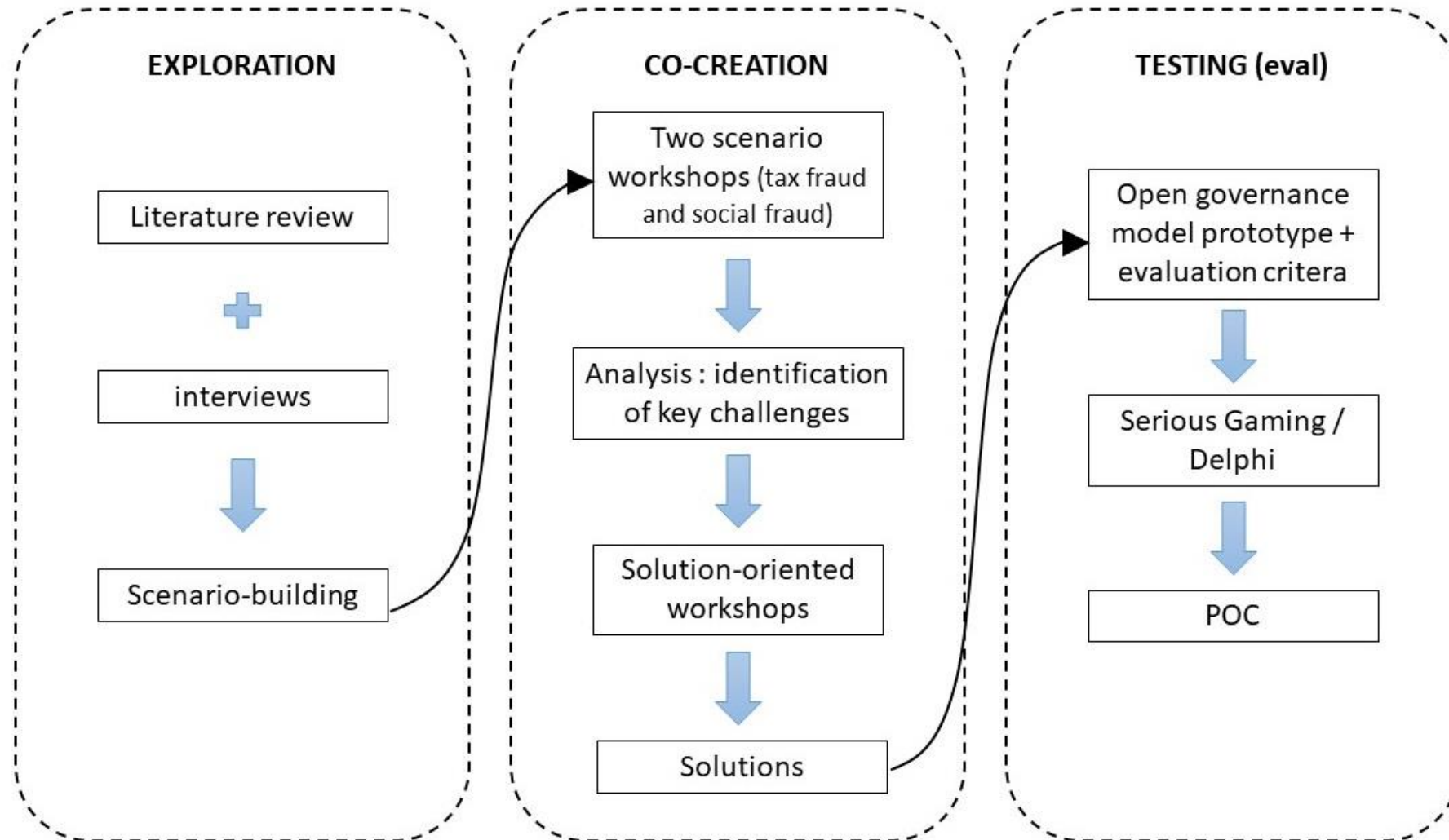
First results of the Living Lab process

Identifying the main challenges and solutions to the integration of *big data* (BD), *artificial intelligence* (AI), and *blockchain technology* (BCT) in federal policies

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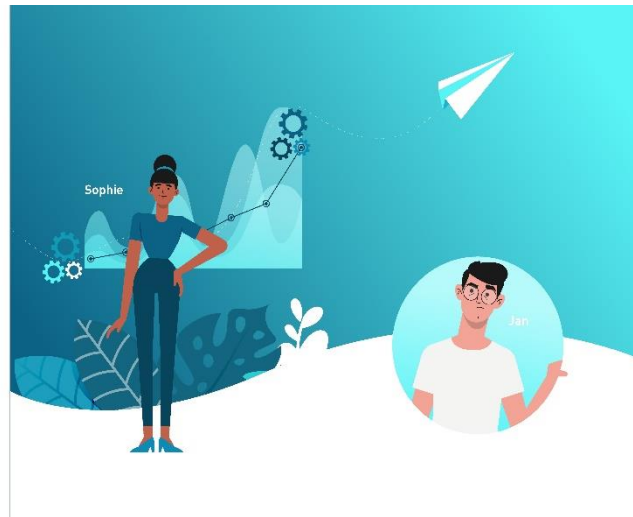
SC meeting : 19/11/2021

The Living Lab process



A. The exploration phase: eliciting scenarios in view of the co-creation phase

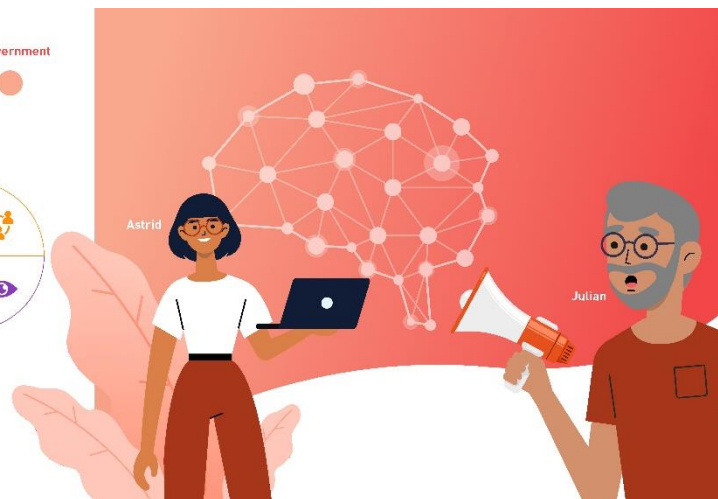
1_The efficient government



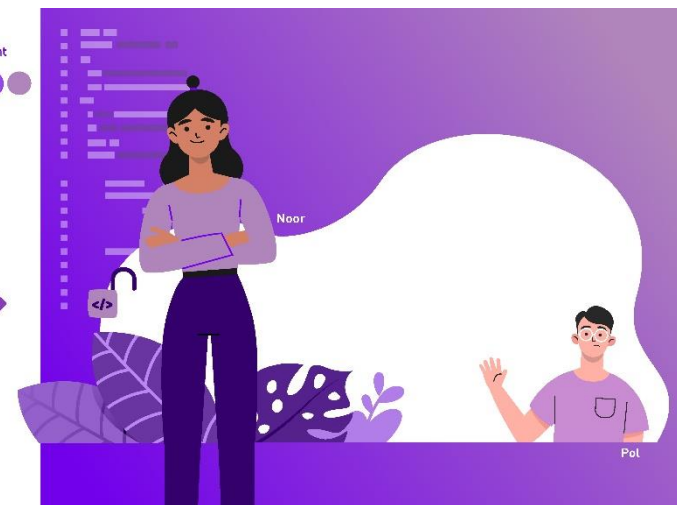
2_The participatory government



3_The privatized government



4_The transparent government



B. Co-creation phase: conducting and analyzing the scenario-workshops

- Two scenario-workshops (tax & social fraud) based on the four scenarios
- June 2021, at BOSA, for 4 hours, with plenary and subgroup discussions
- 2 x 9 participants: key stakeholders from the public and the private sector
- Thematic analysis

10 key challenges associated with the integration BD, AI and BCT & three main topics of discussion

Similar challenges in both policy sectors

Topic 1: Citizens' acceptability of data exploitation

Challenge	Description	Main topic
1	How to generate an acceptance of the new anti-fraud tools?	Citizens' acceptability of data exploitation
2	How to preserve citizens' trust regarding data use and analysis?	
3	How to balance effectiveness in the fight against fraud with the need for transparency in the analysis process?	
4	How to ensure the explainability of data analysis processes?	

Topic 2: Articulation of data use with regulations

Challenge	Description	Main topic
5	How to address the interpretation and implementation issues of the GDPR?	Articulation of data use with regulations
6	How to articulate the complexity of legislations with the adoption of new IT tools in the fight against fraud?	

Topic 3: Resources and data expertise within administrations

Challenge	Description	Main topic
7	How to address recruitment issues and the lack of internal expertise (data & AI)?	Resources and data expertise within administrations
8	How to limit dependence on external (private) IT systems providers?	
9	How to organize a digital governance in a context where financial resources are lacking?	
10	How to address the lack of coordination between administrations?	

C. Co-creation phase: conducting and analyzing the solution-oriented workshop

- One solution-oriented workshop based on the 10 challenges
- September 2021, at BOSA, for 4 hours, with plenary and subgroup discussions
- 18 participants: key stakeholders from both policy sectors
- Thematic analysis

11 solutions to the key challenges presented in the previous workshops

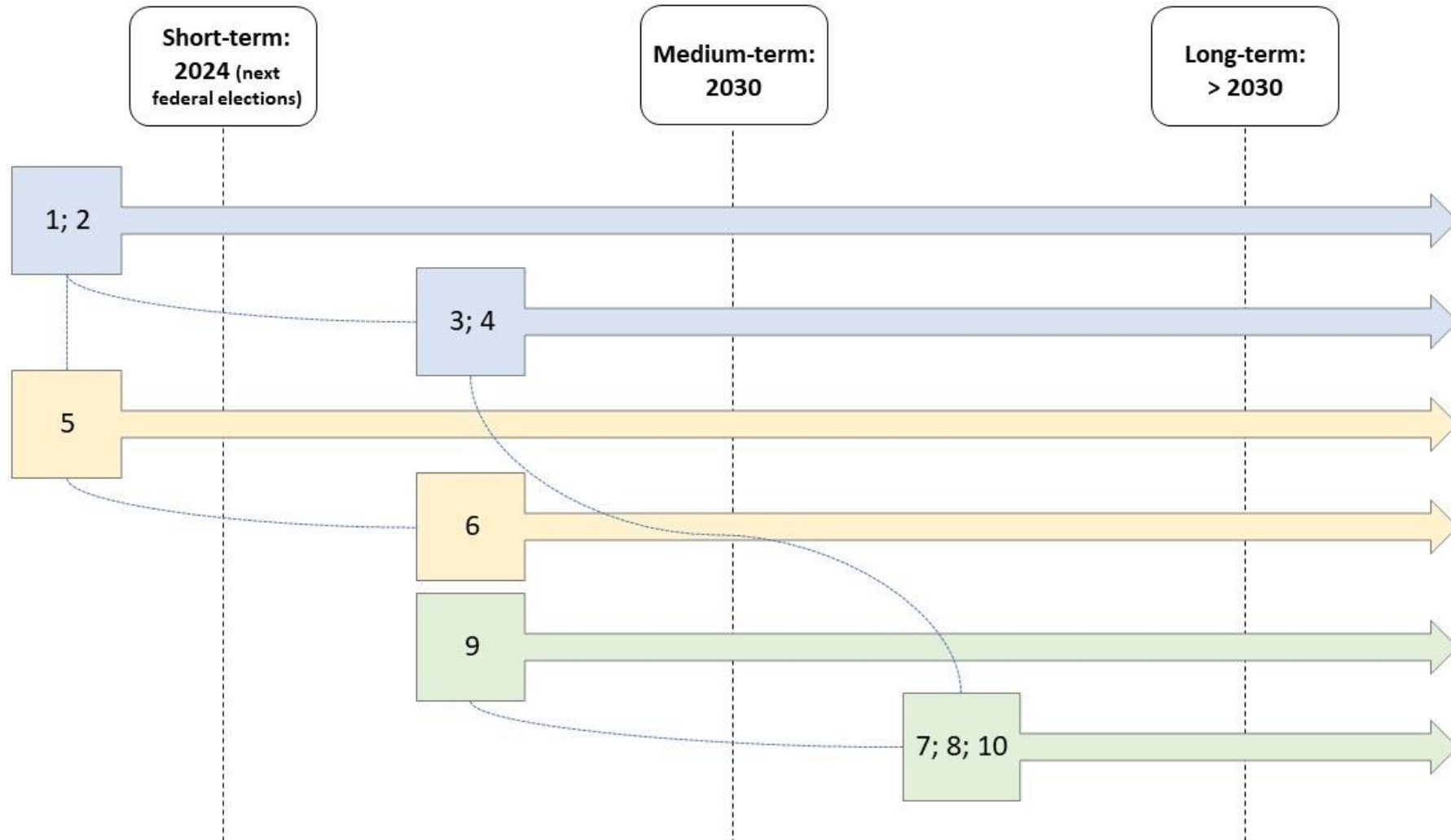
A timeline presenting how stakeholders prioritize challenges

Main solutions to identified in the solution-oriented workshop

Solutions	Solution to challenge n°
Solution 1 - Pooling resources, expertise, and capabilities	7; 9; 10
Solution 2 - Re-thinking laws and regulations by actively integrating IT tools and data use in reflections	2; 3; 4; 6
Solution 3 - Privileging and supporting EU (or national) external IT contractors	5; 8; 9
Solution 4 - Developing new technical solutions for a fairer use of data	2; 3; 4; 8; 9
Solution 5 - Making communicational and pedagogical efforts to justify policies and societal choices	1; 2; 4

Solutions	Solution to challenge n°
Solution 6: Humanizing interactions with citizens	1; 2
Solution 7: Re-thinking public procurement processes and requirements	5; 6; 8
Solution 8: Adopting common evaluation criteria and quality standards (e.g., ISO certification) in administrations	2; 10
Solution 9: Formalizing and streamlining DPOs' decision-making processes	5; 10
Solution 10: Promoting training and maintaining IT fitness in the public sector	4; 7; 8
Solution 11: Redefining and clarifying the role of certain FPSs (e.g., BOSA)	10

Prioritization of challenges



D. Conclusion & next steps

- Incorporating the input from interview data, experiments and LL in design of the governance model
- Deliverable 3.3 : Evaluation criteria to assess the effectiveness of the OGD governance design
- Proceed with the testing phase (Serious Game / Delphi)

Data culture: synthetizing the main challenges

Challenge	Description	Axe de discussion
1	How to generate an acceptance of the new anti-fraud tools?	Citizens' acceptability of data exploitation
2	How to preserve citizens' trust regarding data use and analysis?	
3	How to balance effectiveness in the fight against fraud with the need for transparency in the analysis process?	
4	How to ensure the explainability of data analysis processes?	
5	How to address the interpretation and implementation issues of the GDPR?	Articulation of data use with regulations
6	How to articulate the complexity of legislations with the adoption of new IT tools in the fight against fraud?	
7	How to address recruitment issues and the lack of internal expertise (data & AI)?	Resources and data expertise within administrations
8	How to limit dependence on external (private) IT systems providers?	
9	How to organize a digital governance in a context where financial resources are lacking?	
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Link to the video:

<https://www.youtube.com/watch?v=lsBZwy4w5RA&t=9s>