



## Peer Review REPORT

We kindly ask each Host Partner to complete this form after each Peer Review.

<b>Host Partner</b>	Hajdú-Bihar County Government
<b>Date of Peer Review</b>	11-12 April 2017
<b>Format of the meeting</b>	Experts, representatives of hosts, regional stakeholders
<b>PREPARATION</b>	
<p>What was your experience in arranging the Peer review? How was the reaction of the stakeholders? Did you receive any useful inputs from the Peer Review Team/experts during that preparation period?</p> <p>Based on our well operating stakeholder group cooperation, their invitation and active contribution was organised without any problems – regional actors were happy to be asked and join this meeting. For most of them this was the first time to participate in peer review process so they were strongly interested and committed to give an efficient support for the success of the process. On behalf of the project partners, three partners intended to take part in our peer review: Genoa, Barcelona and Magdeburg provided experts in the theme previously defined and circulated among partners. We had the opportunity to get acquainted with their experience and relevant knowledge beforehand while we also sent available materials to peers to inform them about our problems addressed, the regional situation, the progress made and the results achieved so far. We also identified some good practices in our county in the past months and provided detailed information about these issues as well as about those we have light or serious difficulties with.</p>	
<b>IMPLEMENTATION OF THE PEER REVIEW</b>	
<b>(a) Description of Peer Review focus: key issues that the host partner wanted to address</b>	
<p>The main focus was put on the following questions:</p> <ul style="list-style-type: none"> <li>- How to contact our target audience: SMEs; what kind of targeted channels/methods are used to efficiently reach them</li> <li>- How to improve the efficiency of information flows between SMEs and public authorities (e.g. through the smart use of ICT)</li> <li>- How to strengthen the publicity of available digital solutions for SMEs; how to promote the everyday use of digital opportunities</li> <li>- How to increase the ability/willingness/skills of business actors to interact electronically - how to increase the opportunity for SMEs to participate in international/global digital supply chains; how to integrate them in international value chains</li> <li>- What new innovative solutions/processes/methodologies could be applied when formulating /enlarging e-government services</li> </ul>	
<b>(b) Please list here in bullet points the activities undertook during your Peer Review</b>	
<ul style="list-style-type: none"> <li>• introduction and personal discussion with peers</li> <li>• presentation of all participants indicating their professional background and experience in relevant topics</li> <li>• roundtables with interpretation</li> </ul> <p>Presentations were provided in the following themes:</p> <ul style="list-style-type: none"> <li>• Introduction of Hajdú-Bihar County: strong and weak points of regional economy,</li> </ul>	



regional issues of public administration, results of the survey made within the projects, results of the RSG meetings organised so far, identification of main problems to address

- Modern Enterprises Programmes
- History and current structure of Government Windows, achievements so far
- Developments of the National Tax and Customs Administration of Hungary: new approaches applied, services provided, results so far

Roundtable was really useful and efficient: overview was provided by the Head Notary of Hajdú-Bihar County, the expert of the Entrepreneurship Development Foundation of Hajdú-Bihar County, the representative of Chamber of Commerce and Industry of Hajdú-Bihar County

(c) Partnership: please list here the **experts**

Name	Organisation
Enrica Spotti	Municipality of Genova (with Giancarlo Ruggiero) as head of the Revenue Office of the Municipality of Genoa
Juliane Wolf	expert consultant for industry and economics, Chamber of Commerce and Industry Magdeburg
Jorge Azpilicueta Fernández	Administrative transactions manager, Oficina de Gestió Empresarial Business and Knowledge Department, Government of Catalonia

(d) Partnership: please list here the **participants from your region** (including stakeholders)

Name	Organisation
Dr.Pál Csontos	interpreter
Dr. Csaba Dobi	Head Notary, Hajdú-Bihar County Government
Miklós Fekete	Hajdú-Bihar County Development Agency
Gábor Iván	Chamber of Commerce and Industry of Hajdú-Bihar County
Dóra Klein	Secretariat for Territorial Public Administration, Cabinet Office of the Prime Minister
Dr. András Liska	Chamber of Engineers of Hajdú-Bihar County
Melinda Mátrai	Hajdú-Bihar County Government
Gergely Mazsu	Entrepreneurship Development Foundation of Hajdú-Bihar County
Péter Nemes	National Chamber of Commerce and Industry
Dr. Sándor Pázmányi	EKözig Zrt
Zoltán Simon	interpreter
Tünde Szabó	Hajdú-Bihar County Government
Marianna Szakajda	National Tax and Customs Administration
Péter Virág	Chamber of Agriculture of Hajdú-Bihar County
Zsuzsa Czapp	Hajdú-Bihar County Development Agency
István Sörös	Vice Mayor, Municipality of Hajdúböszörmény
László Mohácsi	General Assembly of Hajdú-Bihar County
Zsolt Nagy	General Assembly of Hajdú-Bihar County



(e) Recommendations: please list and explain the conclusions and main points of advice you received from the experts

We had the opportunity to have some really motivating examples and thought-provoking comments by our peers keeping in mind that all of us are obliged to move forward the implementation of the EU Digital Agenda.

Recommendations have been defined

- to reach the target group:
  - o Organize working sessions, depending on the background (industry, agriculture, tourism...) and depending on the use of ICT
  - o Involve the stakeholder groups in the implementation of the procedure by listening to their suggestions
  - o Use simple method of communication, depending on the target group
  - o Cooperation with the university (scholarship and survey of students to companies)
  - o Work with intermediate people, to be the contact part with SME's
  - o Innovation assistance (best practice)
  
- to improve the efficiency of information flows:
  - o Improve webpage with new possibilities of communication (chat, video tutorial, Youtube channel...)
  - o City services telephone number, hotline
  - o Mandatory answer in maximum 48 hours
  
- to strengthen the publicity of available digital solutions:
  - o National campaign showing best practices through on-line dissemination and events
  - o Awards for the best practices to show the benefits of digitalization
  - o Organize events and forums between public administration and ICT suppliers
  - o Switch to the digital by default
  - o Start with 'everyday projects' (daylife things) to spread out the digital solutions
  - o Offer reducing taxes for doing digital
  
- to increase the ability/willingness/skills of business actors to interact electronically:
  - o Establish the cooperation with Enterprise Europe Network (EEN) to improve doing business abroad
  - o Work with stakeholders to analyse different law systems abroad

Several issues have been presented by our Italian, German and Catalan experts:

- experience on how to ask enterprises about how they would be reached by policy makers, decision makers
- available digital solutions of public administration processes for individuals and enterprises in Genoa, Barcelona and Magdeburg
- different practices of electronic signature
- web platform solutions for different levels of administration
- supporting, financing, monitoring start-ups
- common understanding on the fact that the only way to convince enterprises on the



advantage of digital solutions is to directly show the benefits
(f) Please list here the action points and next steps
<ul style="list-style-type: none"> <li>- preparing the minutes of the peer review and sending to all participants</li> <li>- potential enlargement of the good practice register with some newly identified good practices, finalization of good practices</li> <li>- final decision on study visits based on the main findings of the peer review</li> <li>- preparation for the development of the Regional Action Plan considering the lessons learnt during the peer review</li> </ul>
(g) Exchange of Experience: please list and (briefly describe) any <b>GOOD PRACTICE RECOMMENDED BY THE EXPERTS</b>
<ul style="list-style-type: none"> <li>- German experience on innovation assistants</li> <li>- Spanish example of ID Mobile solution - Mobile system identification to avoid ID card</li> <li>- Italian example of 'Central integrated national and regional payment platform'</li> </ul>