



# ONE PAGE EXPERTISE DESCRIPTION

The aim of this document is to introduce your organisation to potential project leaders. Since there are hundreds of such descriptions circulating throughout Europe, please keep it short, concise and precise so potential project coordinators can quickly assess if your contribution would be useful. This document does not aim to provide an extensive overview of your activities, but to show in a few words your added value relevant to a specific topic or group of topics. **Please fill in one form per field or research/expertise.**

## INFORMATION ABOUT THE EXPERT

ORGANISATION	SPW Digital (Public Service of Wallonia)
ADDRESS	Boulevard du Nord 8 – 5000 Namur (Belgique)
TYPE OF PARTNER	Public Administration
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DATE OF PUBLICATION	

## EXPERTISE OVERVIEW

### TOPIC(S) OF INTEREST:

HORIZON-CL4-2023-HUMAN-01-81: Digital Humanism - Putting people at the centre of the digital transformation (CSA)

HORIZON-CL4-2023-HUMAN-01-82: Art-driven digital innovation: Towards human-compatible and ecologically conscious technology (CSA)

HORIZON-CL4-2023-HUMAN-01-04: Open innovation: Addressing Grand challenges in AI (AI Data and Robotics Partnership) (CSA)

### HEADLINE:

Cultural digital transformation toward innovative approaches (design thinking, customer journey, prototypes...) for better time2market public services

### POTENTIAL CONTRIBUTION:

- Identifying potential users inside the SPW regional administration
- Co-construction of innovation and research test beds with citizens and users
- Catalysing innovation process by workshops, communication, innovations platforms
- Digital culture analysis : problem solving and solution ideation
- Mutualisation of digital tools : promotion and common development for multiple users
- Work with a network of public and private partners to strengthen and accelerate the digital transformation of our administration

Wallonia is one of three regions of the federal state of Belgium. Wallonia covers 55% of Belgium and hosts one third of the Country's population. The Public Service of Wallonia (SPW) is in charge of implementing the policy of the Walloon region and it is the primary interface between the regional institutions and the local administrations and citizens of Wallonia. The SPW employs around 10 000 people in its central department of Namur and the decentralised departments in Wallonia and Brussels. The SPW digital has an innovation unit that is user centric and proposes to interact as a digital link to the various regional administrations working in mobility, infrastructures, environment, territorial management, research .... We see the human and artistic approaches as essential in digital transformation