

## DIGITAL TRANSITIONS IN URBAN GOVERNANCE

### E-GOVERNANCE AND BUSINESS MODEL THINKING AS A STRATEGIC TOOL FOR DEVELOPMENT AND GOVERNANCE IN CITIES

This session will, within the framework of the dilemma, narrow the focus to e-governance and business model thinking as a strategic tool for development and governance in cities. What are the recent developments in e-governance? Which new technologies are available for providing better public services? Why should cities adopt a business model approach in city governance and development of their digital services? A background document from the Urban Agenda for the EU Partnership Digital Transition is provided as introduction to the topic (available at [www.jpi-urbaneurope.eu](http://www.jpi-urbaneurope.eu) and distributed to participants that have signed up for the session). A case presentation from the city of Eindhoven, Netherlands will be given during the session to inspire further discussions. Participants will be invited to discuss current developments on the topic and give feed-back for knowledge and capacity needs in relation to how JPI Urban Europe could foster digital transformation in the cities.

#### Questions for elaboration and discussions:

- Which strategies are cities using to implement inclusive and accessible e-government platforms for their citizens and businesses?
- How are business models useful for cities when developing their new digital services?
- What is the best business model for applying emergent digital technologies to strengthen e-governance in cities? What kind of return of investments can you expect? What is the value added?
- How can JPI Urban Europe support a solid knowledge base for digital transformation in the cities?

**Hosted by:** JPI Urban Europe and Urban Agenda for the EU Partnership Digital transition

**Chair:** Amy Rader Olsson, IQS

**Co-chair:** Mika Rantakokko, Urban Agenda for the EU Partnership Digital Transition, Oulu, Finland

**Case city:** Jonas Onland, Eindhoven, Netherlands

**Rapporteur:** Kadri Jushkin, Urban Agenda for the EU Partnership Digital Transition, Ministry of Finance, Estonia

#### Programme

##### 14.00 Introduction

*Introduction to the dilemma by Amy Rader Olsson*

*Key components of e-governance and business model approach, Mika Rantakokko*

##### 14.15 Case presentation, Jonas Onland, Eindhoven

##### 14.30 Group discussion

*Part 1: Define: What are key questions and cutting-edge topics in e-governance today?*

*Part 2: Define knowledge and capacity needs, including research and innovation*

*Part 3: Identify three top priority activities from the JPI Urban Europe side*

##### 15.00 Wrap up – key messages from the discussion

##### 15.30 Workshop ends