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## MALTA – THE BEST IN E-GOVERNMENT FOR MALTESE CITIZENS



The Government of Malta delivers policy and digital services for its citizens through its special IT delivery organization, the Malta Information Technology Agency (MITA). Already a long-term Microsoft e-government partner, MITA is now strengthening its engagement with Microsoft via a digital transformation whereby the agency will exploit the full power of the Microsoft stack to help citizens and Maltese businesses.

View video: <https://www.youtube.com/embed/SHL6ZgiSvWA>

The Republic of Malta is the only EU country where the majority of public services are available online, the European Commission has noted. Consistently seen as a global e-government leader, the island nation's leadership position is one based on years of solid work by the country's special internal government IT delivery body, the Malta Information Technology Agency (MITA).

Tasked with delivering IT services and applications to the nation's administration, MITA also sets the strategic direction for tech-enabled public services, according to its Head of Technology Department, Dr. Godwin Caruana. MITA has been a user of Microsoft solutions at the desktop and server end for some time, but Caruana and his team are now extending the partnership with a significant, long-term Enterprise Agreement. The logic behind the move: access ever more advanced Microsoft technology to open up potential for digital transformation as well as continue to find new ways of achieving governmental operating efficiencies and great new services for citizens.

Key to this new policy has been the decision to use SharePoint as the government's primary delivery technology across all 80-plus agencies and portals and for all 15,000 Maltese public sector staff.

And in order to deliver greater productivity and improvement of Maltese governmental internal operations as part of this digital transformation vision, a number of other key Microsoft technologies are being rolled out by Caruana and his team.

That process started with the gradual but successful uptake of the full online Office 365 suite by civil servants, accompanied by moves to embrace the potential for communication and collaboration offered by Skype for Business and Windows 10. Caruana and his team are also exploring the power of Microsoft's cloud, with early experimentation in future use of an Azure-based hybrid cloud infrastructure - for both internal administration use, but also for citizen access to services.

"The immediate next step in the digital journey for MITA and the government of Malta will be opening more services to mobile, with even more use of both hybrid and public cloud," he confirms.

"We've been a Microsoft partner for some time, but this is a whole new level of engagement," Caruana points out. "We need the best tools so we can achieve what we want to, and have embarked on a number of projects we deem mission-critical for our future."

For Caruana, the secret to understanding this next chapter in the MITA-Microsoft story is simple. "This is about real engagement between us and Microsoft," he states.

"Our citizens demand the best in terms of e-government - and we think our solid partnership with Microsoft is the most practical way we can see to make good on that promise."

We see the latest Microsoft technology as a key enabler of our approach to better support, engage with government staff, improve internal efficiency and offer better digital information services to our fellow citizens and users.

