

DIGITALIZATION AND PUBLIC ADMINISTRATION IN HAMBURG



16th/17th of December| 2021 Eudigit Genua
Municipal of Hamburg-Altona, Department of Socialmanagement and
older adult



Hamburg

WORKSHOP 18TH NOVEMBER 2021 ONLINE-MEETING

Participants: 10

Female: 5

Male: 5

Municipal Department, Senate Chancellery, senior citizen – members of the senior parliament -, representatives from an NGO

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Digitalization and public administration

Seite 2



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DIGITAL STRATEGY FOR HAMBURG 2020

THE BASIS

- Objectives:**
- Identification and use of the opportunities offered by digitalization for a citizen-friendly administration
 - Shaping the digital society together

Textsource: Free and Hanseatic City of Hamburg, Senate Chancellery, Department of IT and Digitalization, doc.N° 21/19800



DIGITAL STRATEGY FOR HAMBURG 2020

The way of digitalization in Hamburg

1. Decentralised development
2. Implementation of specific projects in ministerie and departments
3. Developing a digital strategy in the individual business areas
4. Emphasising its significance as an urban transformation project
5. Digitalization should take place from the citizen's perspective.
6. **DIGITAL FIRST BUT NOT ONLY**

Textsource: Free and Hanseatic City of Hamburg, Senate Chancellery, Department of IT and Digitalization, doc.N° 21/19800



HVVANY ANYONE ANYTIME ANYWHERE

January 2022 starts a new service Check in by App and pay the cheapest fee for the travel this day

The registration of the ride happens by change automatically

It works only with a smartphone

HVV (Hamburg transport association) offers:

Courses for seniors and disabled people in using the Apps, ticket stations and the busses with a rollator

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E-LIBERAY HAMBURG

E-liberay services besides the present offer:



Everybody can use it mostly independent from their income

These offers are accompanied by variety support services

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Seite 6



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CONCLUSION

The City of Hamburg is on a good way to implement the digital transformation

There are a lot of issues by implementation public services (f.e. data protection, ease of use)

Some of them are european wide questions: european servers or google?

A citizen-friendly digital transformation for administrative services also includes analog ways for administrative services.

16th/17th of December 2021 Eudigit Genua

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Seite 7

www.m... de / Datenland Architektursimulation / Erik Recke

The logo for EUDIGIT features two stylized hands, one pointing towards the other, with the word "EUDIGIT" written in a bold, sans-serif font below them.

Hamburg