We Need To Jump Over Two Tech Generations

Καθ. Διονύσης Τσιχριτζής

WHAT?   Generations

➤Mainframes=terminals, dedicated systems

➤Dept. computers, workstations, data bases, transaction systems

➤PC's, local printers, servers, internet, office systems, workflow architectures

➤Smartphones, Cloud, AI, Big Data, social nets

WHERE?   We stand

➢German Verwaltung with Greek employees

➢Paper and some supporting systems

➢Some dedicated systems, like Taxis

➢No interoperability

➢Untrained personnel

➢Multiple hierarchies, overlapping responsibilities, serial processing

HOW?   Can we do it

➢ Electronically identify entities, people, objects, assets, etc.

➢ Capture data at source and organize accordingly

➢ Substitute processes with AI algorithms

➢ All services available from smartphones

➢ Initially ΚΕΠ as facilitators, one stop help

BUT   Major Obstacles

➢Culture of citizens, always try devious routes

➢Culture of civil servants, risk avoidance, no incentives

➢Syndicates approach

➢Absence of quality of service

WAYS   Ahead

- ➢ Vision, for example Estonia
- ➢ Plan, all encompassing with checkpoints and milestones
- ➢ Explain plan and win over stakeholders
- ➢ Proceed with careful incremental steps of maximum visible benefits
- ➢ Change culture and bring back confidence and trust

THREATS

➢Polarized political climate

➢Direct political intervention

➢Demotivating past failures

➢Acute problems change priorities

A journey of a thousand miles begins with a single step