CIONET

Back to the future

The Government of the day after tomorrow !

January 30th 2025

Leuven

Jack Hamande – FPS BOSA

COLOR SLIDE

Past

Respect

COMTREX
1979

"Radio Shack's TRS-80® Computer Is the Smartest Way to Write."

Our word processing system changed Isaac Asimov's mind about writing–and he's a renowned science and science fiction author! But you don't have to be an author to use a TRS-80. If you prepare memos, letters and reports–do what Isaac did. It will change your mind, too.

"I may never use a typewriter again!" Isaac likes the time he saves using SuperSCRIPSIT™ (26-1590, $199), our newest word processing program. "For example, I can assign frequently-used words and phrases to a user-defined key. So whenever I press that key, the word or phrase is displayed instantly!"

"SuperSCRIPSIT gives me the advanced features I need, including true proportional spacing for even right and left margins, and automatic pagination." For professional-looking letters, SuperSCRIPSIT supports underline, bold face, super and subscripts, and multiple column printing.

"A professional computer, too." Add VisiCalc® (26-1569, $199) for fast and accurate planning and forecasting. Or choose from a variety of other personal, management or entertainment programs, too.

"Surprisingly affordable!" This system includes the TRS-80 Model III computer with a built-in disk drive (26-1065), and the new DMP-200 dot-matrix printer (26-1254) that prints your documents correction-free at 520 words per minute and features a word processing mode for superb-looking correspondence. It has a graphics and data processing mode, too! With cable (26-1401), it all comes to just $2687! Try it out today at a Radio Shack Computer Center, store or participating dealer near you–and be sure to ask to see our other TRS-80s, too.

Radio Shack
The biggest name in little computers™
A DIVISION OF TANDY CORPORATION

Send me a free TRS-80 Computer Catalog today!

Radio Shack
Dept. 83-A-160
300 One Tandy Center
Fort Worth, Texas 76102

NAME _____
ADDRESS _____ PHONE _____
CITY _____ STATE _____ ZIP _____

Retail prices may vary at individual stores and dealers. Special order may be required. VisiCalc is a registered trademark of VisiCorp

Circle 351 on inquiry card.

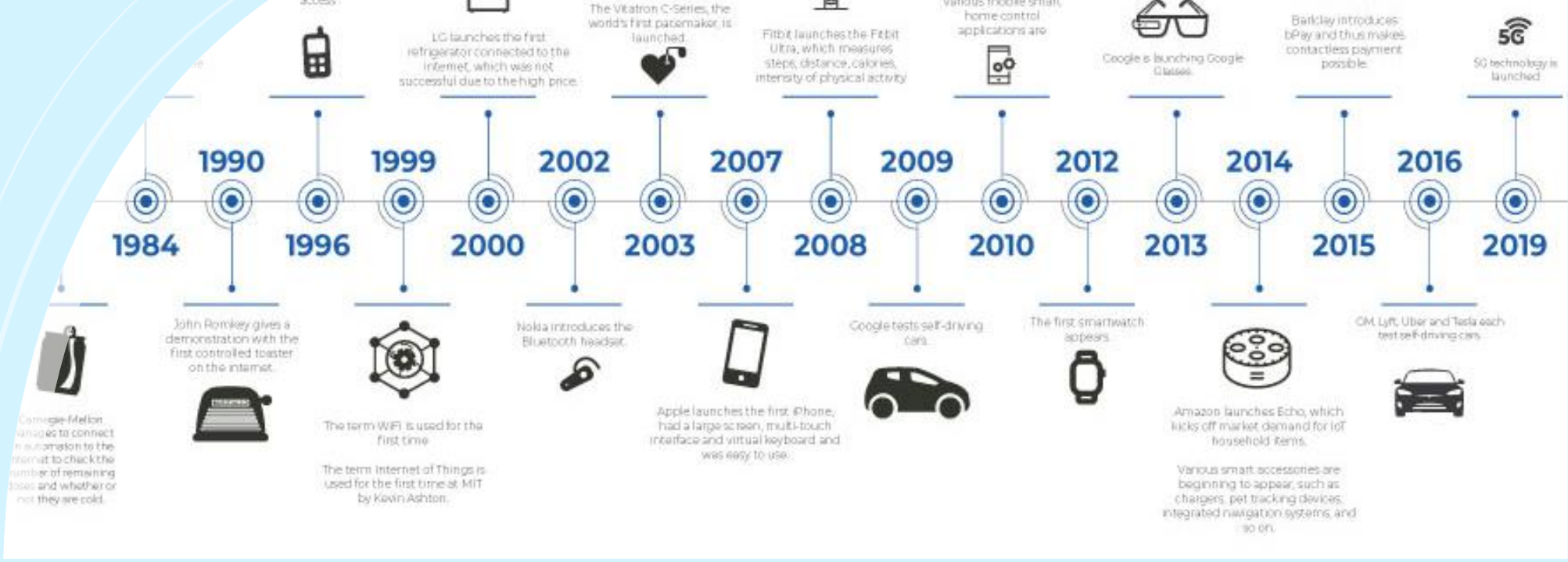
1981

Technology Maturity?

SONY
WALKMAN

9:42 AM
Text
Calendar
Photos
Camera
YouTube
Stocks
Maps
Weather
Clock
Calculator
Notes
Settings
iTunes
App Store
Phone
Mail
Safari
iPod

A D O P T


1984
1990
1996
1999
2000
2002
2003
2007
2008
2009
2010
2012
2013
2014
2015
2016
2019
LG launches the first refrigerator connected to the internet, which was not successful due to the high price.
The Vitatron C-Series, the world's first pacemaker, is launched.
Fitbit launches the Fitbit Ultra, which measures steps, distance, calories, intensity of physical activity
Various mobile smart home control applications are
Google is launching Google Glasses.
Barkley introduces bPay and thus makes contactless payment possible.
5G technology is launched
John Romkey gives a demonstration with the first controlled toaster on the internet.
The term WiFi is used for the first time
The term Internet of Things is used for the first time at MIT by Kevin Ashton.
Nokia introduces the Bluetooth headset.
Apple launches the first iPhone, had a large screen, multi-touch interface and virtual keyboard and was easy to use.
Google tests self-driving cars.
The first smartwatch appears.
Amazon launches Echo, which kicks off market demand for IoT household items.
Various smart accessories are beginning to appear, such as chargers, pet tracking devices, integrated navigation systems, and so on.
GM, Lyft, Uber and Tesla each test self-driving cars.

Dare.

Innovate.

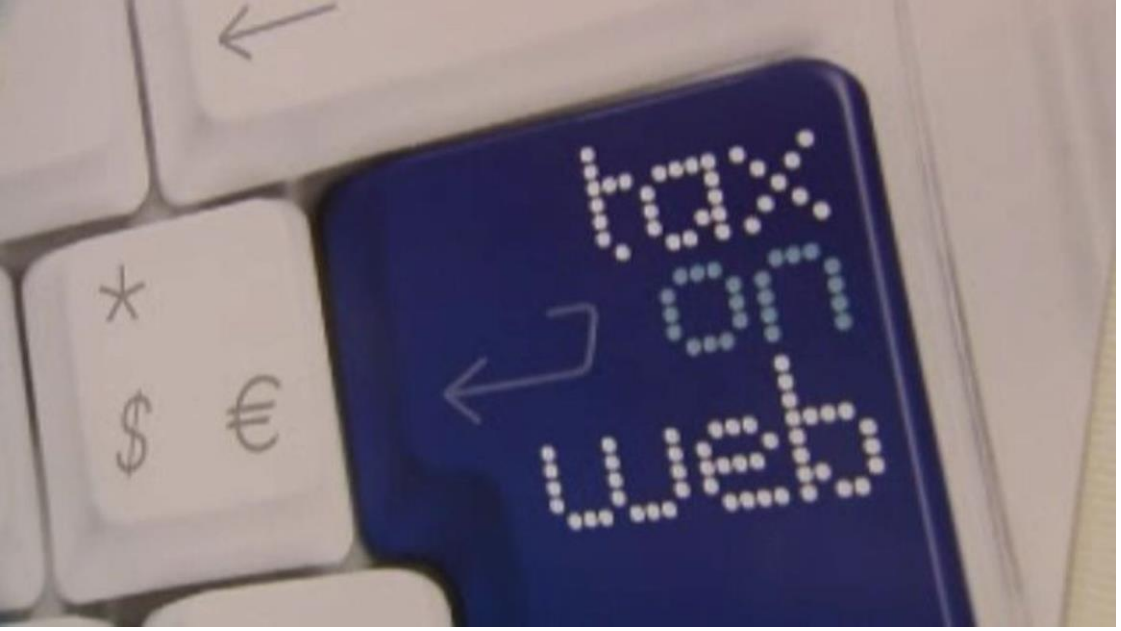
First steps...
1983

- Around 1980s-90s: start digitization of government services
- National register in digital system
  - Simplified central database
  - Faster access to data
  - Better communication between government departments

From paper to MOBIB card
1991 - 2000

2001

Identity card fitted with an electronic chip that would contain, in addition to the personal data visible, two pairs of keys, the identification and signature keys.



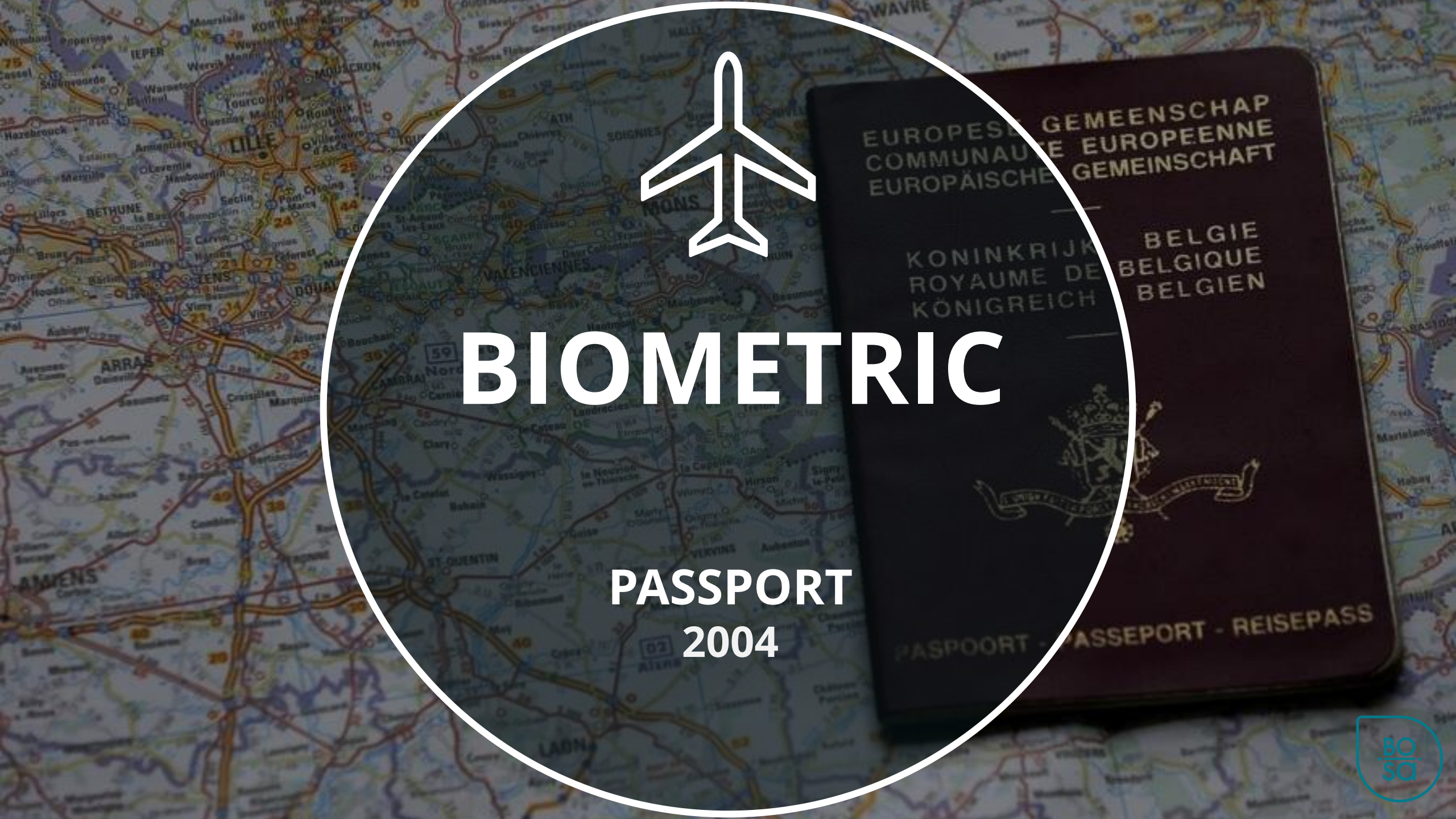
2003

The tax-on-web service is one of the very first platforms that has been available online, since early 2003. The application allows taxpayers to calculate the amount of their income tax

BELGIQUE

Tax-On-Web dorénavant aussi accessible sur tablettes numériques

2003 - NWOW


BIOMETRIC
PASSPORT
2004
EUROPESE GEMEENSCHAP
COMMUNAUTE EUROPEENNE
EUROPÄISCHE GEMEINSCHAFT
KONINKRIJK
ROYAUME DE
KÖNIGREICH
BELGIE
BELGIQUE
BELGIEN
PASSEPORT - REISEPASS

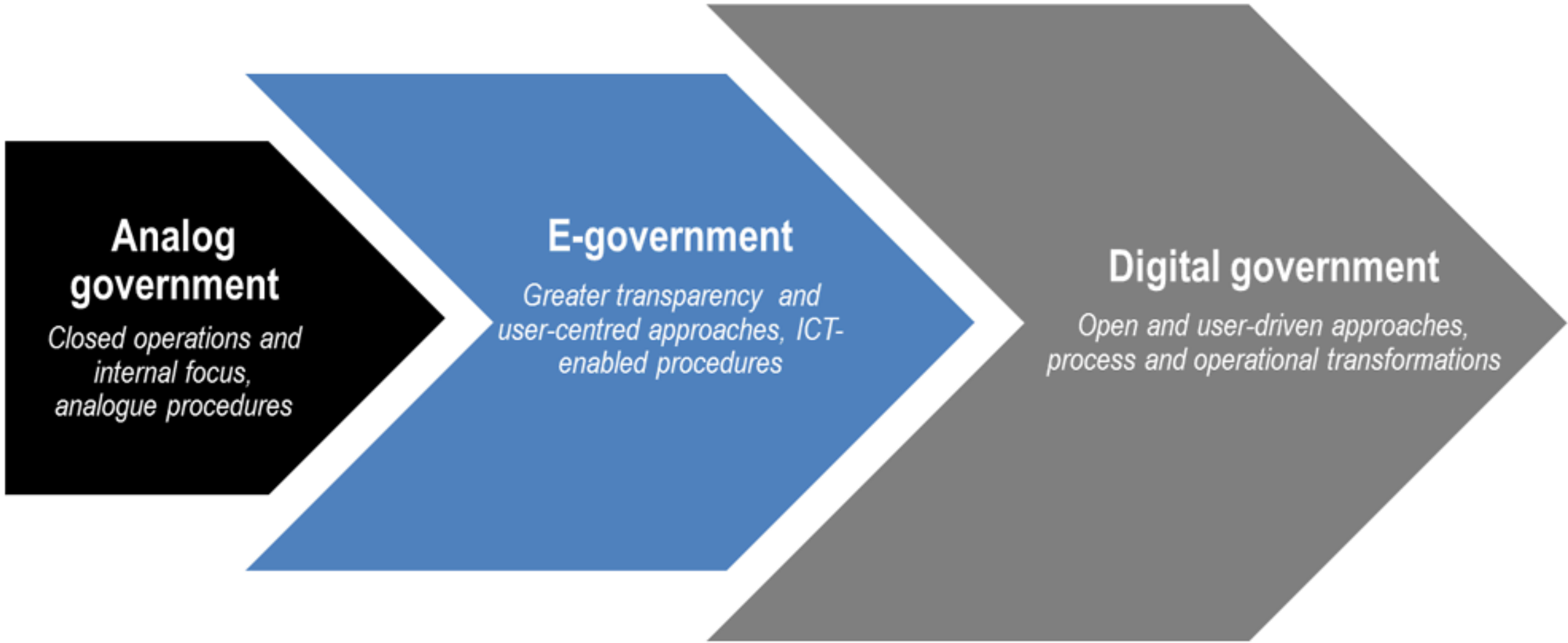
BIOMETRIC PASSPORT

2004

- 2004: Belgium one of the first countries → passport with electronic chip
- 2010: integration of fingerprints in new Belgian passports
- Biometric passport for EU citizens: increase security

DIGITAL TRANSFORMATION OF THE PUBLIC SECTOR

DIGITAL GOVERNMENTS FOR DIGITAL ECONOMIES AND SOCIETIES



OECD iLibrary

2013

Everything about my health, in one place.

Search ... Search

Get access your health data?

To access your personal medical record, you need to log in.

Sign in

Your vaccinations

Vaccinations

Your reports

Reports

See an overview of your reports here

Navigate to log in

Your consent

The MyHealth website has a new look!

Navigate to more info

Your health summary

ANPR

2013

Automatic license plate reading and registration

2016

g-cloud

HOME ACTUALITÉS SERVICES TÉMOIGNAGES JOBS

G-CLOUD, LE CLOUD COMMUN DU SECTEUR PUBLIC

2017

720718 374 65
VAN OUTRYVE D'YDEWALLE
NATACHA
13/07/1972
BELGIE
IDENTITEITSK
Naam / Name
Voornamen / Given nam

2017 – isi+

CSAM, the gateway to the services of the government

Make your life easier with CSAM. You will find yourself in a **familiar** and **reliable** environment every time you log in, designate access managers, conclude mandates etc
Since CSAM ensures that everyone follows the **same rules** and makes use of **generic services**, it guarantees a **higher** and **constant level of security**.

CSAM OFFERS THE FOLLOWING SERVICES

MY DIGITAL KEYS

Manage your **digital keys** to access the online services provided by various Belgian authorities.

Get started

MANAGEMENT OF ACCESS MANAGERS

Structure the **access management** of your company.

Get started

MANAGEMENT OF MANDATES

Manage all of your **mandates**.

Get started

2017
360Mio/year

eID or **digital keys of recognised partners**

LOG IN
with eID card reader

LOG IN
via itsme

Create your itsme account

Digital keys with **security code** and **username + password**

LOG IN
with the security code by e-mail

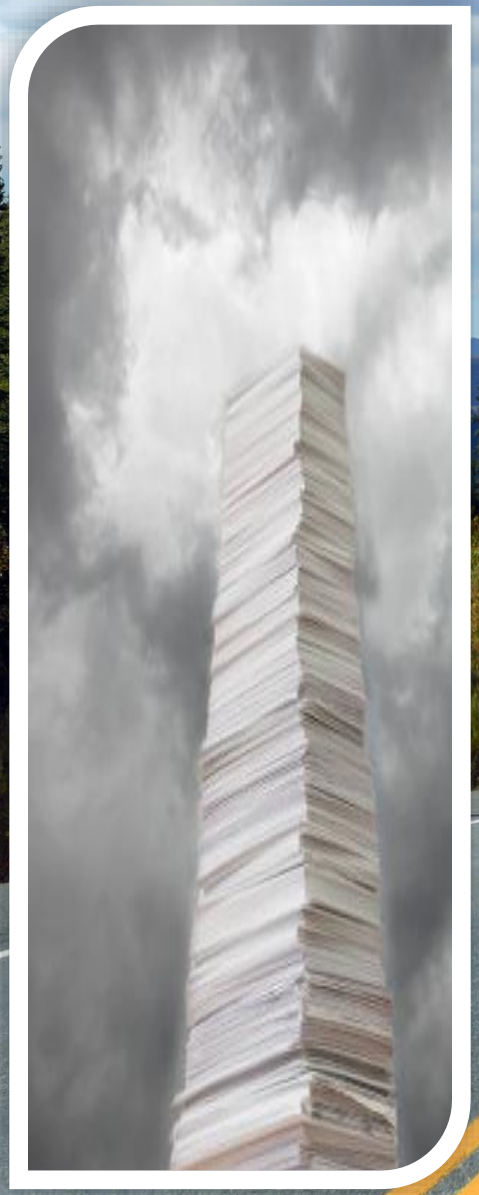
LOG IN
with security code via text message

#pageviews in 12 months: 565 millions (2024)

2018

3.8 Mio users

Federal Service Integrator



- 2 billion = messages processed by 2024
- Paper stack over 200 km high
- By car from Ostend to Liège
- Weight in A4 paper = 1000 elephants

2020

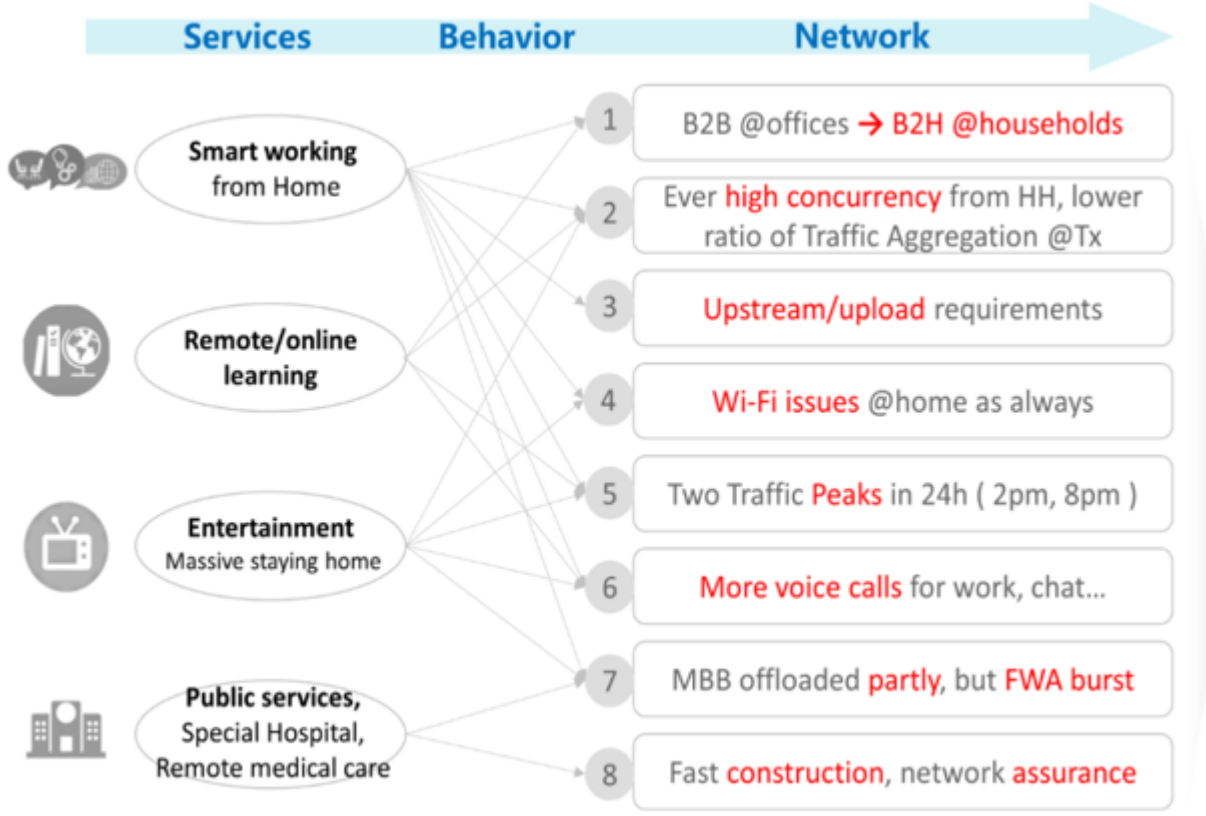
Digital became the Norm.

Everything has just changed

Up to 70 % more internet traffic in peak time

Up to 100 % more calls in peak time

Up to 600 % more usage in peak time



Massive Increase and usage evolution in just few days

Simplify.

Aa

Information

Everything a user needs to know to obtain a service can be found online

Authentification

Digital ID can be used to gain access to the service

Data entry & Communication

Users provide information only once & Users can send and receive messages regarding the applications via a digital channel

Case Management

Application is automated enabling immediate response to service users

Governments moving further along the digital transformation for the benefit of ALL

PoliceOnWeb

https://www.politie.be/nl/police-on-web

WHAT: Digital police desk to file a report for non-urgent cases. The citizen no longer needs to travel.
ADVANTAGE: The citizen's personal (Personal Records) data are automatically entered in the declaration form if desired. A business manager can also choose to have his company's data automatically entered in the declaration form.

Services used: PersonServices, EnterpriseServices, PoliceServices

eLoket municipality

WHAT: More and more municipalities are offering eCounters. These offer, among other things, extracts from Civil Status and Criminal Records.

ADVANTAGE: The citizen no longer has to travel, has no extra costs and is helped faster.

Services used: JudicialServices, PersonServices

eBirth

WHAT: Registration of birth of a baby.

BENEFIT: Proud parents can register their baby at the municipality of birth faster at birth, they do not need to bring their own documents.

Services used: PersonServices, eBirthServices, eHealthServices.

Every day we make public services more digital by connecting them

The government of tomorrow...

The government of tomorrow

A human-centred organisation

Which exists to **fulfil a purpose** for

- **Its clients**
- **The users of the digital government (citizens, companies, employees)**
- **Society as a whole**

Infusing human-centred design in all its **innovation and operations activities.**

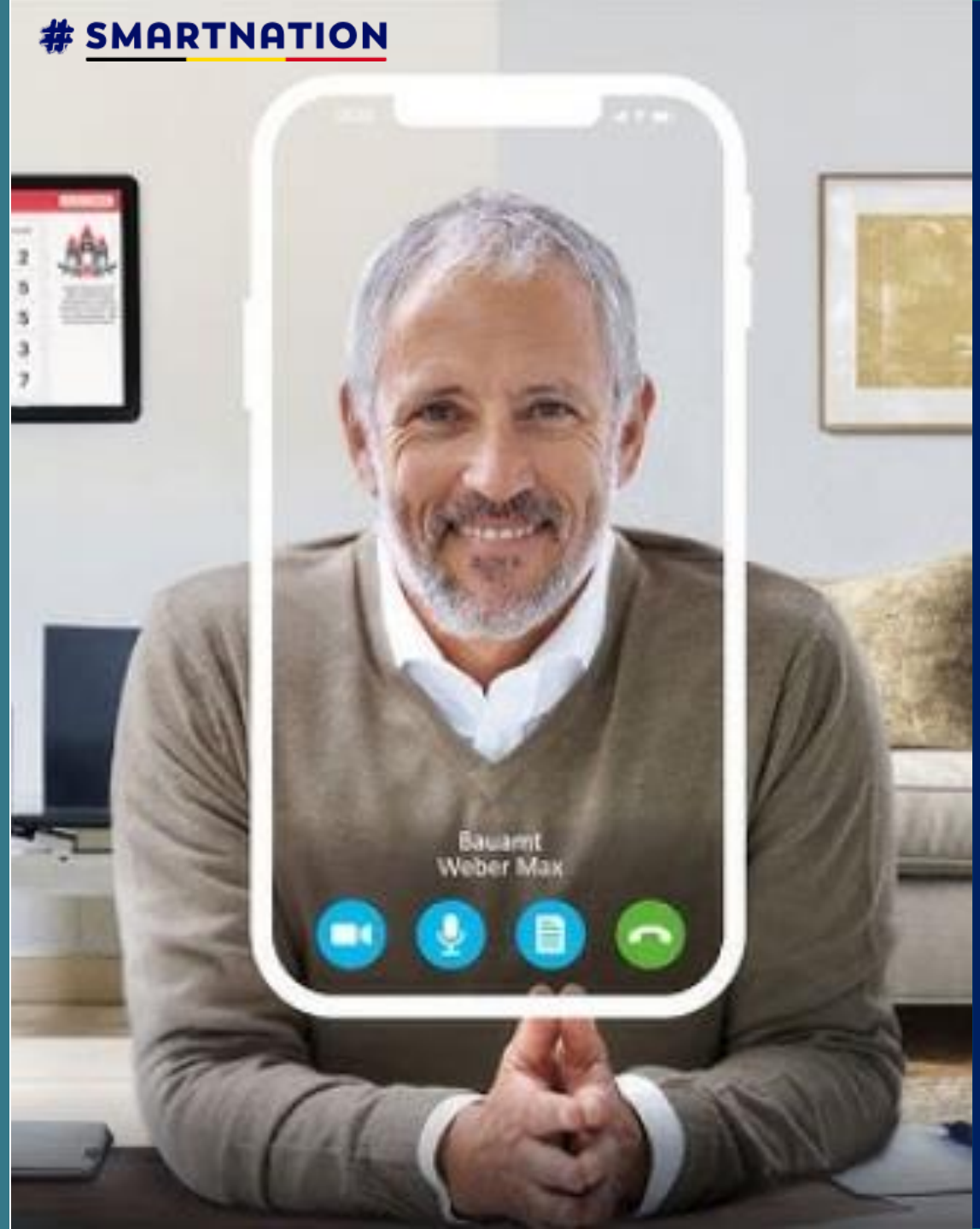
These are **shaped around individual and societal needs**, expectations and purposes.

SMARTNATION

Digital, is you!

- Ambitions
- Convergence
- Inclusion

Mobile Government



Stay in touch with you

Anywhere
AnyTime
Any device

WEST TERMINAL
CHECK-IN
GATES
C1-C8
International Departures
Restaurants
Shopping Center
Departures
26°
estilo
Viva
Calle de la moda -Barcelona

my Gov

9:41
.be
Dé toegang tot
al jouw digitale
overheidsdiensten
Aanmelden

9:41
Welkom
Wat kun je doen met
deze app?
Mobiel aanmelden
Via deze app communiceer je met de Belgische overheid. Geef jezelf toegang tot tal van diensten en informatie, dien je formulieren in en vind je documenten terug.
Volgende
Overslaan

9:41
My e-Box
Search
Tax-on-Web • FOD Financiën
8:59
Aanslagbiljet onroerende voorheffing - aanslagjaar 2021
3
Loopbaanonderbreking en ...
7:55
RVA - beslissing inzake uw aanvraag tot loopbaanonderbreking
3
Medex • FOD Volksgezondheid
gisteren
Hebt u uw belastingaangifte al ingediend?
Vlaamse belastingdienst
gisteren
Aanslagbiljet onroerende voorheffing - aanslagjaar 2021
2
My Pension • Mijn aanvulle ...
gisteren
Mijn aanvullend pensioen - samenvatting 2020 PDF
Verkeersboetes • FOD Justitie
10.01.2022
Aanslagbiljet onroerende voorheffing - aanslagjaar 2021
e-Box
e-Safe
Scan code
Profiel

Digital Native, Inclusion, Secure are key targets.

A human-centred government sets trust as key outcome. By building **trust**, we create an openness for change which builds resilience and is Inclusive

Digital Native & Mobile

Put people first

Ensuring that our work has a positive impact on citizens, companies and employees by **listening** to them, **involving** them and **validating** their needs in the design process.

Spark innovation

Supporting federal agencies in **seizing opportunities** and striving for **continuous improvement** by fostering innovation wherever and whenever possible.

Foster co-creation

Nurturing **joint projects** and **connections** across federal government to **disseminate** good practices, **share** inspirations and **learn** from successes and failures.

350+ **organizations** registered

100+ Having certified staff

Service Public
Fédéral
FINANCES

connectoo

mypension.be

ibz

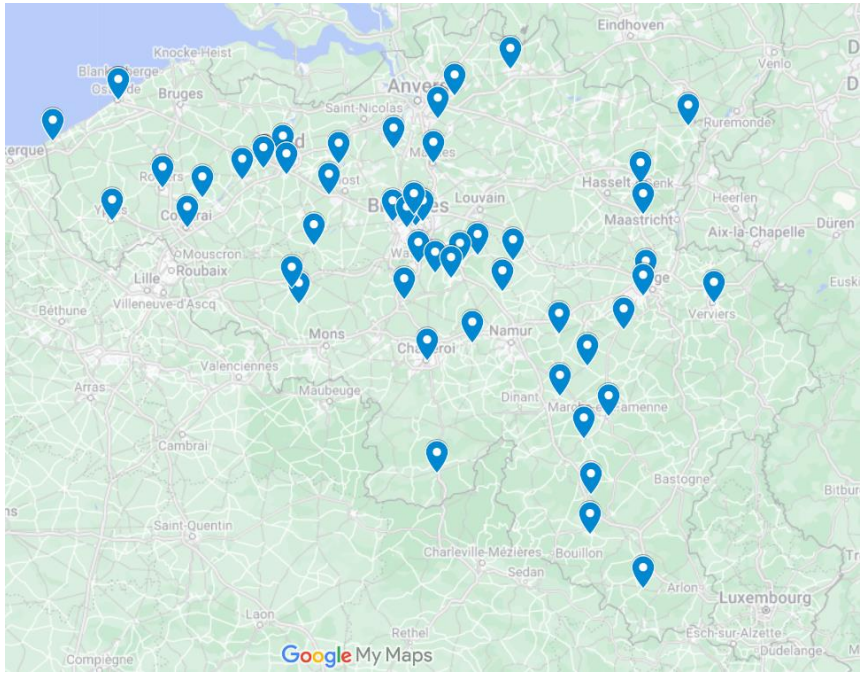
economie

RVA.be
ONEM.be

bpost

Service public fédéral
Justice

BOSA
FOD Beleid & Ondersteuning
SPF Stratégie & Appui



Nationaal convergentieplan voor de ontwikkeling van artificiële intelligentie

9 doelstellingen om van België een #SmartAINation te maken

NL

Plan national de convergence pour le développement de l'intelligence artificielle

9 objectifs pour faire de la Belgique une #SmartAINation

FR

Promote trustworthy AI

Ensure cybersecurity

Enhance Belgium's competitiveness and attractiveness

Develop a data-driven economy and a high-performance infrastructure

AI at the heart of healthcare

AI at the service of a more sustainable mobility

Protecting the environment

Provide better and lifelong training

Provide better services to citizens

.be
BOSA
ONEM.be
ibz
Veiligheid en Preventie
Sécurité et Prévention

Build together, scale up & support personalization

#SMARTNATION