



PRIME MINISTER'S OFFICE  
HUNGARY

# The Digital Transformation of the Hungarian Territorial Public Administration

## How Centralization Could Lead to Long Term Adaptability?

by  
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Expert Group Meeting  
Ljubljana  
13-14 October 2022

# Dedicated professional

Here for a reason

## Carrier highlights

Master's degree in Business Economics from the University of Amsterdam

Graduated as an Economist in International Business

External teacher at Corvinus University

Professional involvement in the development of an IT strategy for territorial PA, focus on the Digital Renewal Operational Programme Plus (including the Virtual Government Window)

Coordinated professional work of the e-bejelentő project

Worked at a multinational, consulting company



# Elements of the development of territorial administration

The goal is to optimize resources and increase efficiency

## Reform of Territorial Public Administration ●

The reform was launched in 2010 with the aim of creating a smaller, more efficient and more responsive territorial administration

## Government Windows – 314 ●

Establishment of government integrated customer service offices with a uniform national image and operational methodology

## District Offices – 197 ●

The integration of public tasks performed by municipalities into the Government Offices has meant further resource optimisation

## Government Offices – 20 ●

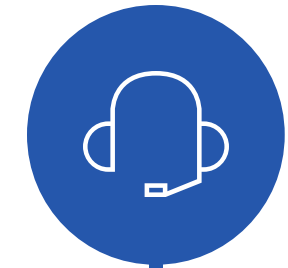
Integration of 18 specialised administrative bodies into the Government Offices with county competence



2011



2013



2015

2022





# Stages of public administration informatics

Step by step towards the goal

## Electronic Public Administration Operational Program 2007-2013

- Aimed to **lay the foundations**
- Projects were focusing on the **renewal of the physical IT infrastructure** (data centres, servers, workstations, multifunctional printing devices)
- **Impact on the functioning of the Government Offices and Government Offices was not significant**, as the establishment of the Government Offices was in 2011, at the end of the programming period

## Public Administration And Public Service Development Operative Program 2014-2020

- EU funded projects helped the **up build of the Government Windows both from the physical** (building, furniture, etc.) **and IT** (workstations, multifunctional printing devices, centralised appointment booking application, etc.) **perspective**
- **Centralised implementation of the basic IT systems** (e.g. e-mail, HR, Administration, Document Management, etc.)
- Used by approx. **34 thousand** government officials
- Example: 250 million log entries are generated daily (ArcSight, log collection) and the system analyses 7.5 Billion events continuously with 30 months retention

# Snapshot - where we are now

Building blocks of adaptability

## Citizens' feedback

Government windows:

- More than 7 years of operational experience
- Number of case types: 2.400
- 16 - 19 million cases handled per year
- Based on these continuous measurement and improvement

## Central coordination

- The DHA has been created
- The public administration IT sector is developing with a nationally coherent set of principles and strategy



## Organisation

- The government offices have been created
- Units operate under the principles of the Prime Minister's Office
- Central coordination over national resources

## Technology

Extensive improvements in territorial administration  
Central technological development:

- „SZEÜSZ” (Regulated Electronic Administrative Services) as the building blocks of central development

# Lessons from the Data Change Management Service Project

Together with market players towards the future

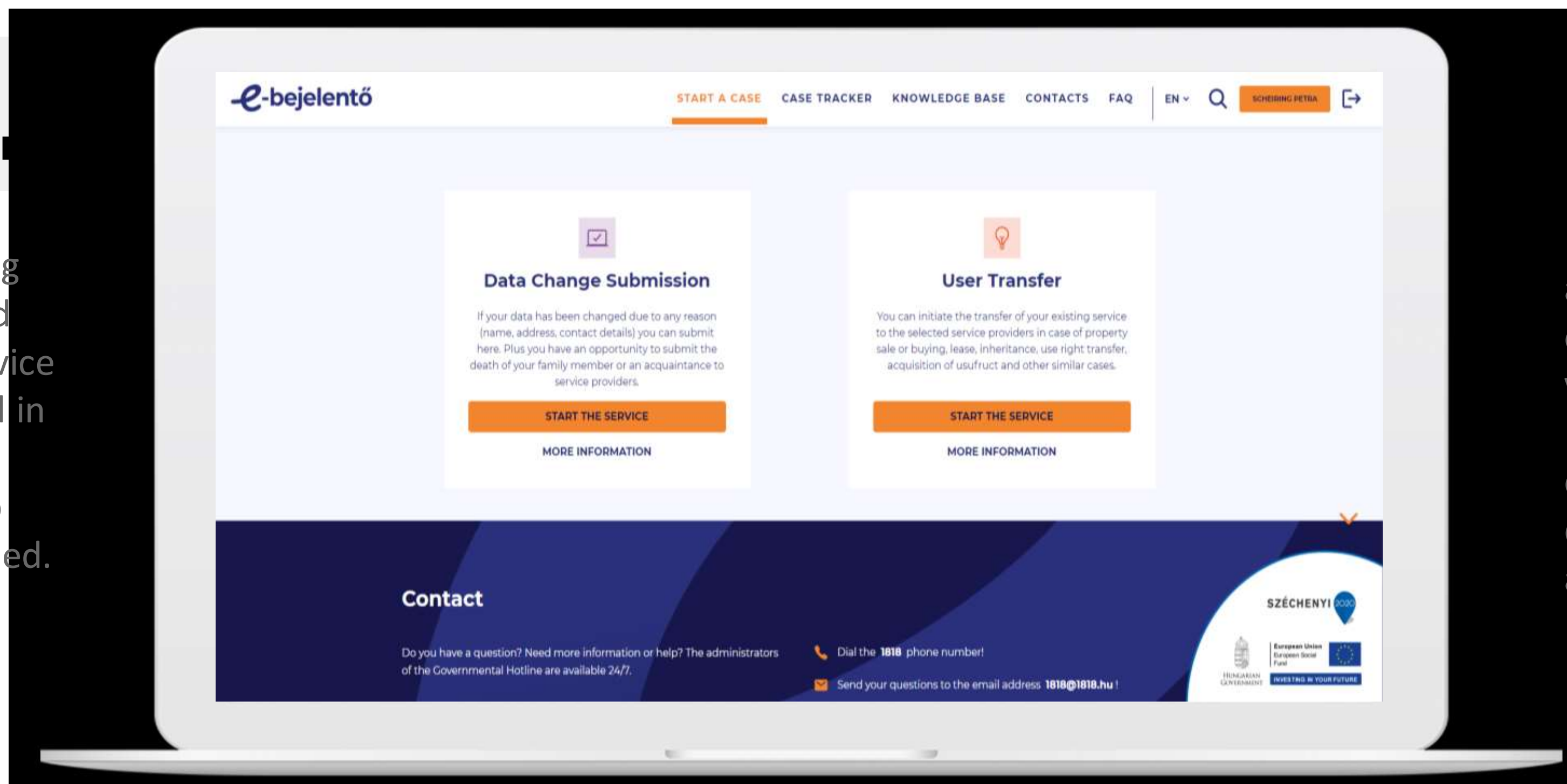


## Serving citizens based on their life situation

Citizens can submit their changes through one channel, that notifies their contracted utility service providers in order to avoid inconsistency. Wider functionality is needed.

## Involvement market actors

Throughout the planning process, both utility and telecommunication service providers were involved in order to meet their expectations. Follow up and feedbacks are needed.



## Need for the „offline“?

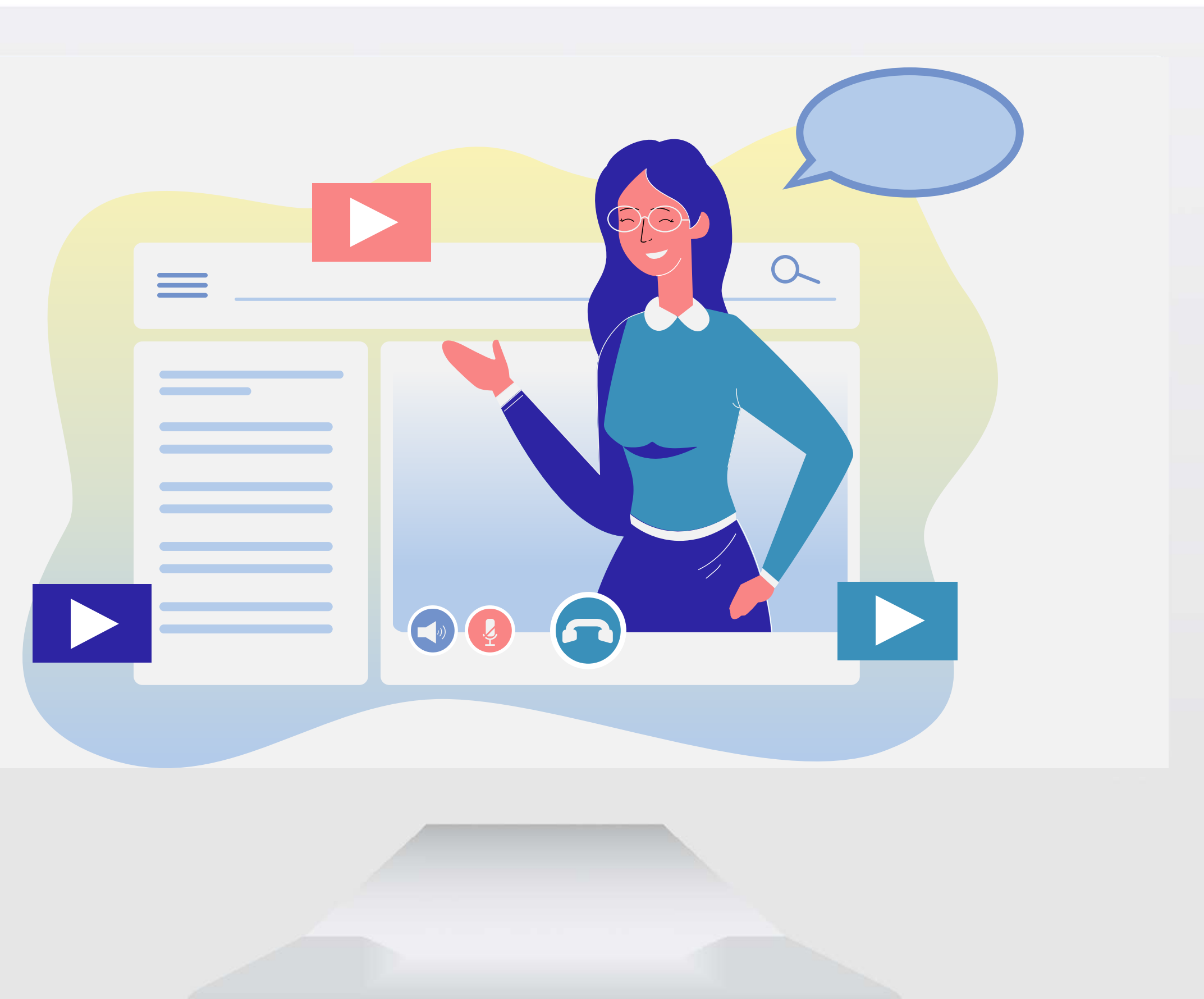
Despite of an electronic service, almost 20% of users choose the offline (Government Office) version of the service. Developing digital literacy, combined with competence development on the citizen and administrator side are needed.



# Virtual Government Window

*No matter where and when*

Digital Renewal Operational Programme Plus  
2021-2027



## Citizens

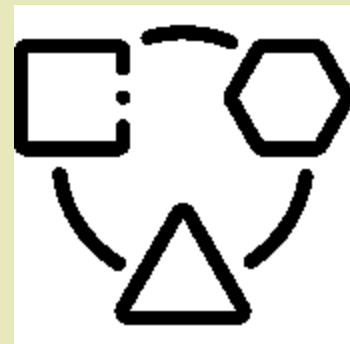
- **Flexibly adapted to the citizen's lifestyle**
- On a **personalized interface** (using recommendations from another of our planned projects)
- **Regardless of digital skills** (even without an administrator)
- Screen sharing, **digital help**
- Even on mobile: **next, next, finish!**
- **Status** of the current issues (also the ones started offline)

## Officials & State

- Simplifying administration by using **data collected from public registers**
- Data **exchange on validated metadata** (not pdf) and on a managed data channel (KKSZB) to **protect personal data**
- **Easy adaptation** of new functions and changes
- **Quick help,**
- **Decision recommendations**
- **Single administrative interface**

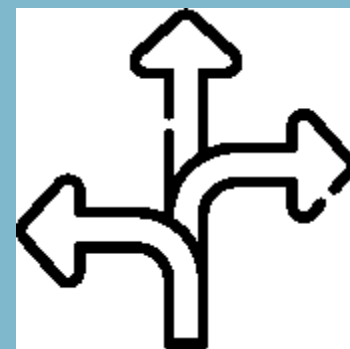
# Conclusions

What we have learned



## Adaptation

Centralisation, with technological homogenisation and citizen feedback, means a much more efficient national organisation, whose intervention time can be drastically reduced.



## Flexibility

A development model based on the core technology building blocks allows for a more flexible and agile development, which also leads to efficiency and reduced reactivity.



## Personalisation

The systems applications thus developed will enable citizens to make personalised use of e-services created through public and market cooperation, based on their life situation and usage patterns.



**„Technological development should  
only be examined together with  
social reactions.”**

**— Brandon Hackett**



The slide features a large light blue circle on the left side and a smaller one in the top right corner. A decorative wave with a dotted pattern runs across the bottom right. The main text is centered in a large, bold, dark blue font.

# Thank you for your attention!

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