Building a digital government

Eight trends in digital government

Technology

1. **Digital-first mindset:** People are adopting a digital-first mindset, the heart of faster and better service delivery.

2. **Mobile now:** Citizens want to use their mobile devices to access services on the go.

3. **Omnichannel:** Citizens and governments have a single platform on which to communicate on any device.

4. **Data driven insights:** Governments can use data to make better decisions and spend time where it matters.

Trust

5. **Tracking and transparency:** Access to information and application status will increase transparency and improve service delivery.

6. **Data privacy and data protection:** Governments are working to protect critical data and reassure citizens that their information is secure to build trust.

Transformation

7. **Efficiency:** Operational excellence and efficiency are important, supported by the right technological tools.

8. **Resilience:** Digitally enabled governments can be more prepared for, and recover faster from, natural disasters.

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Transform the citizen experience

The future of digital government is now

Citizens' expectations are being shaped by their experiences across the spectrum, from retail to research. Governments in the Caribbean are working to meet citizen expectations of easy, safe and fast digital services. At the same time, governments must address complex challenges such as vulnerability to natural disasters, mandates for efficiency and transparency and incentives for private sector growth.

PwC's analysis of global trends indicates that governments across the region can rise to these challenges by incorporating digitisation into the local cultural fabric. Combining innovation and tradition will enable governments to advance in a way that is uniquely Caribbean.

The time to turn digital government visions into reality is now. And the first step is to take a close look at digital trends that will help you get ahead.
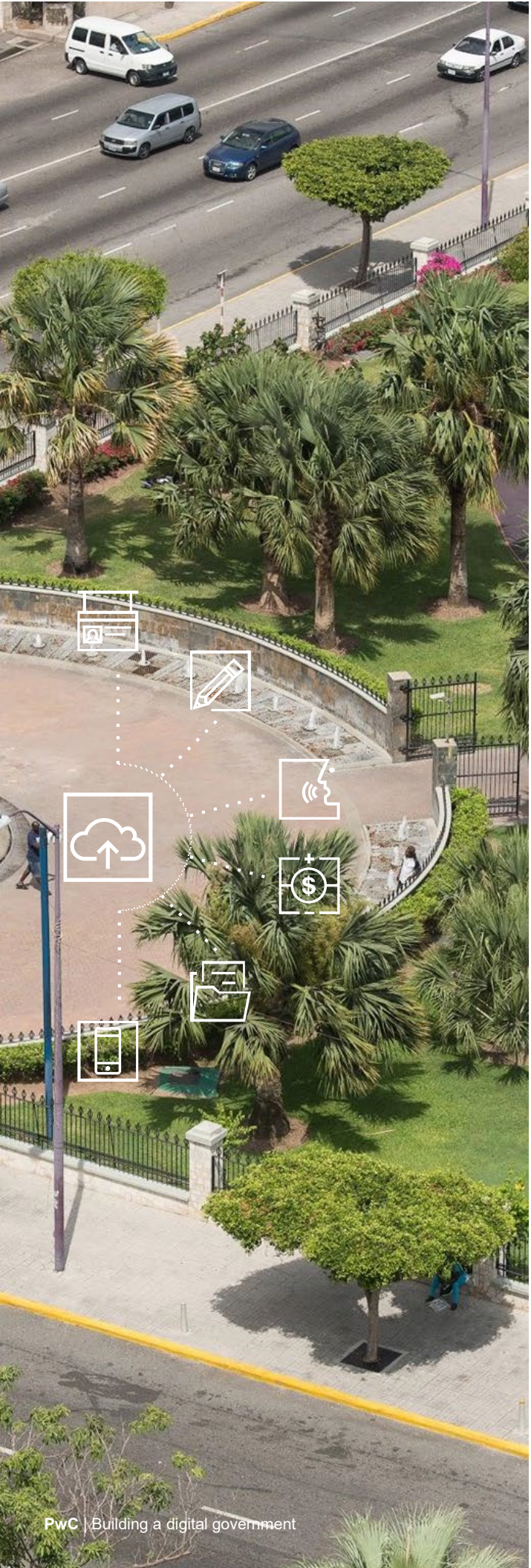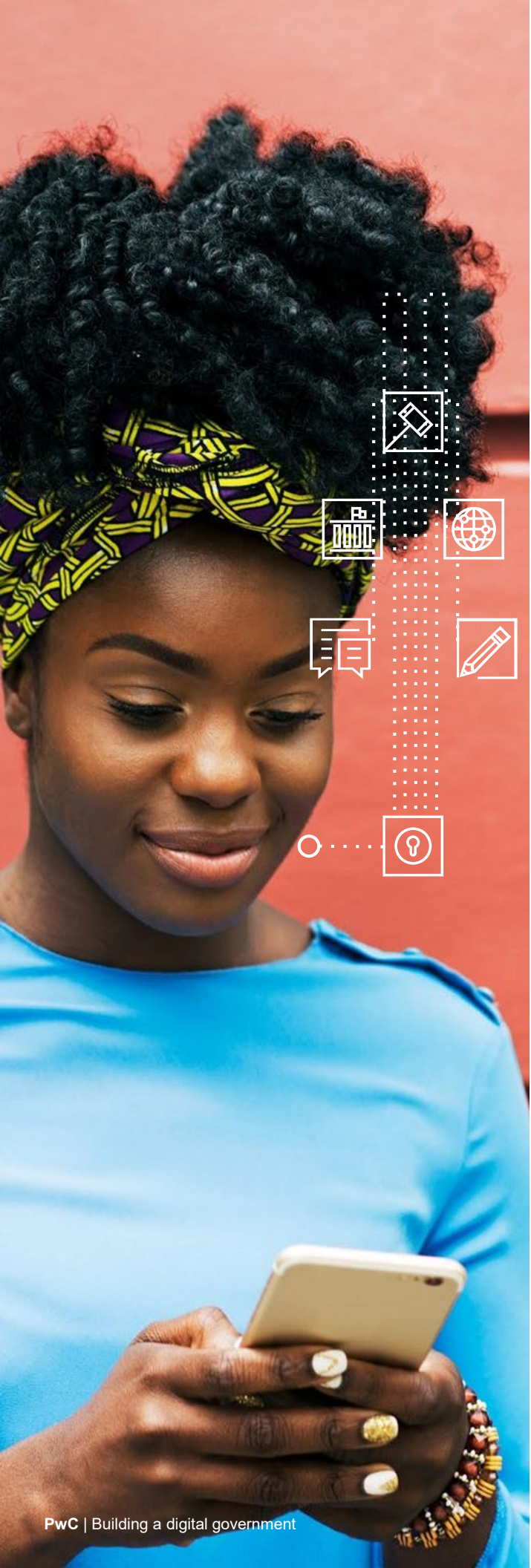
Digital-first mindset

Thinking digital-first lies at the heart of faster and better service delivery. Some of the things citizens want are single sign-on, online payments, digitally available permits and information, as well as digital applications and approvals. Other benefits? Efficient and cost-effective processes that benefit citizens while allowing government employees to focus on critical data analysis and operations.

Digital government done right
Jamaica | Becoming a "Digital Society"

PwC is supporting the Government of Jamaica (GoJ) on their digital journey to establish a new ICT Authority, which will not only provide the digital vision and leadership in implementing GoJ's ICT strategy, but will also foster collaboration and standardisation on ICT innovation across public institutions. PwC provided full life-cycle support including organisational design, process engineering, change and communications. The new Authority will be an important milestone on Jamaica's path to becoming the Caribbean's first digital society.

Mobile now

Citizens want to use mobile devices to access services on the go. It increases convenience while reducing challenges associated with traditional internet (e.g. cost, bandwidth). A mobile government provides localised services that add value to the user, such as sending road condition updates or creating a specialised mobile app that updates with real time crime information. Full integration with online services is key for a seamless citizen experience.

Digital government done right
Digital Upskilling via Mobile
**Caribbean region |** Mobile phone
digital fitness

With estimates of mobile penetration in the Caribbean above 75%, citizens are turning to their mobile phones to keep in touch and conduct business. PwC supported a client with upskilling their workforce through the use of the Digital Fitness Application, an on-the-go mobile-ready, upskilling tool which allows users to take a baseline quiz on their digital fitness and then develop a "workout" plan to upskill themselves with bite-sized learning materials including blogs, papers, and videos.

Technology

Omnichannel

Citizens are used to accessing services on any device at any time. By enhancing multi-channel capabilities, governments can provide services through various channels, including mobile, website, branch, phone and even watches. Applications can be started and fulfilled on different channels. This approach also helps foster trust and encourage digital adoption.
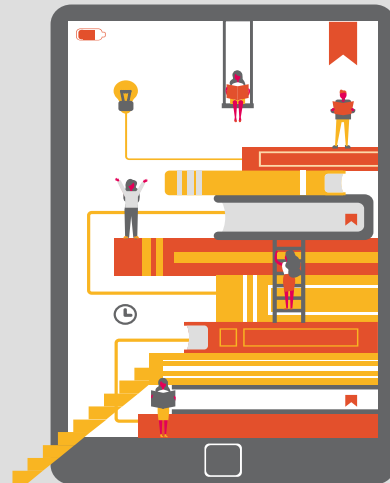
Digital government done right
Providing citizen services digitally
Jamaica | 'One-stop-shop' Citizen Service Portal

With support from PwC, the Government of Jamaica (GoJ) is developing a business plan for a modernised one-stop-shop portal to provide information and services to continue the journey to a digitally enabled society. The portal will allow all stakeholders including citizens, tourists, businesses, investors, and the diaspora to access information and services 24/7 online. PwC is developing the business case with a goal to modernise the portal which can provide information and services anywhere, anytime.

Technology

Data driven insights

Governments must have data at their fingertips to make informed decisions. Government agencies can use data and public service metrics to customise services for users, make better decisions and spend time where it matters by providing the right services to the right people at the right time.
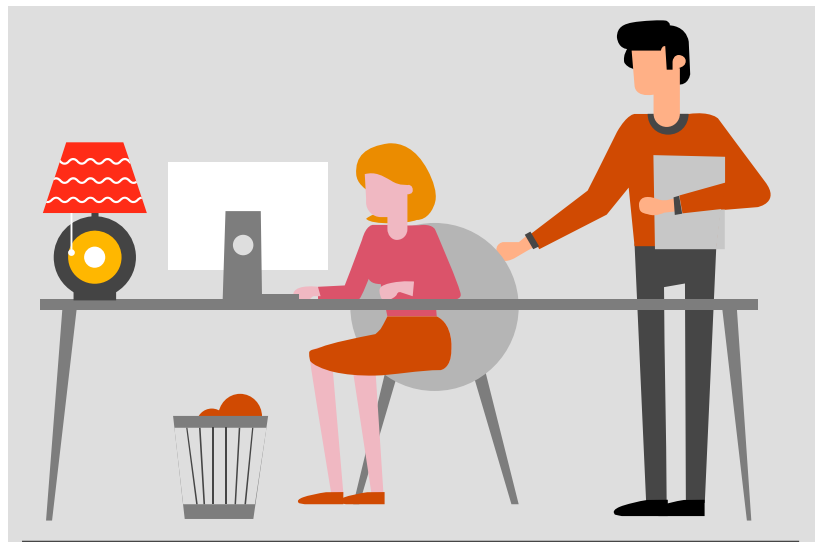
Digital government done right
Speeding up processes via digitalisation
**Dominica** | Central Beneficiary Registry

In order to reduce costs and streamline processes, the Government of Dominica with PwC's support and implementation assistance, has developed a Beneficiary Identification System (BIS). This system uses citizens' data to apply eligible social programme benefits in multiple areas using information from one application. The registry will automatically apply valid benefits to citizens immediately, saving on excessive applications and paperwork processing.

Trust

Tracking and transparency

Citizens want to stay informed about the performance of government services, and they also want to know the status of their applications, payments, and permits. Allowing access to this information will increase transparency and improve service delivery.
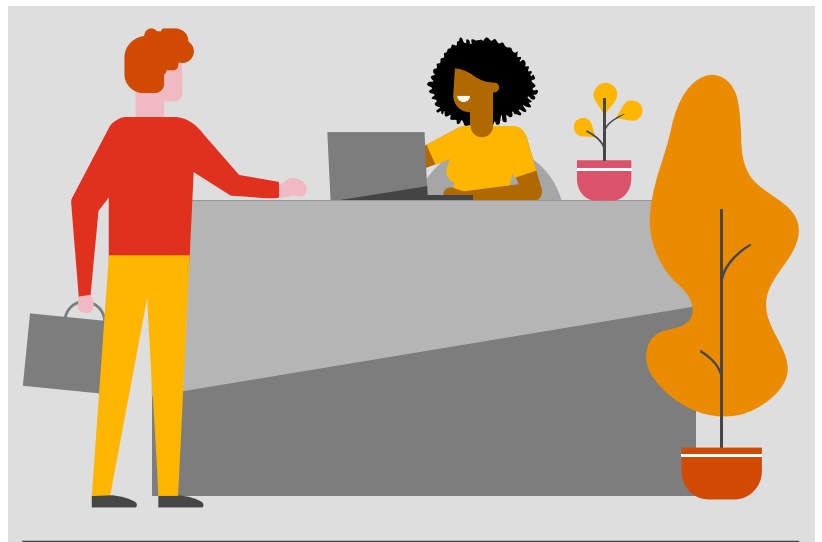
Digital government done right
Using digitalisation to improve procurement processes

The Bahamas | E-procurement

The Government of The Bahamas and PwC worked together to improve the transparency of its procurement processes through the implementation of an e-Procurement system to promote increased transparency and participation in tenders by Micro, Small and Medium Enterprises (MSMEs). PwC supported the government by conducting an assessment of the current state and future state requirements as well as provided procurement support, user acceptance testing and training.

Data privacy and data protection

Governments have critical information on their servers, and the amount of information will continue to grow in the digital world. Today, risk is increasing and cyber-attack incidents are becoming more frequent. Protecting data and reassuring citizens that their data are secure will be critical to enhance trust across the government's network.

Digital government done right
Enhancing trust via improved systems
The Bahamas | Building a data security and privacy management framework

An entity of the Government of The Bahamas sought to develop an ISO 27001 and industry best practices compliant data security and privacy management framework. PwC supported the client in conducting a gap analysis, determining which IT assets to secure, developing threat mitigation practices, and developing a framework for data security and privacy.

Efficiency

To give citizens the digitally enabled service delivery they are looking for, operational excellence and efficiency are key, supported by the right technological tools. Governments are realising their potential by focusing investments on the right capabilities that fuel growth, increasing citizen efficiency and allowing government employees to be trained and deployed to support critical growth and development initiatives.

Digital government done right
Process improvement via updated systems
Jamaica | "Pension in one month" of retirement

PwC supported a government client in Jamaica towards its goal of processing public pension payments within one month of retirement instead of over a year, as has historically been the case. This was achieved through the efficiency gains with the implementation of a new Public Employees Pension Administration System (PEPAS). PwC designed and implemented PEPAS, which automates 22 core pension processes. This has established pension information standards and allowed for appropriate information sharing.

Resilience

Within the Caribbean, natural disasters and climate events are increasing in frequency and strength. Paper-based information including health, tax, voting and criminal records can be lost or destroyed in a moment. Governments have begun to recognise the power of digitalisation as a mechanism to preserve its critical information.
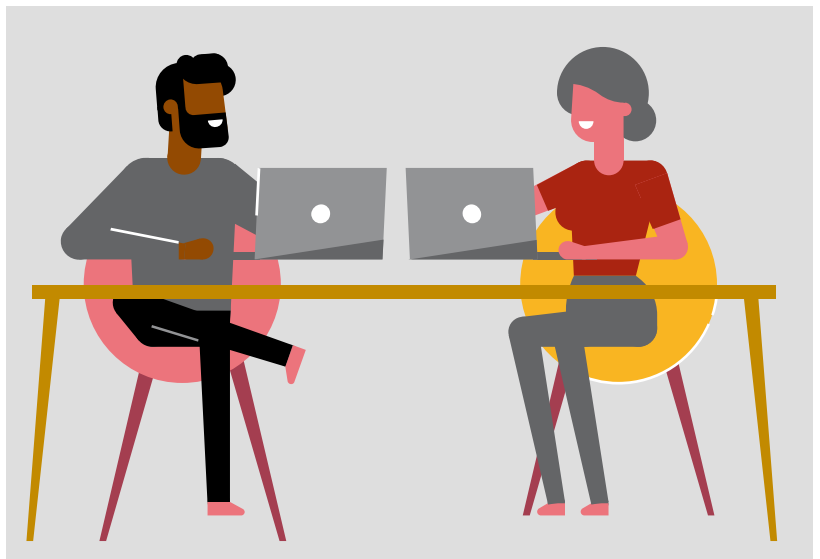
Digital government done right
Preparing for the unexpected
St. Kitts & Nevis | Continuity planning

The Government of St. Kitts & Nevis sought to assess the controls surrounding areas where technology is utilised. PwC was engaged to support a review of operational system securities, network administration and data backup and recovery systems. Current maturity levels were also noted and strategies developed to improve security protocols within a 2 to 3 year span.

Contact us

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