SEMINAR ANNOUNCEMENT

UNITED NATIONS
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UNU-EGOV
Operating Unit on Policy-Driven
Electronic Governance

WHERE

UNU-EGOV, Rua de Vila Flor 166, 4800-445 Guimarães, Portugal

WHEN

20 November 2018 | 10:00 – 11:00

TITLE & ABSTRACT

Trends and solutions in electronic identity management: efficient and effective online service delivery

Within digital transformation of the public sector, two interrelated focus areas are identity management and online service delivery. The focus of this seminar is on these two specific areas and will mix practical solutions and good practices with theoretical approaches.

First, we will look into key organisational models and technical solutions for efficient identity management in the digital and physical realms. Elements like life-cycle identity management, the importance of interoperability (IOP), data quality, standards and intergovernmental cooperation, and strengths and weaknesses of centralised and decentralised public key infrastructure (PKI) will be covered, as will key approaches. International good and bad practices will also be highlighted throughout.

Second, we will focus on how to use electronic identities to establish an efficient and effective service production and delivery eco-system. Successful approaches and elements for online service delivery by secure electronic identity management and increased automation will be covered. International good and bad practices will also be highlighted throughout.

SPEAKER

Morten Meyerhoff Nielsen
Academic Fellow, UNU-EGOV (Portugal) and Researcher, Tallinn University of Technology (Estonia)

Morten Meyerhoff Nielsen is an Academic Fellow at UNU-EGOV and also a Researcher at the Tallinn University of Technology, Ragnar Nurkse School of Innovation and Governance, Estonia. He is a former head of section at the Danish Agency for Digitisation, where he was responsible for the national citizen portal (www.borger.dk), including project development and management, daily management and coordination of external stakeholders, redevelopment of the portal graphical identity and information architecture, the establishment of measurable minimum criteria for user-friendliness in Danish eServices, and international knowledge transfer into the unit.

His areas of expertise include project management and coordination, presentation skills, evaluation of ICT projects and online services, analysis and comparative e-Government, performance management, key performance indicators and tools, citizen portal functionality and structure/architecture, user-friendly and personalized service provision online, e-Voting, e-Inclusion / e-Participation and participatory design, Web2.0 / social media use in public administrations, ICT and interoperability, knowledge transfer and exchange, good practice identification and analysis, development and implementation of tender proposals, seminar and conference organization, technical assistance and knowledge transfer to SME's in developing countries, democratization, and international trade and foreign direct investments issues.

Morten holds a master's degree in International Economic Management from the University of Birmingham (UK, 2000) and a BA and BA Honors in Political Science and Economics from the University of KwaZulu-Natal (South Africa, 1997 and 1998).