EPSA 2017 BEST PRACTICES: EUROPEAN AND NATIONAL LEVEL
Shortened Evaluators' comments

EPSA2017015 - Federal Occupational Health Management (FOHM) *submitted by the Swiss Federal Office of Personnel*

Occupational health management has become a focus of many public sector organisations and the selected approach and system developed are quite holistic and integrated. This project addresses the real needs of the targeted population, the public servants, in a context of ageing society where health problems are increasing. It is well designed and the set of actions developed are well tailored to match the objectives. The project is also very good in terms of stakeholders' involvement. It is a joined-up initiative that brings together, on the basis of interorganisational coordination, al ministerial departments, with specialised institutions and also the social partners. In principle, such a project, its design and its factual architecture have a real potential for replicability. Some results have been identified and a long-term impact can also be foreseen. A good and solid project, strong on sustainability and transferability.

EPSA2017028 - Court Audio record labelling system TIX *submitted by the Court administration of the Republic of Latvia*

The Court session audio record labelling system has been developed as a bilateral Latvian-Swiss cooperation programme: "Court modernisation in Latvia". This project provides the judiciary with a solution to record court sessions and generate in an automated way the court session protocol/minutes, afterwards saved in PDF files in the Court informative system. It is a useful eGovernment project, based on robust technicalities. It seems that this project is fully integrated in all the courts in the country and, as such, it has impact and results, thus has proven to be a very relevant project/solution. Users' satisfaction is measured through a yearly survey, whose results are amazing (95% of system users are satisfied). Bridging the gap between the judiciary and the ordinary citizens, and increasing the confidence of the latter in their judicial systems contributes significantly a to a better state-society inclusion. This case is based on an interesting bilateral modest and practical project (not a big EU-funded programme), with high relevance for the citizens and businesses.

EPSA2017075 - Crime Reduction Toolkit *submitted by the UK College of Policing*

The "Crime Reduction Toolkit", launched in 2015, is a truly innovative project that consists in an online tool providing easy access to the best available research evidence on the effectiveness or not, of interventions to reduce crime. The project is highly relevant and gives answers to problematic questions in many countries. The actions undertaken within the frame of this project are relevant, consistent and well designed to meet the end-users/beneficiaries effective needs. The College What Works has enabled ready access to policing stakeholders via membership channels and existing mechanisms, structured by communities of practice and is members-led. The College What Works has been subject to a three-year independent evaluation by the Institute of Criminal Policy Research (ICPR), University of London. The results in qualitative terms and in quantitative ones are satisfactory. This is a good example of evidence-based policy-making.

EPSA2017080 – Digital Justice *submitted by the Spanish Ministry of Justice*

Ambitious program of the Spanish Ministry of Justice for providing fully dematerialised case management at all jurisdictional levels and all instances within the territorial scope of the Ministry, including the Public Prosecutors' Office. Innovative, especially regarding the system MINERVA, which concentrates the main improvements of the Digital Justice Program, and LexNet, the secure bidirectional information exchange system between Judicial Offices and various legal operators. The complete processing of judicial proceedings through the Digital Justice solution is a reality since 2016 in 26 judicial parties. Since January 2017, electronic communications have been extended to the rest of public administrations and bodies related to justice administration. This project has addressed a challenge which is faced by all judicial systems. Proceedings cease to be a set of papers that moves from one legal agent to another and becomes a set of electronic information. This represents a radical and bold step especially as this has been achieved with the engagement and support of practitioners and other stakeholders.

EPSA2017087 - Maps of healthcare needs in Poland *submitted by the Ministry of Health of the Republic of Poland*

This project has been designed to meet the needs of the Polish health services and patients. Every health system struggles with complex and often non-integrated systems and services. The project aims to address this and has found solutions to questions many other countries are struggling with. This project could serve as a role model for healthcare administration and has a very high level of learning capacity. In scale, it is innovative for Poland and many other health systems. It seems to have strong and robust structures, the patients will benefit from a better integrated and co-ordinated health system. There are clear indications that the project has had an impact and that concrete results already have been identified. This project could be applied to most health

systems which are facing similar challenges. One key learning point is to understand and share how health professionals contributed to the programme. This is a very relevant and well-designed project that deals with a well-known problem in a professional manner.

EPSA2017128 - The Co-operation Fund - a European collaborative success
submitted by the European Intellectual Property Office

In the EU MS, intellectual property offices administer trademark and design rights on a national basis. The EU IP Office administers unitary protection for trademark and design rights across the EU. This parallel system is burdensome. The Co-operation Fund was born out of the economic imperative to enable companies, especially SMEs, across the EU to protect their IP and to do so in ways that were not burdensome nor expensive for public agencies at the EU and national level nor for companies. Vast quantities of trademark and design registration information were aggregated and placed into two free online databases, whose quantitative success is demonstrated. The use of the system especially by smaller companies will have enabled them to protect their IP on an EU level more easily. It also supports SMEs in innovation, new design and employment. The critical learning points from the project relate to effective EU-national agency co-operation; the engagement of companies - especially SMEs - in this process; and how EU-wide initiatives can create significant economic benefits and returns.

EPSA2017129 - Bulgarian counter-undervaluation methodology *submitted by the Bulgarian National Customs Agency*

This project intends to fight against systematic undervaluation of the goods circulating through the border to reduce the duties paid by introducing a simple idea: the easiest way was to look at the price of the raw material that has been used to produce the good under scrutiny. The project is outstanding when it comes to innovation. It contains several creative elements demonstrated both in project design, implementation and structure. The project serves as an example: deducting a reasonable price for a good based on the raw materials used for its fabrication is an "extremely powerful" model since it does away with differences based on economic/prosperity/workforce price in different countries. The most immediate result was a massive decrease of 'suspected' undervaluation operators from over 70% to 5%. The National customs administration is not only protecting the interests of numerous public organisations of the sector, but also involving them in the process, which helps for bridging the 'gap' between the private sector stakeholders and the state administration and services.

EPSA2017134 – Vensters *submitted by ICTU, Dutch Ministry of the Interior and Kingdom Relations*

Very impressive and unique approach to performance management well in line with current experiences/research on the requirements of a successful Performance Management (especially the lack of use of PIs; multidimensional). It shows a combination of data evidence/dashboards, mutual transparency and learning focus. It makes good use of new digital resources at various parts and shows an interesting move away from classical reports towards app-based reporting. It contains creative elements demonstrated both in project design, implementation and structure. The project solves in an easy manner a concrete problem (namely performance in PA) and serves as an example. This is an interesting approach of Performance Management with high transferability of technology and experiences, both to other policy fields and most EU member states with stronger regionalised service functions. This is a tool that could make benchmarking easier and more attractive to public administration professionals and consequently contribute to better performance and productivity.

EPSA2017150 - Initiative Public Procurement Promoting Innovation in Austria (PPPI initiative) *submitted by the Austrian Federal Ministry of Science, Research and Economy and the Austrian Federal Ministry for Transport, Innovation and Technology*

The Austrian Action Plan on Public Procurement Promoting Innovation (PPPI) is an excellent project addressing one of the challenges facing governments and other public bodies that are seeking to encourage innovation and productivity improvement through public procurement. The (PPPI) aspires to encourage industry to deliver innovative goods and services and to supply public authorities and citizens with advanced and (eco) efficient goods and services. The creative elements in this project can be perceived in its structure, goals, project design and implementation. The project is highly relevant, well organised and meets the needs of the target groups. The project is also outstanding when it comes to involvement of stakeholders. This approach is critical to public procurement and this project should add value for many years. The involvement of suppliers and their 'buy-in' should ensure this too.

EPSA2017153 - Sea Traffic Management *submitted by the Swedish Maritime Administration*

Sea Traffic Management takes a holistic view on maritime transport processes, traditionally decentralised and lacking integrated tools and means for sharing information. This project aims to provide the maritime world with an open ecosystem for information sharing. It develops a new

way to produce, share, communicate and compile information about maritime traffic. It addresses a number of critical policy, environmental, commercial and economic interests and objectives in a way that meets the needs of government and the industry. The approach which has been adopted has enabled key stakeholders to lead and own the project so that they and government benefit. In addition, universities and others internationally have been included to the benefit of the project. STM is inspired by the Air Traffic Management system and is based on open source solutions. Most countries with significant shipping movements for trade could benefit from this project and certainly learn from it.