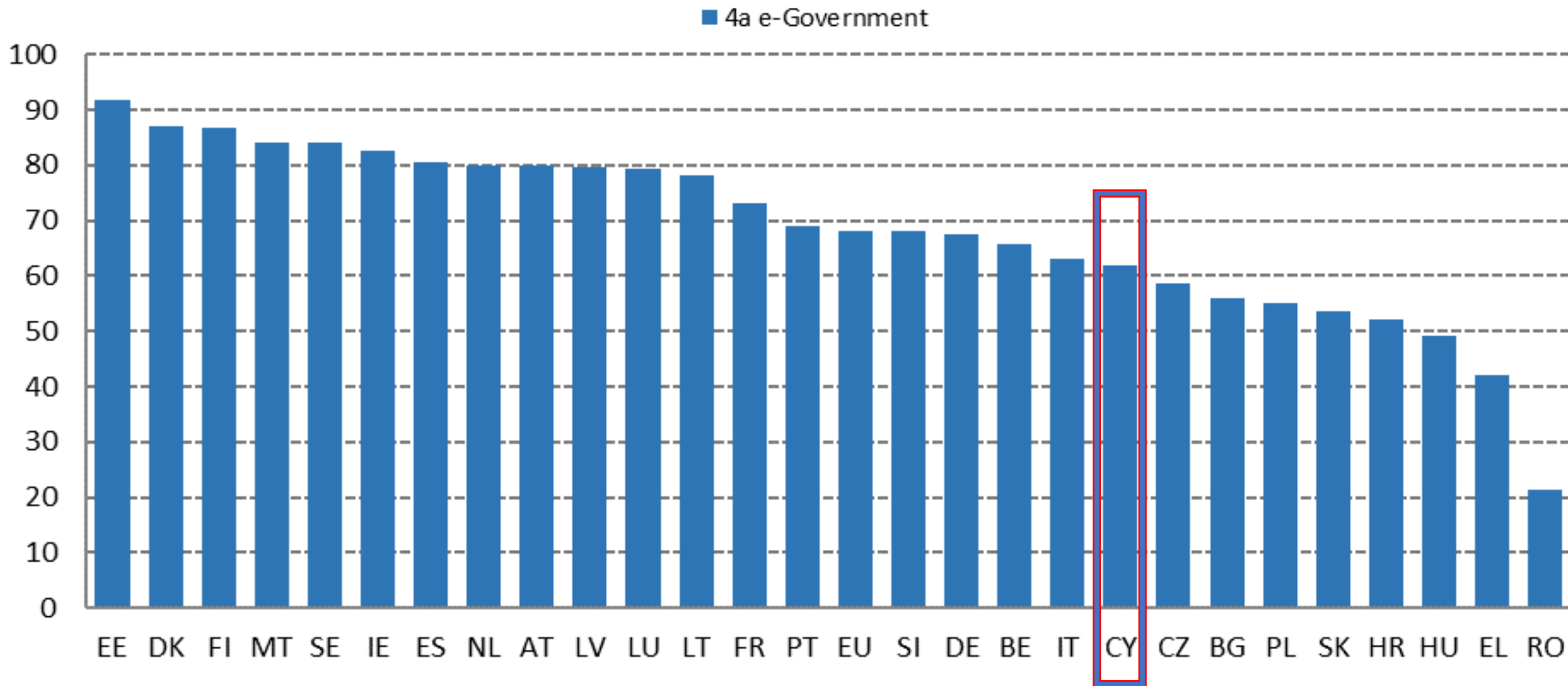
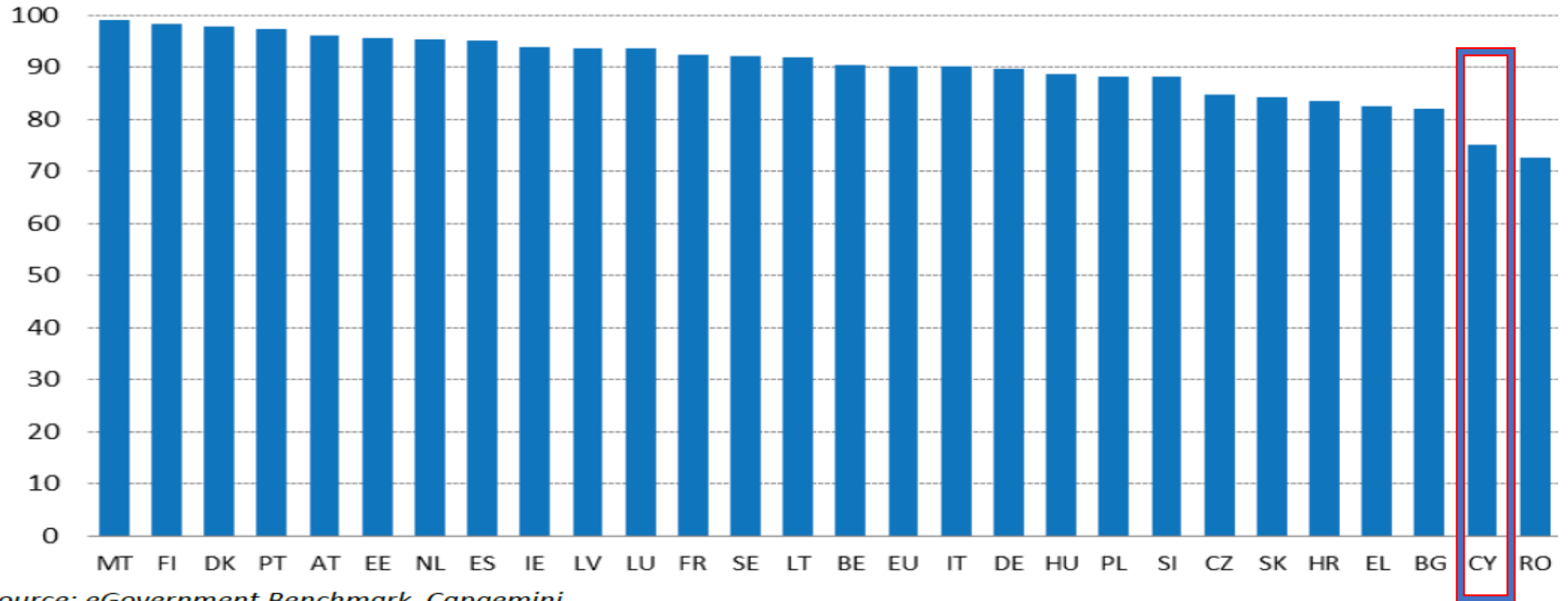


DESI eGov



DESI User Centricity Benchmark

Figure 8 User centricity status in Member States (Score 0 to 100), 2020



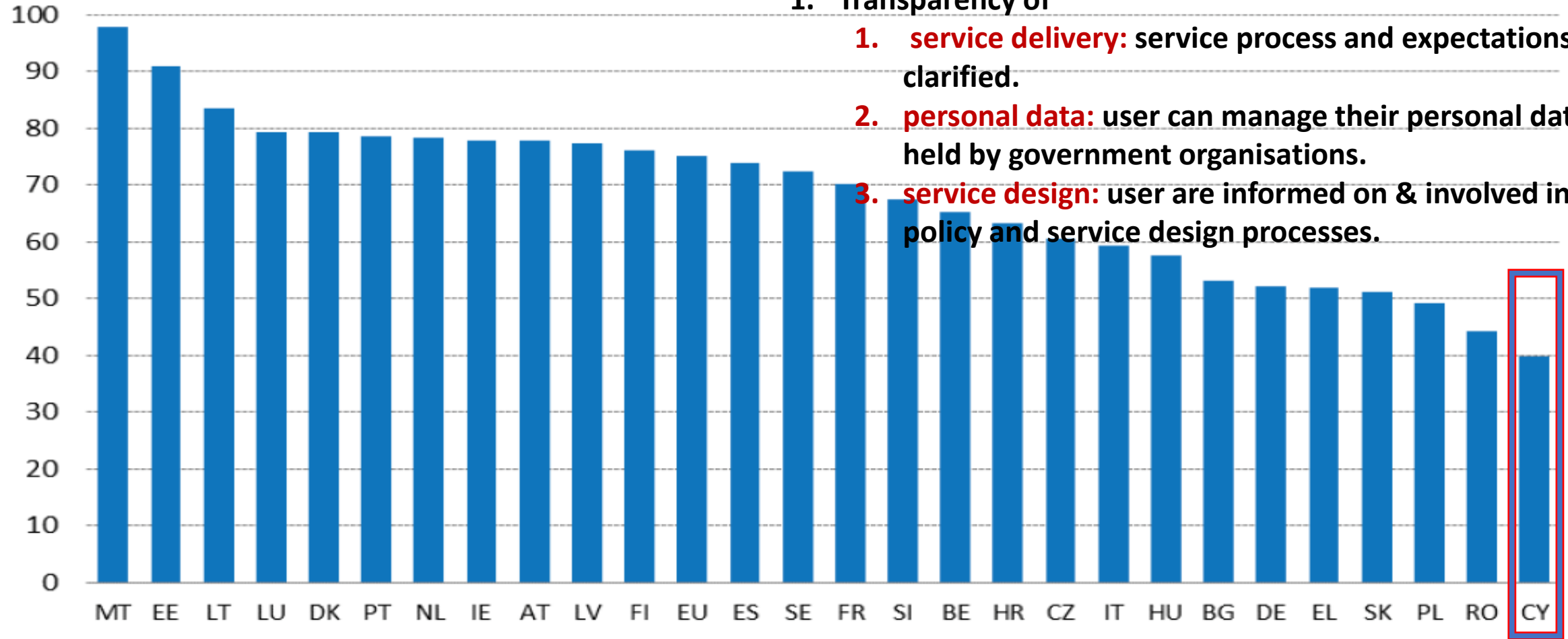
Source: eGovernment Benchmark, Capgemini.



ΥΠΟΥΡΓΕΙΟ ΕΡΕΥΝΑΣ, ΚΑΙΝΟΤΟΜΙΑΣ ΚΑΙ ΨΗΦΙΑΚΗΣ ΠΟΛΙΤΙΚΗΣ

DESI User Transparency Benchmark

Figure 10 Transparency status in Member States (Score 0 to 100), 2020

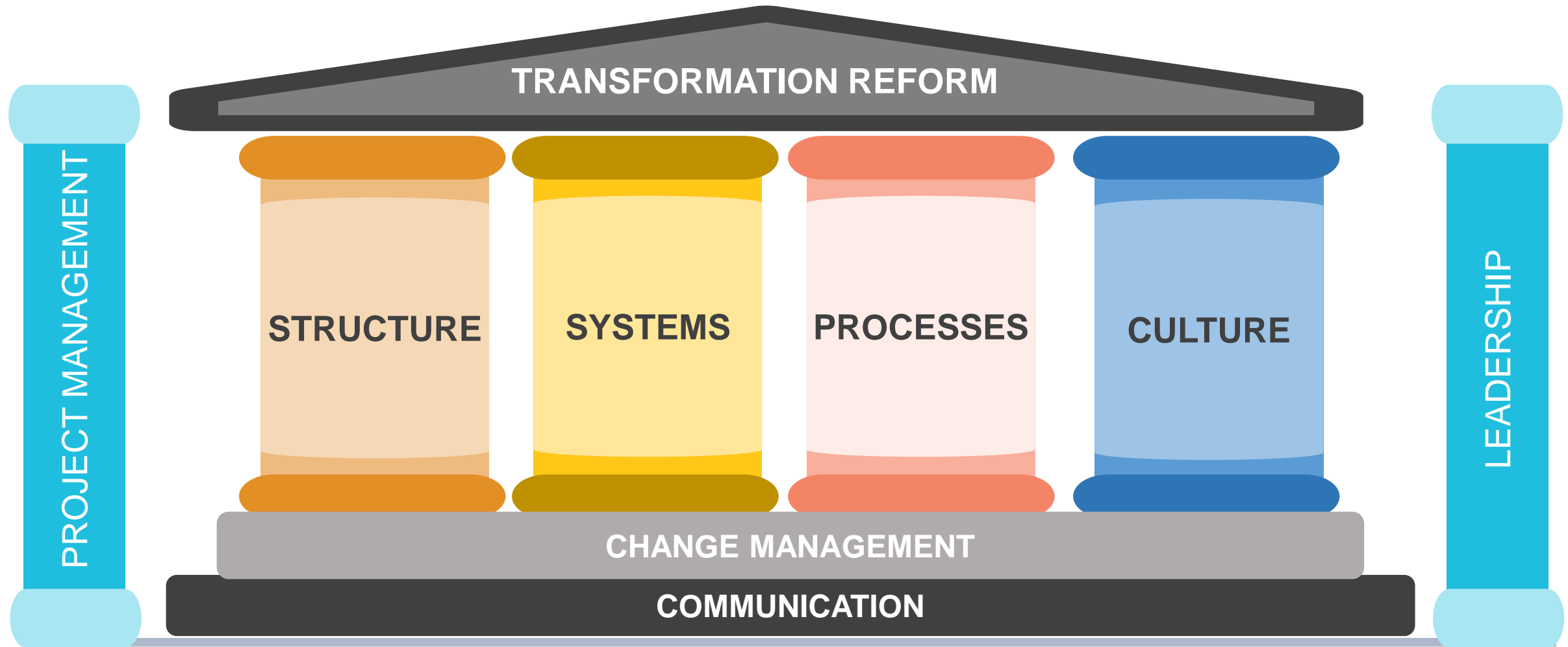


1. Transparency of

- 1. service delivery:** service process and expectations are clarified.
- 2. personal data:** user can manage their personal data held by government organisations.
- 3. service design:** user are informed on & involved in policy and service design processes.

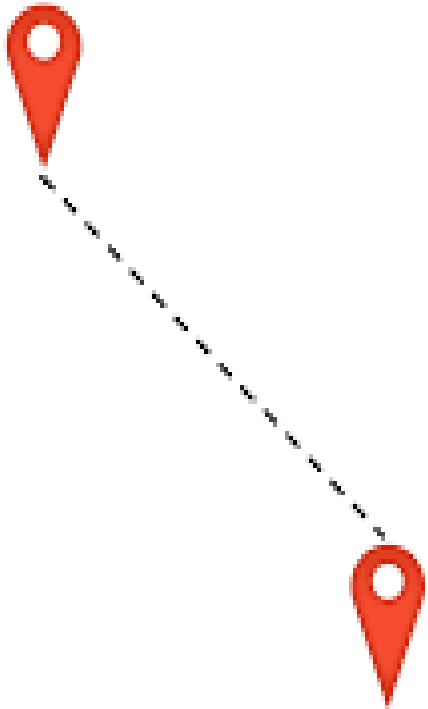


Public sector transformation

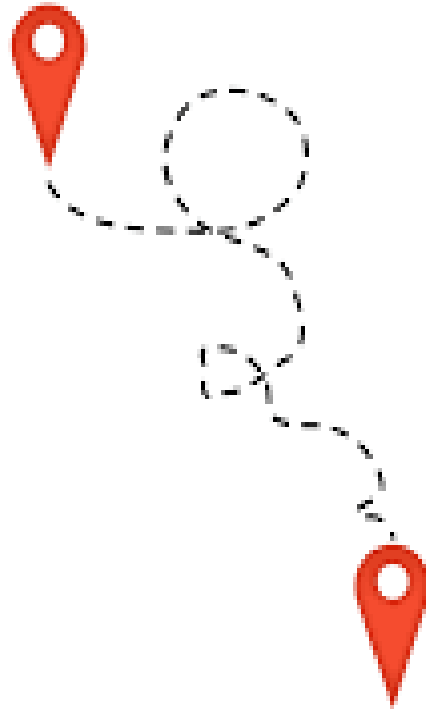


Difficultiesor Challenges

Expectation



Reality



Public sector transformation

