



# DIGITAL TRANSFORMATION

Digital transformation in Hamburg and Germany

Summer 2017



## Agenda

- Some facts about Hamburg
- The digital journey of the government in Germany
  - portal-network
  - service-user-account
- Digital First

## Some facts about Hamburg

Hamburg is:

- Europe's largest city not being a capital
- the second-largest city in Germany
- a federal state and municipality in one legal body

Residents: about 1.8 million, 7 boroughs

GDP: 88 billion €

Budget: about € 12 billion

City Council: about 70.000 employees



## Some facts about Hamburg

- Since 1986 IT planning is a top of the political agenda
- first federal state in Germany with centralized IT-planning and IT-budgeting
- € 300 million annual IT costs
- 1,000 locations
- 41,000 workplaces
- 85,000 IP LH1 phones
- 1,200 applications
- Gartner benchmark: 30% below industry average (IT cost per workstation)

## Diapositiva 4

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LH1

Passt es mit der Zahl bei 70.000 MA?

Lange, Hanss-Christian; 29/05/2017

The common effort of the country, states and communes

- ▶ Digitalisation arrived in the heart of the politicians
  - ▶ The chancellor and the prime ministers of the federal states decided about the essence of the digital-strategy
  - ▶ Change of the German basic law
  - ▶ Law enables solutions and sets conversion dates
  
- ▶ Main issues for the successful implementation
  - ▶ Cooperation between all different and independent portals of the states
  - ▶ One „service-user-account“ for citizens and companies

### One access point to all German governments

- ▶ Germany is a federalism country in comparison to centralized countries
- ▶ Citizens and companies needed to understand which government is appropriate
- ▶ In the near future the services will be reachable thru all different portals no matter from where you`re coming

### Citizens and companies need only one „service-user-account“

- ▶ No matter which government or department handles the account – it`ll work for all government issues
- ▶ Single-Sign-in will be available for all portals
  - ▶ With the authentication within one of the portals the use of all differed state portals/providers will be possible

Last year I referred about the initiative of Digital First

- ▶ The announced and new portal is launched
- ▶ The development of the service-user-account as an essential element of Digital First is in progress
  - ▶ Identification
  - ▶ Realisation of the Once-Only-Principle
  - ▶ Implementation of a legally binding mail-account (return channel)
  - ▶ Digital-Document-safe for all government paperwork and decisions
  - ▶ Transparency of the use of the data will be available to customers and give a maximum of security (knowledge of what happens with the data)