Can a government be digitally disruptive?

The better the question.
The better the answer.
The better the world works.
APIs and Data Feeds from USA.gov

USA.gov offers a variety of APIs and data feeds to help developers access and expose quality government information and services from their own websites and applications. Currently, these APIs include:

1. USA.gov Data
   USA.gov URLs are created whenever anyone shortens a.gov or .mil URL using bitly.com.

   **Style:** Raw pub/sub feed
   **Return Format:** JSON

2. Corporate Consumer Contact API
   This API returns a manually curated list of contact information for consumer-related corporations.

   **Style:** RESTful API
   **Return Format:** JSON, JSONP, XML

3. DigitalGov Search API (formerly USASearch)
   Provides DigitalGov Search customers with results. This API is only available for use on official government websites. Sign in is required. Once you login, you can find the API documentation under the “activate” menu.

   **Style:** RESTful API (requires DigitalGov Search account)
   **Return Format:** JSON, JSONP, XML

U.S. Web Design Standards

Open source UI components and visual style guide to create consistency and beautiful user experiences across U.S. federal government websites

[View the standards](#) [Download the components](#)
How many GDP points do you think governments can gain from Digitizing payments?

The better the question.
The better the answer.
The better the world works.
Unlocking Digital Payments

ESTIMATED COST OF CASH RELATED TO GDP

<table>
<thead>
<tr>
<th>Country</th>
<th>Cost of Cash Related to GDP</th>
</tr>
</thead>
<tbody>
<tr>
<td>India</td>
<td>1.7%</td>
</tr>
<tr>
<td>Australia</td>
<td>0.8%</td>
</tr>
<tr>
<td>Denmark</td>
<td>1%</td>
</tr>
<tr>
<td>Hungary</td>
<td>1.1%</td>
</tr>
</tbody>
</table>

#CRYPTOCURRENCY #DIGITALTRANSACTIONS
#DIGITALPAYMENTS #FINTECH
Benefits

- Transparency and traceability
- Cost and complexity reduction
- Ledger consolidation
- Immutable digital registration
- Proven and authenticated transactions
- Shared trusted processes
- Trusted recordkeeping
- Interoperability
Is this really possible to reach a 100% digital government?

The better the question.
The better the answer.
The better the world works.
E-estonia aiming at 100% a digital society

99% of all banking transactions are done online.

It takes less than 20 minutes to register a company.

50% of Tallinn drivers pay for parking with their phones.

More than 30% of the population, and rising, are now voting online.

94% of Estonians now file tax returns digitally, using eforms that come to them with data already added.
France 1-click change of address across 20+agencies

- One stop portal to address wide variety of civil services needs of the citizens and residents.
- 32 types of civil services requests can be made through the portal.
How much money do you think government can save by digitizing themselves?

The better the question.
The better the answer.
The better the world works.
The Netherlands met the ambitious goal it set in 2004 to reduce the country’s overall administrative costs by 25%

- 1994 National Action Programme on Electronic Highways: From metaphor to action the Dutch government launched its first ICT policy initiative

- Action Plan Modernising Government was launched
- Issued a practical guide in 2001 on the development and implementation of pro-active service provision for public sector, addressing the legal implications of using citizen information

- Plan to achieve 100% digital access of services by 2017

- Dutch city of Ede spends 92% less than its peers on software licenses
- Plan for government saving of US $1.8 billion by 2018 through an e-government
GCC government entity Digital cost savings study

GCC Government agency estimated cost saving through digitization

Estimated government entity cost
to complete the transaction in a
service center = 14 USD

Estimated government entity
cost to complete the
transaction on the
website = 1.2 USD

Service Center

Customer Insights (Qualitative)

www.abc.com

PHASE
PRE-VISIT
DURING VISIT
POST-VISIT

Channel Coverage

I need to pay a XX I have received

I select my desired language

I view and select XX payment service

I pay the XX amount

I receive a service completion confirmation

Citizen

I share my experience with friends and family or on social media

Average of **5 minutes** spent to pay XX using the website

* Based on survey data for XX service center
** Based on the average session time on XXX from Google Analytics & Alexa

Up to **35 minutes** spent to pay for the services at the service center

Estimated government entity cost
to complete the transaction in a
service center = 14 USD

Estimated government entity
cost to complete the
transaction on the
website = 1.2 USD
Where do we start? How to do?

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The better the answer.
The better the world works.
A digital nation vision cascaded from the top

**Saudi Vision 2030**
- Expand the variety of digital services to reduce delays and cut tedious bureaucracy.
- Increase KSA’s investments in, and lead, the digital economy
- Increase entrepreneurship

**Qatar Vision 2030**
- Build a digital economy and society
- Reduce the digital divide across segments
- Foster innovation clusters creation

**Dubai Plan 2021 & Smart Dubai**
- Aims to become the the smartest and happiest city on earth
- The People: “City of Happy, Creative & Empowered People”
- The Experience: “The Preferred Place to Live, Work & Visit”
- The Government: “A Pioneering and Excellent Government”

**UAE Vision 2021**
- A competitive knowledge based economy
- Sustainable infrastructure and environment
Three key pillars to build a digital government

**BUILD A CONNECTED GOVERNMENT**
- Enable ease of access to all government services and provide SPoC
- How can Digital help governments redefine service delivery, make citizen happier while reducing cost to serve?

**BUILD FOUNDATIONS FOR A DIGITAL ECONOMY & SOCIETY**
- How can governments build a digital economy and society and limit exclusion?
- How can digital help education build the right skills & capabilities required in an ever evolving digital environment?

**ENGAGE WITH CITIZEN ENGAGEMENT**
- How does Digital help Governments become a “trusted brand”?
- How can Digital help governments improve citizens’ participation in building an always better economy & society

**SMART NATION**
Going step by step: Latvia example
A typical approach to citizen Digital experience transformation

12 months

ENVISION

Establish an integrated vision of the citizen experience ambition, aligned to the government purpose and citizen needs

DESIGN

Answers to: How is each channel performing (drop rate, customer satisfaction, transactions success rate...)?
What are key channels used per key service and why?
How many entities have to be visited by the customer in order to complete my service transaction
For each selected service, what is the share of digitized transactions vs. traditional channels?
What are customers saying about their current experience

ENABLE

Prioritize initiatives & related capabilities that offer a personalized, safe, secure and resilient experience

DELIVER

Bring to life the experience through prototyping and delivery tracks composed of a long term and an iterative delivery track of the capabilities

24 months
Regulatory frameworks to boost the economy

- **Regulation of latest technologies.** ie I.o.T (security, privacy, data protection), blockchain, driverless cars
- **Ecommerce regulations** aiming of boosting consumer confidence and to adapt with the upcoming VAT implementation
- **Intellectual property protection frameworks**
- **Ease of doing business** for ICT related businesses
- **Platforms regulation** to better adapt to the data economy and interoperability, openness considerations
Develop Digital skills

**ELEVATE & DEVELOP**
Increase competencies in using digital services, increase female participation in the labor market, create new vocations

**PROTECT**
Create danger awareness and protect user from the dangers of the digital world

**REFLECT**
Help trainees reflect on their digital social responsibility, understand Kuwait digital laws and adopt digital ethical principles

**REACT SKEPTICALLY**
Teach learner to navigate through the overflow of data, and evaluate the quality and credibility of data
Top relevant themes
- Saudisation: 16%
- Sanad System: 56%
- Staff regulation for shops selling female clothing: 3%
- Youth employment: 6%
- Tax on hiring foreigners: 8%
- SME’s: 11%
- Ban of work under the sun: 16%
- Severance pay: 0%
- Escape of foreign workers: 0%

Unemployment dominated the social conversation (84%)

Monthly volume of posts

ENGAGE WITH CITIZEN ENGAGEMENT

Build trust brand towards citizens
As of 2016, Cyberattacks against the US Government are up **1,300% over the past 20 years.**
What are the challenges to Digitization and how to overcome these?

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The better the answer.
The better the world works.
Some of the challenges that governments are faced with, in their Digital Transformation journey

- **Lack of Connectivity**: Lack of G2G, G2C, G2B connected services
- **Tech vs Experience**: Technology oriented experience instead of citizen and service centered experience
- **Unclear ownership**: CMO, CIO, CDO?
- **Lack of Innovation**: Lack of Innovation culture and of interaction with the private sector and entrepreneurs
- **Tech overspend**: Overspend on technology projects without ever seeing completion for a portion of these
- **Digital Resources gap**: Lack of home grown Digital talent
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Three lessons of “Digital”

01 Be clear on the purpose

02 Vision into experience into ruthless delivery

03 Digital as paradigm shift rather than channel shift

04 Agility – leverage or transform legacy

05 Spark competition among gov. agencies

06 Invite diverse skills
THANK YOU