

# Digital Governance – New Frontier

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# The Why for E-Government ?

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## ✓ **Death Notification is a Checklist:**

- Depending upon circumstances of and tier of governments impacted and responsible more than 30 government contacts maybe required.
- Challenge reduce 30 to 10 to 1

## ✓ **Integrate:**

- Service channels, not for profits, religious and charitable organizations and levels and tiers of government Reassess what services and budgets to control and where to give up

## ✓ **Service Delivery:**

- Channels will be Face to face, telephone, internet, smartphone app

# Engaging the Citizens and the Workforce

Mobility isn't about devices or networks.  
It's about service, innovation ...



... and changing the  
concept of "workplace."

Bring Your Own

**DEVICE**



**DATA**

Social Ratings    Photos    Rankings  
Reputations    Videos

**APPS**



**FRIENDS**



# Key Issues

## 1. What trends will impact government e government strategies in the next three years?



# The Digital World Has Evolved – Have You?

## Digital Government

Government 2.0



# VOLUTION

## E-Government

# The Evolution of E-Services

## E-Government Portal:

- "One stop shop"
- Common look and feel
- Department silos remain

## Web enabled:

- Online services
- Multiple websites

## Business Services:

- Joined-up services
- Integration across departments

## Digital Services:

- Citizen/Business collaboration
- Services "mashup", blending public and private sector

2000

2005

2010

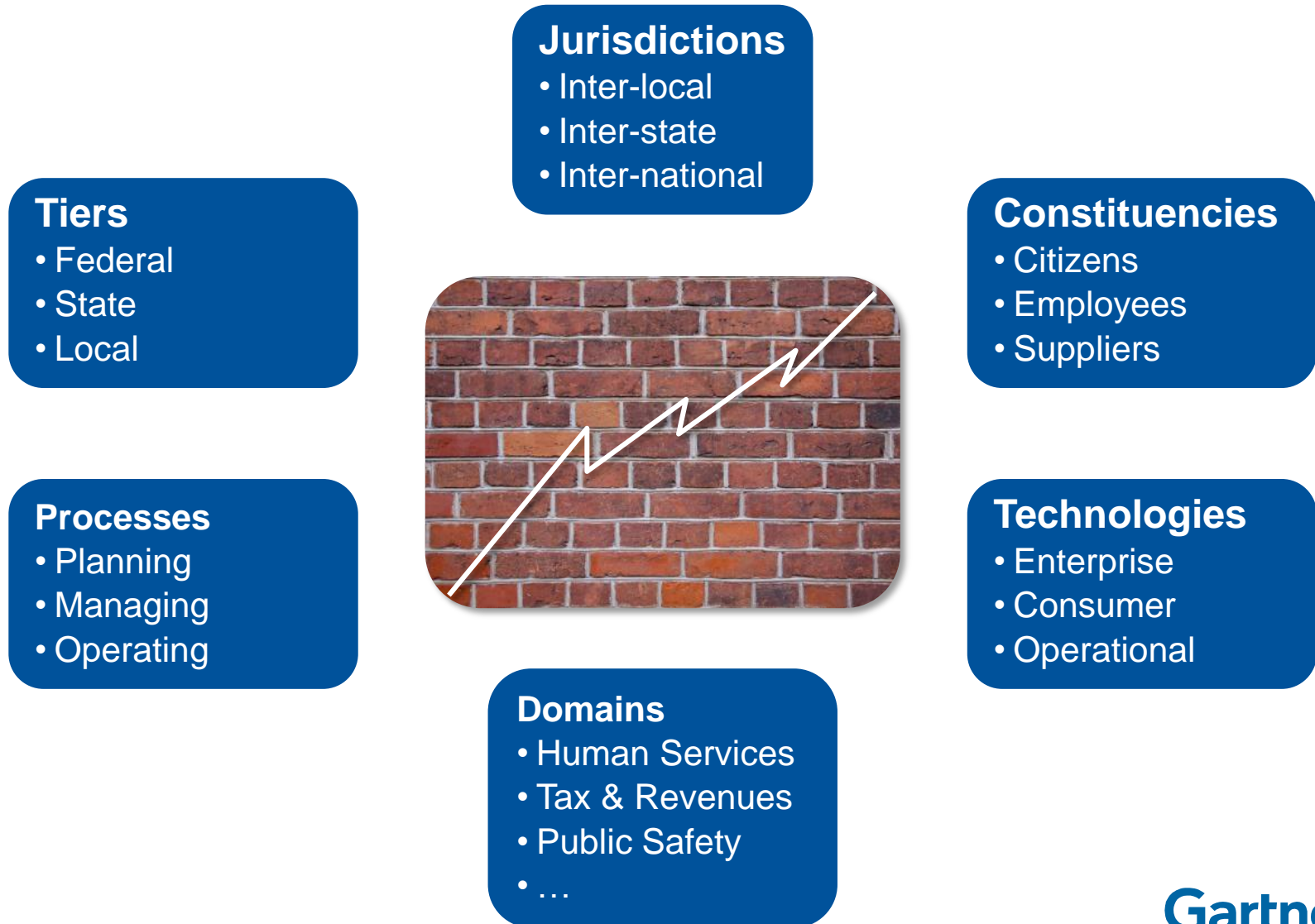
2015

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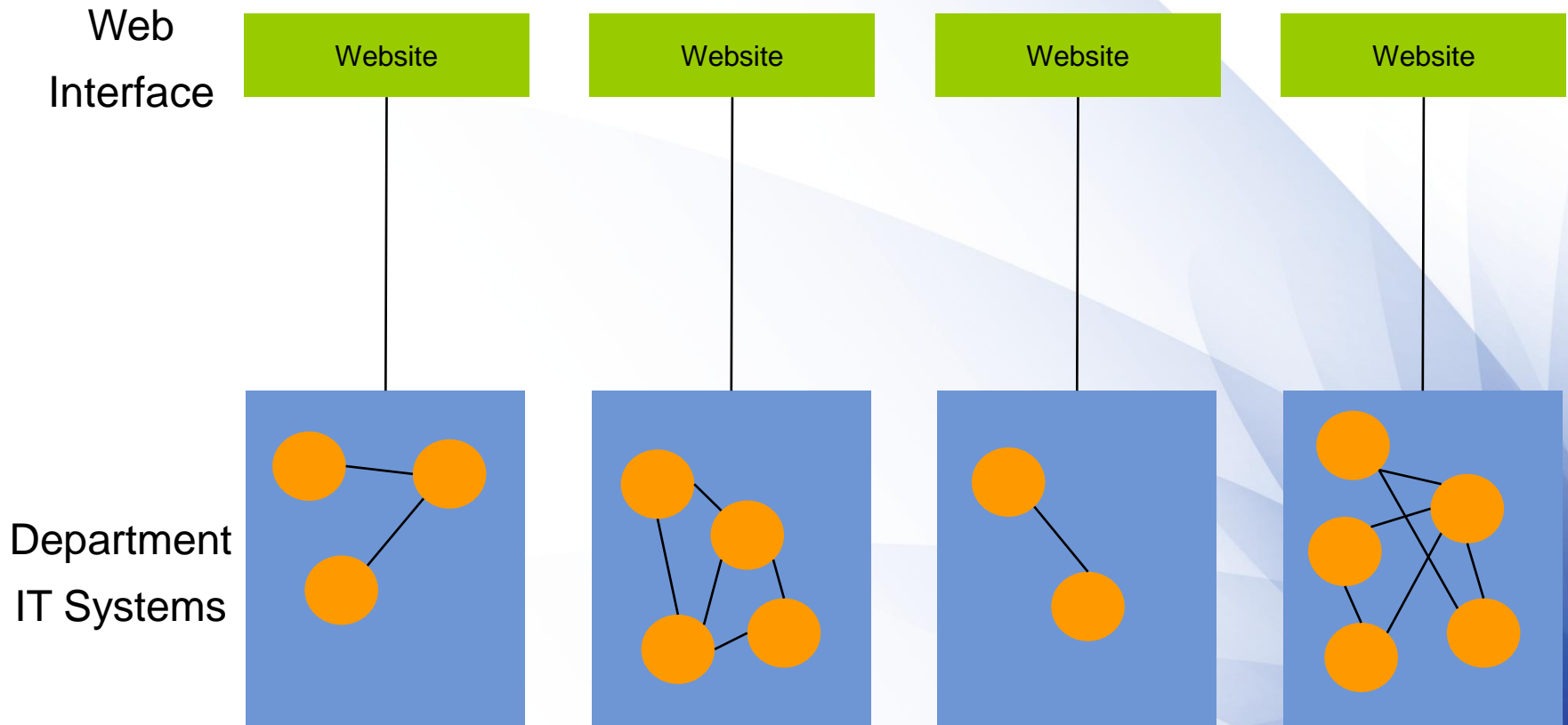
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# When to Cross Boundaries?



# Level 1 — Web Enabled Systems



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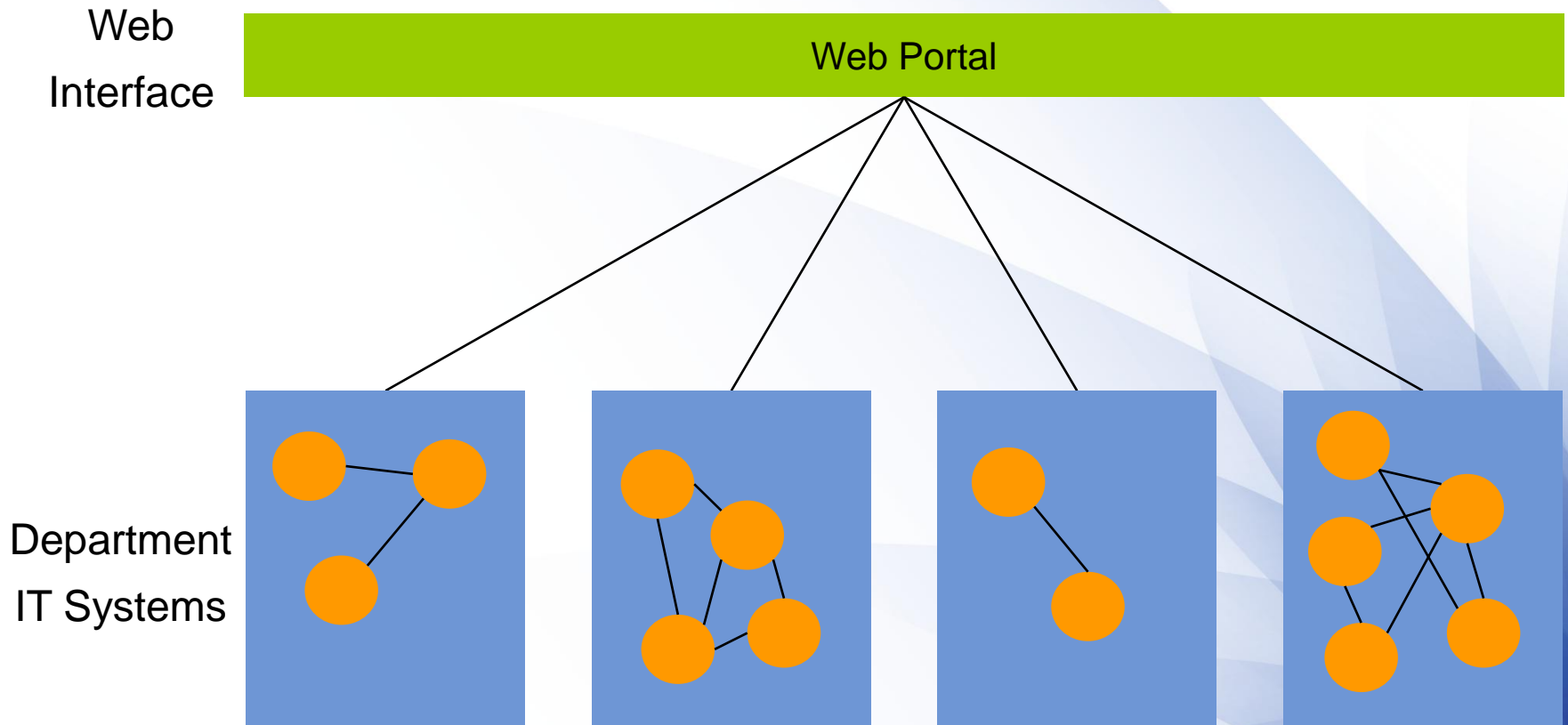
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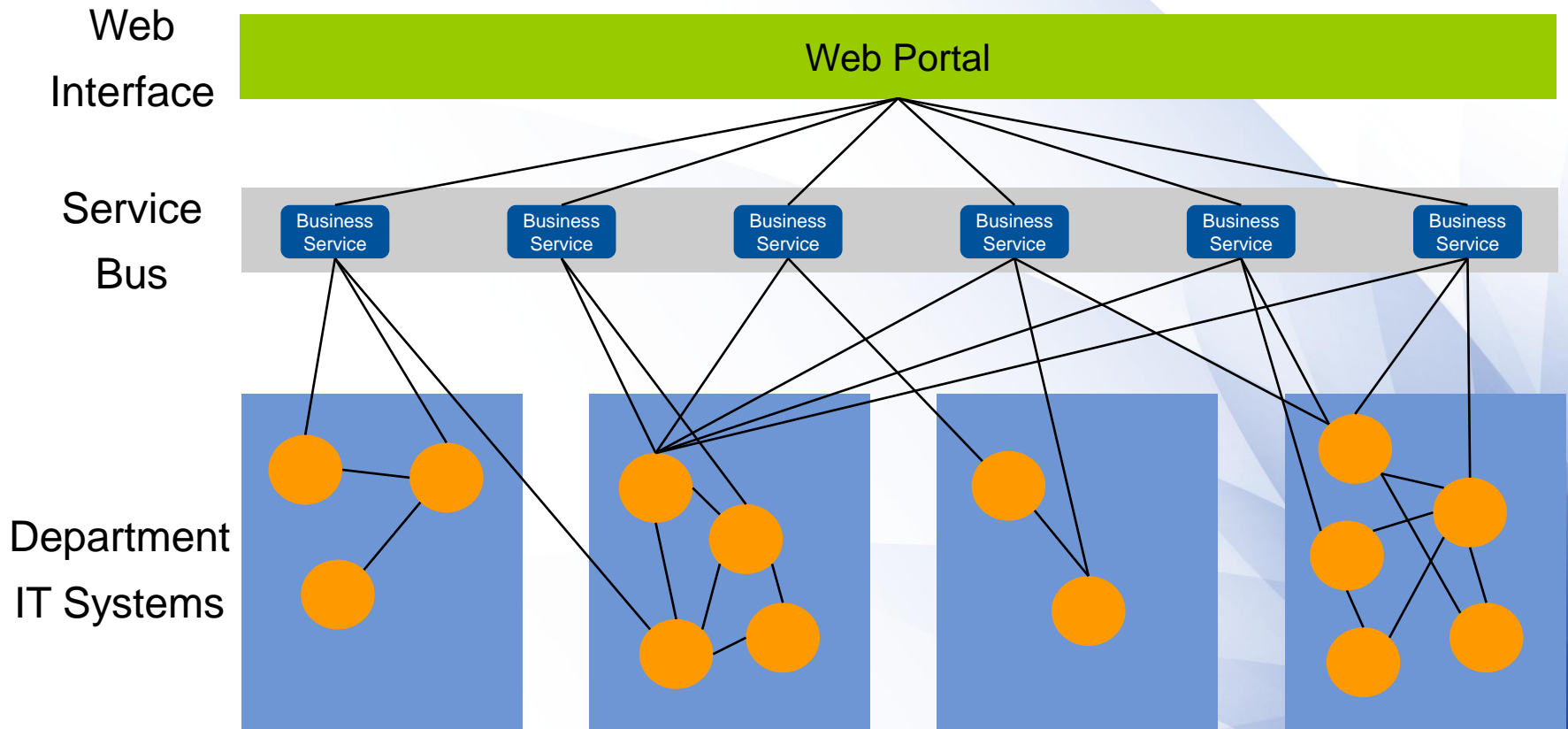
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# Level 2 — E-Government Portal



# Level 3 — Business Services



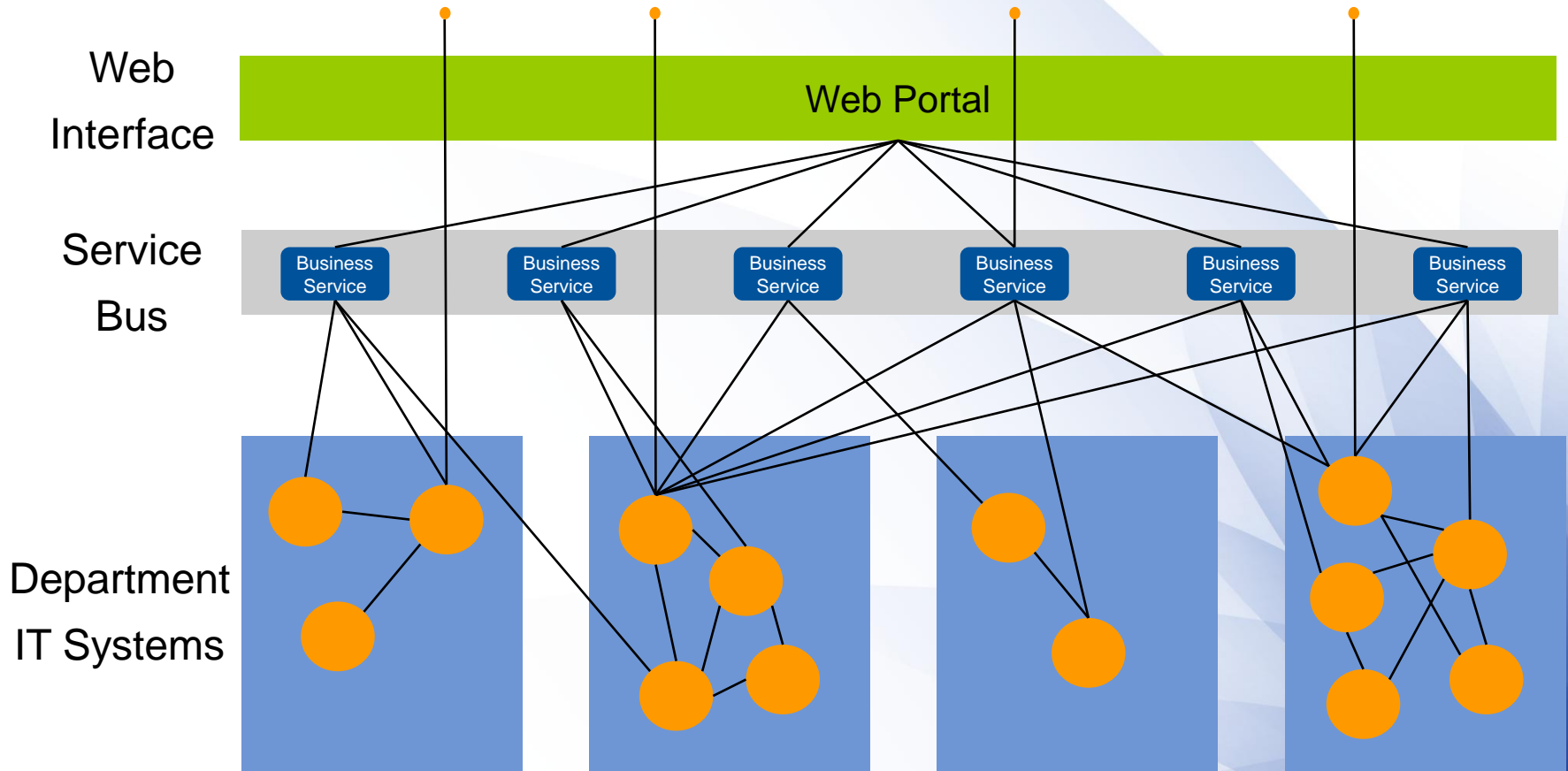
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# Level 4 — Open Services



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# Recommended Gartner Research

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- ➔ [Master the Six Essential Elements of a Digital Strategy](#) Stephen Prentice and Ken McGee (G00247641)
- ➔ [Analyze Government Transactions to Make Them Citizen-Centric](#) John Kost (G00123516)
- ➔ [Digital Government Will Move at the Speed of Civic Moments](#) Rick Howard (G00263138)
- ➔ [Digital Government Must Be Both Inward- and Outward-Looking](#) Andrea Di Maio (G00251887)

For more information, stop by Gartner Research Zone.

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