Introduction to digital government

Digital transformation training programme
Module #1
Meet your hosts!
Can you introduce yourself, and tell us what made you want to participate in this learning programme?
A few house rules before we start

- Make sure your name is displayed
- Keep your video on unless you have connectivity issues
- Mute if you're not speaking
- Don’t hesitate to ask questions by raising your hand or using the chat
Learning objectives of the programme

- Explain the concept of digital government
- Appreciate how digital government can create value
- Understand the enablers and barriers to digital government
Learning objectives of the programme

- Become digital experts or practitioners
- Learn how to use digital tools
Presentation of the learning modules

1. Introduction to digital government
2. Human-centred design for digital services
3. Agile and open ways of working
4. Building trust in digital government
5. Data: uses, opportunities and risks
6. Managing digital technology risks
7. Navigating barriers to digital government
1. Definition of digital government
2. Purpose of digital government
3. Enablers of digital government
1. Definition of digital government

2. Purpose of digital government

3. Enablers of digital government
Before we define digital government, let’s define digital.
Digital is not the same as IT.
Doing IT (Information Technology) means using computers to store, retrieve, and exchange all forms of electronic data.
Being digital: applying the culture, processes, business models and technologies of the internet era to respond to people’s raised expectations.
Digital transformation means changing how an organisation runs itself.
Heather Conway
@MyLittleFires

Love seeing government embrace online service delivery! Makes my life so much easier. Less long queues, accessibility issues & limited service hours! It also helps to embrace idea of service support staff being able to live anywhere! @GovNL

12:20 PM · Jul 17, 2021 · Twitter for iPhone

NoelCuddy
@noelcuddy

Amazing service from @PassportIRL Completed online renewal applications Sunday night, new passports arrive in post Tuesday morning. Great to see a government body setting a high standard. 👏 @dfatirl

12:54 PM · Aug 18, 2020 from Fingal, Ireland · Twitter for iPhone

R*2
@RightLeftReboja

Man, it would be nice if the government had online solutions for problems that just result in having to call in. I really love calling both service lines only to be told they're not accepting any calls at the moment.

6:03 PM · Apr 21, 2020 · Twitter for Android

Thea Riofrancos
@triofrancos

I just ordered four at-home rapid covid tests online, for free, from a government website that will be shipped to my door by the postal service.

It's not amazing or impressive that this can be done now; it's a travesty, with fatal results, this wasn't done months or years ago.

7:03 PM · Jan 18, 2022 · Twitter Web App
How would you define digital government?
Digital government is about

- better responding to the needs of everyone, either through service delivery or policy making
By **everyone** we mean anyone who uses public services or can be impacted by public policies (eg people, businesses, students, associations, residents, tourists).
Digital government is about

- better responding to the needs of public services users
- by making the most of the digital era, be it in terms of technologies, culture, processes or business models.
Digital government is not about

- using technology for the purpose of using technology
“I want us to ask ourselves every day, how are we using technology to make a real difference in people’s lives”

Barack Obama, former USA President
Iowa app chaos: what is the software that crashed the vote?

Democrats in the state used a product called IowaReporterApp to report data for the first time instead of phoning in results.
There was no need whatsoever for an app. It’s a bad method for this purpose; it’s insecure; it’s not easy to get these things right. Plus it has no advantage to existing methods. I don’t know if it’s better to think this was grift or incompetence. (Yes, yes why not both 😞).
KEEP CALM AND DON'T BUILD AN APP
Digital government is about

● using technology for the purpose of using technology improving people’s lives
Can you think of a digital solution (an app or something else) that does not answer actual needs, like the Iowa caucus app?
Digital government is not about

● using technology for the sole purpose of using technology,

● adding layers of complexity to public services
“Do the hard work to make things simple
Making something simple to use is hard - especially when the underlying systems are complex - but that’s what we should be doing.
Don’t take “It’s always been that way” for an answer.”

GOV.UK design principle #4
Digital government is about

- using technology for the purpose of **using technology** improving people’s lives
- Taking off **adding** layers of complexity from public services
Digital government is not about

- using technology for the sole purpose of using technology,
- adding layers of complexity to public services or
- putting everything online.
99 active mobile-broadband subscriptions per 100 inhabitants, 2020
79% male/female internet users as a % of total male/female population
21% households with internet access at home, 2017
91% population covered by at least a 4G mobile network, 2020

Source: International Telecommunication Union
35% individuals using the internet, 2020
53% households with internet access at home, 2020
23% households with a computer at home, 2020

Source: International Telecommunication Union
Not everyone with the internet is able to use it easily on a regular basis:

- Skills
- Affordability
- Trust
- Ability
Digital government is about

● using technology for the purpose of using technology improving people’s lives

● talking off adding layers of complexity from public services

● putting serving everyone thing online.
1. Definition of digital government

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What do you expect from digital transformation in government?
Digital government can help

- deliver better and more accessible services
People don’t have to travel nor queue anymore to access digital public services, which can save them time and money.
With one-stop shops, people don’t have to worry about where they can access services.
Digital can help governments

● deliver better and more accessible services
● inform and evaluate decision making
In the digital era, it’s both easier and cheaper to collect, store and analyse large amounts of data.
Data can help governments identify populations in need and target their support in the event of adverse shocks.
Data can support decision making and evaluate the impact of government policies and measures.
Does your organisation currently use data for decision making? What challenges does it face in doing so?
Digital can help governments

- deliver better and more accessible services
- inform and evaluate decision making
- increase transparency and accountability
Digital allows governments to make public service information readily available in the public domain, and thus improve **transparency**.
Digital can help governments

● deliver better and more accessible services
● inform and evaluate decision making
● increase transparency and accountability
● make civic participation easier
Digital gives governments the opportunity to engage with everyone at scale. They can get feedback on services, policies, budgets, etc.
Creating a better Seoul together

Participation budget is a system to enhance transparency in financial management and fairness in distribution of financial resources by direct participation of citizens in the budgeting process.
People's Online Aspiration and Complaint Service

Submit your report directly to the authorized government agency

Dapat diakses dengan mudah melalui

1708
SMS ke nomor

Website LAPOR!
www.lapor.go.id

Aplikasi LAPOR!

Unit Pengaduan

Twitter @LAPOR1708
Has your organisation ever used digital tools to communicate with people?
What were the benefits? Did it face any challenges?
But digital government transformation is not human-centre by default.
Digital government can:

- accentuate inequalities
Problems with education around the world during Covid-19

Some teachers paid for the internet and other things to make sure children could still learn.

And many children tried really hard to keep learning.

But many children could not take part and were left out.

This includes children that already found it hard to go to school.

For example:
- Many children who are poor
- Many children with disabilities
- Many girls
- Many children who live away from towns and cities

Years Don’t Wait for Them.
Increased Inequalities in the Right to Education Due to the Covid-19 Pandemic
People in Bangladesh can access public services online from the 8,280 digital centres set up across the country.
“Deliver government services to the doorstep of the people. Providing government services is not a matter of kindness or benevolence.”

Abdul Hamid, President of Bangladesh
Digital government can:

- accentuate inequalities
- lead to disproportionate surveillance
How a fitness app revealed military secrets — and the new reality of data collection

Strava’s global heat map shows that anyone with a Fitbit can inadvertently become a pawn in an uncharted world of collective data.

By Aja Romano | @ajaromano | Feb 1, 2018, 11:30am EST

A US special forces operator, nicknamed "Cowboy," in Afghanistan. (Scott Nelson/Getty Images)

Most of the 22 million people who reportedly use Fitbits or other fitness trackers probably aren’t thinking about what their daily jog or morning walk to work might mean for international security. But a recent, startling revelation about what people's...
Do you have any worries about the digital transformation of your organisation, and government?
1. Definition of digital government

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Digital transformation is not just the work of digital teams. It requires everyone to be involved.
Supportive leadership
Supportive leadership
Whole-of-government approach
Whole-of-government approach: moving away from silos to formal and informal cooperation across the portfolio boundaries of government organisations to achieve an integrated response to particular issues
Malaysia Government Call Centre (MyGCC)

Introduction

In order to realise the government’s intention in accordance with the concept of Popularising the Public Service, Malaysia Government Call Centre (MyGCC) was conceived as a communications gateway to connect the people with government agencies. MyGCC was created based on the concept of high impact, low cost and rapid execution under the National Blue Ocean Strategy (NBOS). Since it was launched by the Prime Minister on 12 November 2012, MyGCC has been operating 24 hours a day, 7 days a week offering customers 7 communication channels (SMS, phone, e-mail, Facebook, Twitter, Instagram, and chatbot).

Background

Like other call-centre services around the world such as New York 311, Service NSW in Australia and 1823 in Hong Kong, MyGCC is a one-stop call-centre with just a single number – 03 8000 8000 – for all service agencies, in line with the government’s No Wrong Door Policy. Generally, people can make requests, complaints, suggestions/feedback, perform online transfer services and receive appreciation from all government agencies through seven (7) channels of communication with a single number without having to visit the government agencies or ministries concerned.

In line with combining the customer service of different agencies/ministries, this exercise can reduce agency/ministry costs. Strategic collaboration between MyGCC and Ministries/Agencies via information-sharing enables the unanswered call rate (UCR) of the Ministries/Agencies to be reduced.
Government as a Platform
Example

1. Check info
2. Verify identity
3. Access reliable data
4. Submit information
5. Make payments
6. Receive notifications
7. Consistently designed and accessible
8. Easily and reliably hosted

Government platforms
1. GOV.UK
2. GOV.UK Verify
3. GOV.UK Registers
4. GOV.UK Submit
5. GOV.UK Pay
6. GOV.UK Notify
7. GOV.UK Design System
8. GOV.UK PaaS

Commonalities across user journeys when interacting with government and the common platforms that could be built to make service creation better, quicker and cheaper.
Government as a Platform (GaaP) means ‘reorganising the work of government around a network of shared components so that civil servants, businesses and others can deliver radically better services to the public, more safely, efficiently and accountably.’
Supportive leadership
Whole-of-government approach
Agile and open culture
People’s trust

Supportive leadership

Whole-of-government approach

Agile and open culture
Digital transformation does not happen overnight.
It’s not always easy to

- hire digital talent
- secure budget
- procure digital services
- manage legacy systems
- navigate legal and regulatory requirements
Singapore’s digital journey

- **Digital inclusion**

- **Government services**

- **People and skills**

- 1980s 1990s 2000s 2010s 2020s
Digital inclusion

From improving internet access to supporting digital adoption

- Liberalisation of the Internet Service Providers’ market
- Incentives to catalyse private-sector investment in new broadband infrastructure
- New SG Digital Office to accelerate digital adoption, focusing on seniors and stallholders

1980s  1990s  2000s  2010s  2020s
Government services

From online services to human-centred services

1980s 1990s 2000s 2010s 2020s

National Computerisation Programme focused on automating internal processes

Sporadic, agency-led development of online public services

Focus on human-centred services

New central coordinating entity with strategic national projects like digital identity
People and skills

Attracting and developing talent from the start

1980s

Significant investments in education and R&D

1990s 2000s 2010s 2020s

Schemes to attract foreign talents

Lifelong learning opportunities

Creation of GovTech Singapore Digital Academy
What are your key *takeaways* from today’s session?
Digital is not the same as IT. It includes other aspects than technology, like cultural aspects.

Digital government is about improving people’s lives, not about using technology for the sake of it.

Digital can help governments deliver better and more accessible services, inform and evaluate decision making, increase transparency and accountability, and make civic participation
But digital government transformation is not human-centre by default. This requires will and effort.

To enable digital transformation, governments need supportive leadership, a cross-department governance system, an agile and open culture, as well as people’s trust.
Next module:

Human-centred design for digital services
This presentation has been designed using resources from Flaticon.com and Unsplash.com.