DIGI4FED

DIGITAL (R)EVOLUTION IN BELGIAN FEDERAL GOVERNMENT: AN OPEN GOVERNANCE ECOSYSTEM FOR BIG DATA, ARTIFICIAL INTELLIGENCE, AND BLOCKCHAIN.

CONTRACT - B2/191/P3/DIGI4FED

ABSTRACT

DIGI4FED aims to understand how (big) data can be used in the Belgian federal administration system to enable better public service provision through new technologies such as artificial intelligence and blockchain. By focusing on the technical, moral, legal and organisational conditions within the internal and external federal decision-making processes, DIGI4FED aims to develop a governance design that serves the administrative and public service processes of the Belgian federal government and makes full use of the potential offered by big data and its application via artificial intelligence and blockchain technology. DIGI4FED focuses on the development of a proof of concept (PoC) of a governance design – the design artefact – in two specific federal policy areas: social security infringements and tax frauds.

Throughout the span of the project, the DIGI4FED team has gathered data through various means (e.g. experiments, interviews, living lab) to identify challenges to overcome in compliance with this aim. The details of the data collection and analysis processes have been reported in various deliverables (see D.1.3, D.1.4, D.2.2, D.2.3, D.3.2, D.3.3) produced as part of the project. To get a better insight into these processes, we invite the readers to check these deliverables.

The research has revealed several types of challenges (e.g. trust, operational, administrative, technical, user acceptance, legal, and policy) to the introduction of new digital technologies in the Belgian federal government. To overcome the identified challenges and to introduce these technologies in the fight against tax and social security fraud, the research findings are compiled into three sets of policy recommendations focusing on legal and operational challenges, trust challenges, governance challenges.

Keywords: Big data, AI, blockchain, data governance, open government data, fraud detection