![Fraunhofer FOKUS logo]

**Fraunhofer Institute for Open
Communication Systems FOKUS**

**Business Unit
Digital Public Services**

Digital Solutions for Government and Administration

Digital Innovations for the Public Sector

We digitalize administration, the state and the public space with scientific expertise, secure, user-oriented, and in compliance with data protection laws.

Dr. Jens Klessmann, Director Business Unit Digital Public Services

Streamline and accelerate administrative processes, automate routine work, create online service offerings and facilitate dialogue with citizens and businesses: For more than 20 years, Fraunhofer FOKUS has been supporting government and public administration in the digitization of processes, services and infrastructures. The Berlin-based institute, with its Digital Public Services (DPS) business unit, is Germany's largest research and development institution for the digital transformation of government, administration and public administration and public space.

Dipl.-Wirt.-Ing. Jan Ziesing, Director Business Unit Digital Public Services

We support public administrations in concrete implementation projects and develop new technologies in national and European research projects. We offer public authorities services ranging from apraisal of existing structures to strategic planning, feasibility studies, roadmapping and architecture concepts to support in the tendering, implementation and introduction of new IT systems. FOKUS helps the business community to tailor solutions to the needs of the public sector and to integrate them into multi-vendor application scenarios.

Current Research Focus

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- Artificial intelligence and auto-mated administrative processes
- IT infrastructures and high-qual-ity data for evidence-based control in the public sector
- Usability and accessibility of applications for citizens
- Data sovereignty and security
- Platforms for IT processes/ low code

The state and public administration require digital solutions that everyone is comfortable using: employees as well as citizens. We support the public sector in the realization of these solutions.

At Home in Administration, with an Eye on the Technologies of the Future

In the Digital Public Services business unit, we combine in-depth administrative expertise with the latest technological know-how. For us, technology is not an end in itself but a means of making applications and services in the public sector as simple and efficient as possible for future users: for a modern, service-oriented and competitive administration. Our interdisciplinary team of around 100 employees - from the fields of informatics, business informatics, psychology, as well as administrative and social sciences – develops practicable, sustainable solutions with a focus on data privacy and data security.

Service together with and for our Partners: the eGovernment Lab

In the Fraunhofer FOKUS eGovernment Lab, we have been working with more than 60 partners from administration, business and research in a neutral environment to advance digitalization in public administration for the past 15 years. In joint events, workshops, showcase and knowledge formats we combine current social challenges and needs with emerging trends from technology and society. This results in digital administration "at your fingertips": with the latest technologies, for the service-oriented administration of the future.

Trend Research and Analyses – for Sustainable Digitalization Solutions

Digitalization Think Tank: the Competence Center Public IT

With the Competence Center Public IT (ÖFIT) – a think tank funded by the Federal Ministry of the Interior and Community, located at Fraunhofer FOKUS – we have a competent, neutral and well-networked research institution for digital trends and societal needs. Our ÖFIT experts prepare trend analyses, expert reports, studies and impulse papers on current digital and socio-political topics – with a holistic approach that takes into account technical as well as social, legal and economic aspects and influencing factors. The results are published in the public domain and are incorporated into the practical development and implementation of digital solutions in the DPS business area.

Prof. Dr. Peter Parycek, Head of the Competence Center Public IT, Member of the Digital Council of the German Federal Government (2018 until 2021)

Special Labs for User Experience & Certification

We have set up two specialized labs for scientific analyses: In the Open User Lab, we support public administration and the judiciary with methodological competence and scientific expertise in digitalization projects in the areas of user-centric design, user experience and digital accessibility. With the Common Criteria Certfication Lab, the German Federal Office for Information Security (BSI) has since 2011 commissioned FOKUS to accompany test centers in Common Criteria certification procedures.

Overview of our Services

Developing Strategies

Investments in information technologies are often designed for long-term benefit. Far-sighted planning is therefore important. We support politics and administration
– in strategy development and roadmapping,
– in the design of internal change processes,
– in recognizing new trends and evaluating their potential,
– in brainstorming through creative workshops.

Process-Oriented Thinking

We see technology as a tool to facilitate and improve workflows: Technologies and processes serve efficient solutions. We support the administration in
– digitalizing processes without media discontinuity,
– consolidating IT infrastructures and processes,
– improving the ergonomics and user experience of specialist software
– standardizing IT workplaces.

Digitalize Services

Many cities are online – but the services they offer to citizens and businesses rarely are, and often only to some extent. We are working on easy access to administrative services:
– integrated service offerings from the portal to the specialized procedure,
– SOA- and microservice-based architectures,
– piloting and testing innovative services.

Create Infrastructures

Public IT infrastructures must remain independent of short innovation cycles of digital technologies and operator models. We support the administration in
– the consolidation and modernization of IT networks,
– the conception of data and service platforms,
– the introduction of modern software development and operating concepts.

Examples for Research and Development Projects

– Government Data: Development of essential components for retrieving, transforming, sharing and analyzing data sets, including in the European Data Portal
– Artificial intelligence: Speech assistance solution for the online service "Kinderleicht zum Kindergeld" of the Hamburg Senate Chancellery
– Project support and quality assurance: Development of an IT platform for Berlin's youth welfare system
– Qualification: Project study "Qualifica Digitalis" for the qualification of employees in the digitalized public administration, initiated by the IT Planning Council
– Data quality: Study on High Value Datasets commissioned by the German Federal Ministry for Economic Affairs and Energy
– Analysis of the state of digitalization in Germany

Provide High-Quality Data

High-quality administrative and research data are the basis for rapid information flow and exchange in the public sector and promote public opinion-forming and citizen participation. We are consistently committed to high-quality data and support our public-sector clients in this process:
– development of data strategies
– conception and implementation of portals and tools based on our piveau data technologies
– Analysis, transformation and preparation of data.

Protect Information

As more people, processes and things are represented in digital networks, information security becomes all the more important for management. We offer expertise in the development of
– risk analyses and security concepts,
– security architectures and platforms, user-centric ID management scenarios,
– certification according to recognized IT security standards.

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