Digital Transformation Comes of Age

Digital transformation is at the core of many projects and events that EEMA participate in and hosts, pushing technological and geographical boundaries, in order to improve how we interact and transact, socially and commercially. Whilst significant progress has been made in some areas, a common frustration voiced by many, has been the slow pace of change, given that we all know the destination and have the means to get there.

What we have seen in the past weeks has been an acceleration in the rollout of digital transformation on a mass scale. For example, industries such as the contact centre have long toyed with the idea of remote/home-based agents, but in a matter of weeks they have completely reinvented how they operate. Meanwhile, schools and other academic institutions have quickly rolled out e-learning programmes to help students study during the lockdown, and medical practitioners are now running online clinics.

Another consequence of the situation we all find ourselves in, has been finding ways to engage with people, whether colleagues or family members, through the use of technology. How many times did you switch the camera off during a video conference prior to the lockdown versus today? Digital transformation can enable us to do more things better and faster than we did before, through automation, but it can also help to bring people together virtually, which is what we all need right now.

Jon Shamah
Chair of EEMA

DIARY DATES

20th May: Virtual High-Level Fireside Briefing 'Distributed Identity - Should it be the way forward'

23rd and 24th June: EEMA Annual Conference 2020 - For the first time the conference will take place virtually. More information including speakers and the programme will be release shortly.

MEMBER NEWS: Signicat Acquires Connectis

Signicat has acquired digital identity specialist Connectis, a company that develops secure solutions for online identification, authentication and authorisation for more than 350 organisations to identify over 14 million customers.

"The adoption of digital identity in the Netherlands and Belgium has been impressive, and we are very pleased with now expanding our operations in the region," states Asger Hattel, CEO of Signicat. "With Connectis joining Signicat, we are not only expanding our reach and customer base, we are creating Europe's strongest digital identity platform. We are really looking forward to working together and to offer existing and new customers an even stronger digital identity offering."

High-Level Fireside Summary:
Criminal Chain of Custody

Last month EEMA hosted its first Virtual High Level Fireside Briefing **'Criminal Chain of Custody - Can new technology secure evidence?'** More than 100 attendees representing 24 countries participated in the hour-long debate, that was Chaired by EEMA's Jon Shamah, with presentations from James Rapinac of Gallup, Vijay Rathour from Grant Thornton, and Paul Kennedy, a Strategic Law Enforcement and Security Presenter.

Jon opened the briefing with an introduction to LOCARD - a next generation platform to process digital evidence through blockchain technology. He was followed by Vijay who highlighted examples where this robust technology is already being used to provide a strong chain of custody. Paul Kennedy (himself a former Chief Police Officer) talked about the explosion in the volume and variety of digital evidence in law enforcement, highlighting problem of silo information during investigators.

A recording of briefing available free-of-charge at: www.eema.org/event/eema-fireside-briefing-24-march

Meet the EEMA Board of Management:
Hugo Kerschot

Can you please introduce the IS-Practice?

IS-practice is a programme management office in the domain of digital innovation for the public sector. For more than 10 years we have participated in projects dealing with eID, trust and security, as well as eGovernment policy, open data and smart city / smart mobility projects before these concepts became buzzwords.

How did you get involved with EEMA?

I first met the EEMA team in Spring 2010 to discuss the first EU eID project – SSEDIC.

What projects and initiatives are you involved with at the moment?

We are collaborating with EEMA on the LOCARD project. After one year the blueprint for the architecture and specification are ready and we are at the point of starting to build the solution, which is very thrilling.

You launched the first public service website in Belgium in 1995. Has there been sufficient progress in eGovernment in the 25 years since?

A lot changed in this period, yet on the other hand we see some things changing too slowly. For example, the first EU directive on electronic signatures was published in 1999, however eSignature infrastructure is not yet universally available.