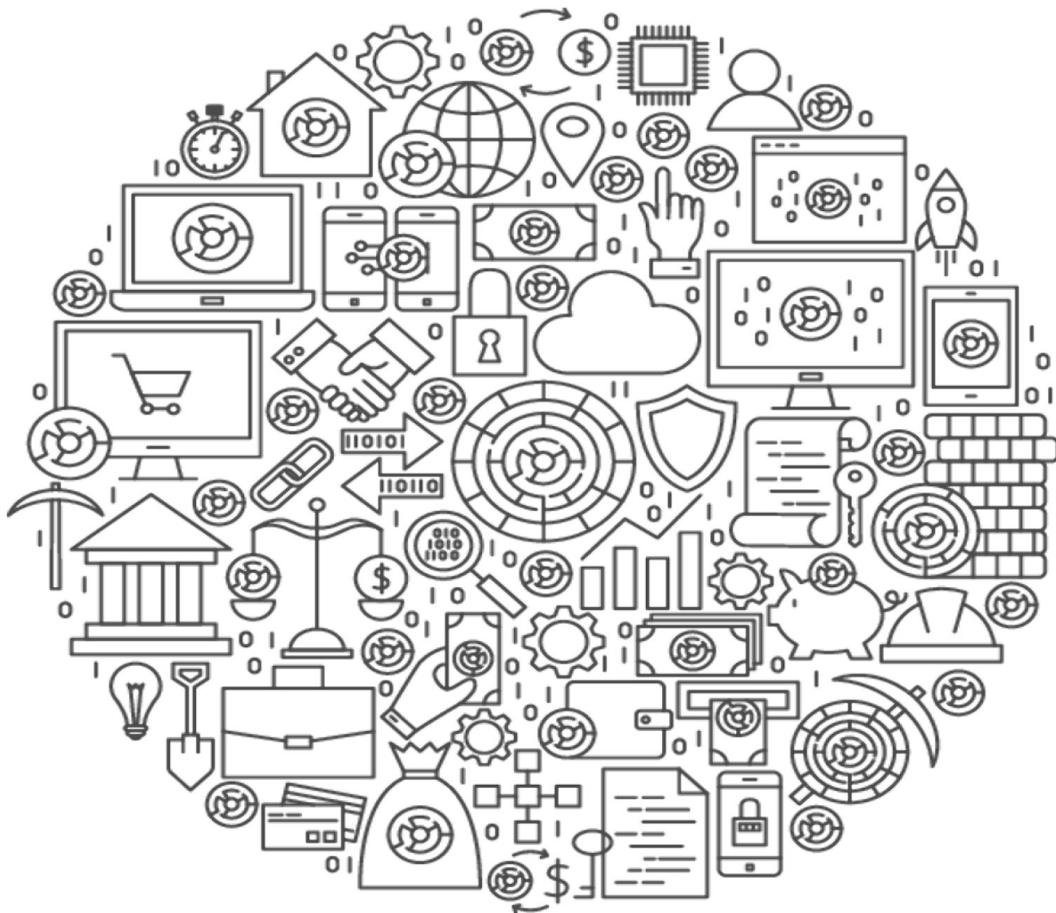


Determine the potential for digitization and harmonisation of administrative process

Deliverable 10: Communication Material

Technical Support Instrument

Supporting reforms in 27 Member States



Funded by
the European Union



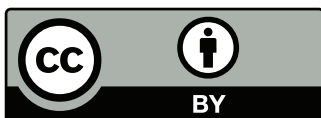
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List of abbreviations

Abbreviation	
BUKEA	<i>Behörde für Umwelt, Klima, Energie und Agrarwirtschaft</i> (Authority for Environment, Climate, Energy and Agriculture)
BSW	<i>Behörde für Stadtentwicklung und Wohnen</i> (Authority for Urban Development and Housing)
AI	<i>Artificial intelligence</i>

Communication Material

This report is the Deliverable 10 of the project “Determination of the potential for digitisation and harmonisation of processes of the City of Hamburg”.

Introduction and executive summary

Deliverable 10 provides communication material for the purpose of presenting the project to third parties. Therefore, a project description summarising the project and the context, as well as the support delivered, and results achieved in text format, two drafted social media text and visual materials have been created. The communication material furthermore entails a PowerPoint presentation summarising the technical content of the project as well as its context, approach, deliverables, activities, key findings and lessons learned.

Project description (250 words)

The following table provides a project description of maximum 250 words summarising the project and the context.

Table 1: Project description

Title	Determination of the potential for digitisation and harmonisation of processes of the City of Hamburg
Summary	The project "Determination of the potential for digitisation and harmonisation of processes of the City of Hamburg", examined administrative processes of the City of Hamburg (BSW and BUKEA) and developed five to-be processes with different degrees of automation.
Context	In order to further advance the digital transformation in line with the 'Digital Strategy for Hamburg', further processes are to be examined with regard to potential automation. Building on the results of a previous project ('citizen letters') with DG REFORM, this project should examine other administrative processes with automation potential.
Support delivered	The project provided a thorough analysis of the as-is situation of administrative processes within the two authorities BSW and BUKEA, selecting 5 processes with high automation potential from a three-digit number of processes. For these processes, to-be models with corresponding AI (<i>Artificial intelligence</i>) technologies, IT architectures and roadmaps were developed, thereby conducting desk research, interviews and workshops with the respective process owners.
Results achieved	With the development of five to-be process with several AI features, the project lays the foundation for the reduction of administrative burden, the improvement of the quality for citizen services and the achievement of efficiency gains. Furthermore, possibilities to roll out these AI technologies to other administrative processes within other departments or authorities of the City of Hamburg were showed.
Mention of EU Assistance	This project is funded by the European Union via the Structural Reform Support Programme and was implemented by Deloitte, in cooperation with the European Commission.

Source: Deloitte

Social media texts

Two unpublished social media texts were prepared to be used as communication material:

- The city of Hamburg (BSW and BUKEA) set the stage for the digitalization of further administrative processes to improve efficiency and reduce workload, building on the results of a previous project ('citizen letters').
- The city of Hamburg in cooperation with the European Commission set the stage for the digitalization of further administrative to specifically address and improve existing structural and process challenges.

Visual materials

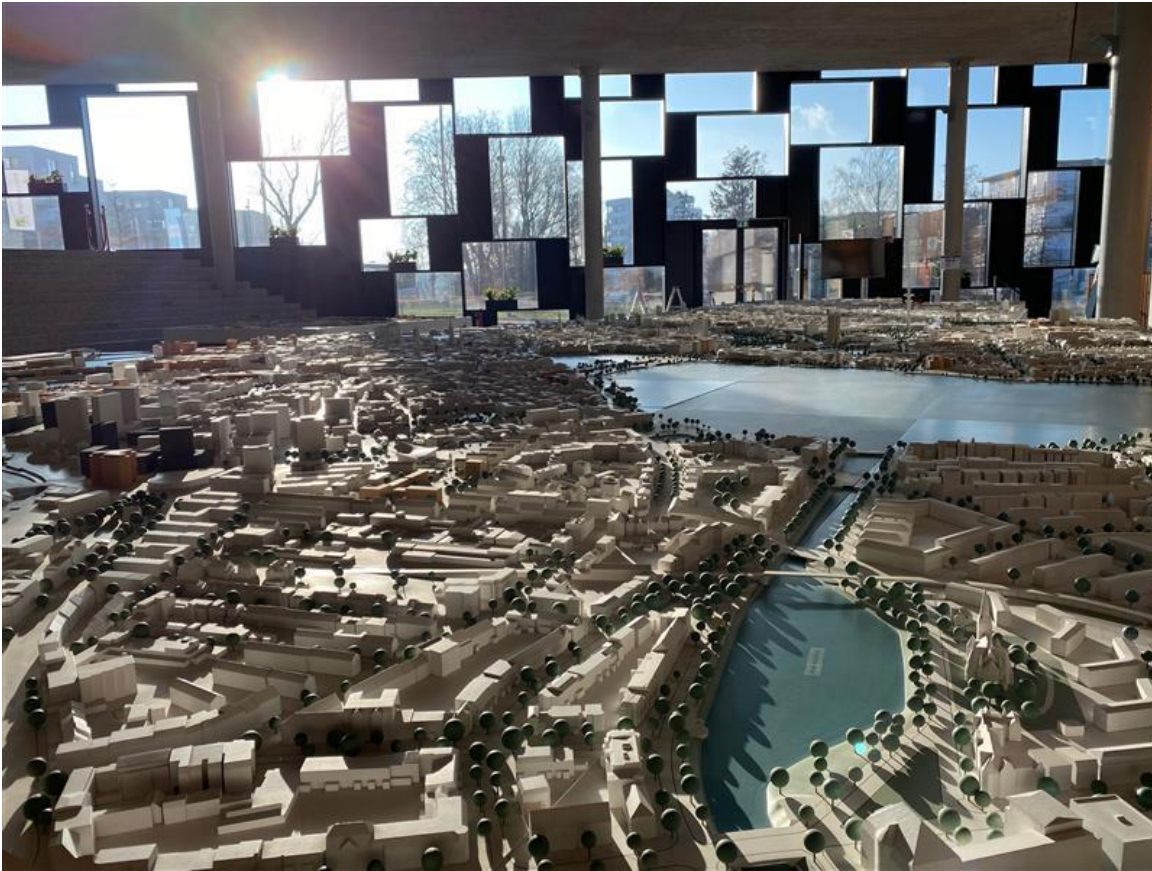
Two photos from a workshop with stakeholders from the City of Hamburg were selected for visual representation. For privacy reasons, the people in the photo have been blurred.

Figure 1: Screenshot workshop with stakeholders from the City of Hamburg



Source: Deloitte

Figure 2: Model of the City of Hamburg (entrance hall in BSW, City of Hamburg)



Source: Deloitte



Deloitte.



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