



# *Whole of Government – Filling the Holes*

# *Whole-of-Government Themes*



- **Integrated government**
  - Bringing all services together interjurisdictionally for client-centric delivery—even outside of government
- **Agile government**
  - Fast, flexible, proactive, responsive, collaborative
- **Collaborative government**
  - Within government and cross-sector
- **Accountability and transparency**
- **Trust in government**
  - anti-corruption, privacy
- **E-inclusion**

# *E-Gov Evolves*



A Whole-of-Government approach to e-gov

*Phase 1: Providing service and consolidating functions*

*Efficiencies through automation*

*Phase 2: Government without boundaries*

*Integrated government*

*Phase 3: ...for the good of government as a whole*

*Whole-of-Government*

*Emerging:*

*Phase 4: ...for the good of society as a whole*

*E-inclusion, Cross-sector*

## Themes: E-Inclusion



- *Bertucci*: E-inclusion goes beyond e-gov to actively promote inclusion of all segments of society
- *Heath*: Ideal government requires empathy and intuitive understanding—and quick wins, design and co-creation, a foundation of trust
- *McDonough*: One government requires a public/private partnership to bring all the needed skills to bear.
- *Udell*: There is a vast untapped potential for social software tools to bring people together.

## *E-Inclusion*



- **Mexico** has 7,200 digital community centers throughout the country; 400,000 users last month; citizen portal has 1,500 services. New initiatives to promote digital opportunities and society engagement by linking across jurisdictions:
  - Government portal links federal services to states and localities
  - All municipalities connected to satellite broadband system
  - Interjurisdictional collaboration on e.g., government ATM machines

## *From E-Gov to I-Gov*



- **Singapore:** shifted focus from integrating services to integrating government, potentially changing the structure of government
  - Will depend largely on web services provided by the government
- **Canada:** Better management through “Acting as One”
  - Shared admin and IT services, procurement, real property
  - Enterprise policies, investment decisions, focus and alignment
  - Concept of Service Value Chain and linkage between employee engagement and the quality of services
- **Australia:** Whole of government through “Connected Government”
  - Integrating government systems via individual programs, like health, or IPv6, to break down barriers and boundaries
  - Looking at multiple layers, not just technology, but capability for new programs

But is centralization a good thing?

## *Citizen Centric: What Do Citizens Want?*



- Not too many transactions with government (Finland)
- To keep and expand the benefits of e-democracy in a transparent and accountable government (Mexico)
- To view government as only one of many citizen-centric service providers (Canada)
- To be guaranteed privacy in online interaction and trust in government (Australia)
- Citizens' e-workbook (Netherlands)

## *Vision*



- **Singapore:** To be an integrated govt that delights customers and connects citizens through infocomm's
- **Korea:** Realize the world's best open government
- **Canada:** Beyond just government – All segments of society acting as one to focus on the citizen and strengthen trust and confidence in the government

## *Cross-government Solutions*



- New Zealand governance group, reports to the minister approach to good governance essential to success of e-gov. Because it helps build trust in government
- Australia's Business Transformation Committee
- UK's Transformation Strategy
- Irish Department of Agriculture and Food uses an engineering approach to agile government crossing line departments in an agency
- Belgium initiated a multinational procurement process with France, looking cross-EU
- Sweden and other European members have European Union initiatives to work with

## *IT Workforce Skills*



Recognition of need for greater professional range of professional/executive skills in the IT workforce.

- Finland's aging workforce will bring new demands that require new skills beyond basic IT functions
- Australia is recruiting new IT workers, by raising the profile and increasing the attractiveness of an IT career.
- Ireland has instituted a new training program
- US is developing new IT competencies

# *Identity Management*



- ICA survey on e-IDs, July 2006 (n=14)
  - 65% have national eIDs; 21% planned; 14% no plans
  - Fewer issue organization eIDs
    - mandatory only in Belgium and Hungary
  - Estonia most extensive use of eIDs vs. Anglo-Saxons
- Open issues:
  - Need a user-friendly killer app
  - Need to articulate the value proposition
  - Need to create a legal framework
- Pro: Belgium's multi-headed dragon tamed with eID
- Anti: Dark vision offered by the ACLU in the US

# *Mobile Government*



Study group report out on mobile government

- Canada's Government in the Palm of Your Hand
  - Storm warnings, etc. through wireless portal
- Sweden's "Gateway Sweden" system makes it much easier for commercial trucks to clear Customs
- Singapore's mPal uses multiple channels to deliver online services to 3 million worldwide

## *Innovation*



Government is on a par with private industry in fostering innovation:

- Korean I-gov IT center project –to reduce the time to deploy new ICT services and encourage x-agency research
- Finland’s Job-watch Service for the unemployed and Australia’s JobSearch, which offers access to 300 jobs a day through personalized web page, email and telephone and text messaging

## Q&A



- Question:  
“Will governments that resist the Whole of Government approach be able to sustain their opposition as these changes across all technologies roll across society? If CIOs don’t do it, who else is in a position to do it?”
- Answer:  
“Future of e-government is in our hands. We’re responsible for application of technology in government.”