



THE GOZO BUSINESS CHAMBER



MINISTRY FOR GOZO



A vision for Gozo: Government Initiatives in the area of digitalization

Jonathan Mizzi
Chief Information Officer – Ministry for Gozo

INSULEUR Forum: Digital Transformation of European Islands

25th October 2019 | Venue: Grand Hotel Gozo

Digitalization of Services offered by the Ministry for Gozo

- In 2016 the Mobile Government Strategy was launched and the government has progressed in implementing a 24x7 Public Administration thus making all services accessible and user friendly for everyone, anywhere, at any time
- Today all applications for services offered by the Ministry for Gozo can be accessed from the MyGozo mobile app, from the Ministry's website or from the servizz.gov website which is the Government's main website from where all services can be obtained
- By means of this digitalized service, the applicant can also keep track of the status of their application

Digitalization of Services offered by the Ministry for Gozo

- During the digitalization of the services previous processes were re-engineered and simplified. To ensure quality of service all digitized services offered by the Ministry for Gozo are based on the four pillars of quality of the Public Service:
 - ✓ the client's voice
 - ✓ the design of policies services meeting the clients' needs
 - ✓ the complete service
 - ✓ the accountability

Digitalization of Services offered by the Ministry for Gozo – *Way forward*

- Digital by Default shall be considered as the default choice when delivering public services
- Data sharing across government is an ongoing challenge and therefore the next challenge is to implement the ‘Once-Only Principle’. Having it in place does away with having to give the same personal information which was already given to the government when applying for previous services
- When the ‘Once-Only Principle’ is achieved the next step will be to give to the citizen a Service of Excellence. This means that if a citizen is entitled to a service it is given to him without the need for applying for it

Adoption of Emerging Technologies

- In 2019 a three year Strategic Plan for the Digital Transformation of the Public Administration was launched addressing:
 - Artificial Intelligence
 - Internet of Things
 - Immersive Technologies

Adoption of Emerging Technologies

Implementation of these technologies in Gozo

- Artificial Intelligence will be used for the calculation of boarding time of vehicles on the Gozo Channel ferries. Information from video cameras installed in Mgarr and Ċirkewwa ports by using AI will convert the video in waiting time to board ferries and the information will be made available to the public
- Artificial Intelligence will also be used for smart parking. This will reduce congestion, pollution and travelling time



THE GOZO BUSINESS CHAMBER



MINISTRY FOR GOZO

INSULEUR FORUM

25th October 2019 | Venue: Grand Hotel Gozo

- Internet of Things (IoT) technologies will be used in Smart Bins. When full the Smart Bins will automatically send a message to the operator and therefore this will result in efficiency and a cleaner Gozo
- Immersive Technologies will be used to enhance the tourist experience. The enhancement will start from www.VisitGozo.com which will allow a potential visitor to experience by means of augmented or virtual reality important 'selling' points such as a walk through Cittadella, the recreation of the Azure Window and other interesting places around Gozo.



THE GOZO BUSINESS CHAMBER



MINISTRY FOR GOZO

INSULEUR FORUM

25th October 2019 | Venue: Grand Hotel Gozo

Free Wi-Fi in public place

Wi-Fi in Gozo - to provide free Internet Wi-Fi access in public areas

Free Wi-Fi already implemented in beaches and public gardens

By tapping Wi-Fi4EU funds, free Wi-Fi will be installed in villages across Gozo

Gozo Innovation Hub

In November 2019 the Gozo Innovation Hub will be inaugurated

- MOU were signed with Noovle (Google premium partners) – to set up its research centre on the island to offer solutions related to cloud, hybrid cloud, machine learning and blockchain
- J2 Group (Microsoft partners) - to work on the Microsoft CityNext project, which seeks to empower citizens and cities through the use of Artificial Intelligence (AI).
- AI in Business Conference in Gozo will be held on the 6 November 2019



THE GOZO BUSINESS CHAMBER



MINISTRY FOR GOZO

INSULEUR FORUM

25th October 2019 | Venue: Grand Hotel Gozo

Connectivity Redundancy - 2nd Fibre Optic Cable

“bring connectivity to Gozo island and that is something important nowadays because it will guarantee that all people living in Gozo, all people visiting Gozo will have perfect connectivity for all their internet usage – for all their mobile usage at any time of the year and with perfect quality” (Italian company Elettra - President Didier Dillard)



THE GOZO BUSINESS CHAMBER



MINISTRY FOR GOZO



Thank You

Jonathan Mizzi

INSULEUR FORUM

25th October 2019 | Venue: Grand Hotel Gozo