

Joint Councils Executive Report on Trends this Month

Service Delivery, Digital Transformation,
and Citizen Satisfaction were key trends
this month.

Key insights - Service Delivery



US - Many years ago, government regulatory reform created the need for multiple forms and reviews. Today, with the achievability of no-stop, no-form governance, we have the opportunity to deliver public services efficiently while reducing red tape and frustration. Governments at all levels should be moving in that direction as quickly as they can, argues Stephen Goldsmith in [this opinion piece in Governing magazine](#).

IRELAND - One of the State's most senior civil servants has said the public service has "hundreds of offices and thousands of civil servants providing outdated, inefficient and very expensive" services. Robert Watt, the secretary general of the Department of Public Expenditure and Reform, made the comments during an exchange on the merits and potential risks of shifting large amounts of public services online. [Read more here](#).

CANADA - The Alberta government is looking to expand online services for registries. During a province-wide tour, the Service Alberta minister is [discussing the ins-and-outs of modernizing provincial registries](#) to allow people to access

services from the comfort of their home. The minister said that improving the system might not require more money from the government but a stronger political direction, leadership and comprehensive strategy.

US - For the first time in a presidential election, voters in two upcoming Democratic caucuses will be able to vote using their phones. The Democratic Party announced in July that Iowans and Nevadans in February will be able to opt out of the traditional caucus experience and vote using the keypads on their cellphones or landlines. The dilemma for states that might consider voting by phone is the conflict between accessibility and security, argues [the GovTech article](#).

Key insights – Digital Transformation



US - Schneider Electric's Chief Digital Officer explains why digital transformation is important for business and looks at three strategies for a better digital transformation positioning: 1. Transform—don't toss—your core, 2. Go digital—and digitize—at the same time, and 3. Embrace the digital ecosystem. You can read the full article [here](#).

US - [A survey of 101 senior government ICT leaders](#), found that current data infrastructure is seen to compromise operational agility (85%), increase operational costs (83%), create compliance challenges (82%) and decrease the ability to meet citizen expectations (80%).

NSW - The NSW government has begun

developing a new strategy to propel its vision for “next level” digital transformation across government. Customer Service Minister Victor Dominello [revealed the impending release](#) of the digital government strategy this month, just two years after the last strategy was launched.

UAE - Sam Olyaei, senior principal analyst and conference chair, Gartner, discusses how security and risk strategies have evolved in the digital age in [this article](#).

Other noteworthy articles on Digital Transformation:

[Start-ups can show the way to public sector transformation](#). Public Technology

[The Pillars of Successful Digital Transformation Focus on Strategy, Data Analytics and Commerce](#). AdWeek

[Blockchain technology key in new Canadian Government policy](#). Micky

Key insights – Citizen Satisfaction and Civic Engagement



US - [A GovTech article argues](#) that municipalities of every size can leverage smart computing to enable the types of engagement citizens expect without investing in budget-breaking software or tech staffing resources. Local governments choosing to invest in a central data repository and hub for their integrated software stack are benefitting from shared data, streamlined workflows, information accuracy, and pleased citizens at every digital touchpoint. Integrated software stacks and the time-saving benefits they offer, mean more

significant cost-saving through greater efficiency.

US - Artificial intelligence, used the right way, can deliver a far better customer service experience. Citizens are often frustrated by what they view as complex processes and extended waiting times, and the problem is compounded when services or solutions — whether chatbots, mobile apps or websites — are not designed around their needs. To capitalize on AI’s potential, government agencies need to consider more than just the technological capabilities of the solution they want to deploy. They must ensure that technology enhancements go hand-in-hand with developing people’s skills and creating new organizational processes to support AI-powered citizen services. Only then will they be able to improve the overall citizen experience and reap the rewards of operational efficiency. [Read more here](#).

NSW - Service NSW has been named one of the top ten places to work in the country for its dedication to the community. It is the first public service agency in Australia to be included in the list. Service NSW opened its doors in 2013. Since then, the agency has “successfully transformed and streamlined NSW Government service delivery with cutting edge digital solutions and a customer-centric culture,” [Great Place to Work says](#).

Other Noteworthy Articles this month:

[Australia’s digital identity solution to soon link with myGov](#). ZD Net

[Case Study: Improving ID and Access Management](#). Bank Info Security

[Taxpayer First Act: Improving identity verification](#)

[and modernizing the IRS](#). CSO

[AI Lessons: What the Public Sector Can Learn](#)

[From the Private Sector](#). Global Government

Forum

[4 Recommendations for a Strong Federal Data](#)

[Strategy](#). Nextgov

[Why Ransomware Attacks On Local Government](#)

[Matter](#). Forbes

[Social Security Taps Team of Federal IT,](#)

[Management Notables to Assess Modernization](#)

[Progress](#). Nextgov

[Can a city solve homelessness with an app?](#)

Smart Cities Dive

Research Repository

The ICCS Research Repository contains reports and papers on current issues that align to the priorities of the Joint Councils and its members.

Access the repository [here](#) and please send proposed contributions to the Repository to

Sophia.Jesow@iccs-isac.org.

This month's feature: Looking back to move forward



The journey of creating a periodic Executive Report has created a new base of knowledge for the Joint Councils and subscribers from all over the world. To ensure that this knowledge is easily accessible, this feature seeks to summarize the topics that have been covered, from inception to present.

Not only does this review of topics serve as a handy reference guide for the information that readers want, but it also serves as an opportunity to reflect on the directions for future features, whether they drill deeper into an existing topic, leverage the base of knowledge to suggest strategic directions for the Councils, or serve to identify gaps that Council members would like to see covered.

To date, there have been 17 Executive Reports. Find summaries of topics covered and links to the reports in the ICCS repository here:

Issue #	Feature Article (Links to file)	Feature Summary
1.	Digital Strategy	<p>This feature focuses on digital strategies from Australia (New South Wales), New Zealand, Denmark, and UK jurisdictions.</p> <p>It covers elements that make up each digital strategy, identifies what other jurisdictions are doing around digital strategy, and links to each strategy.</p>

Issue #	Feature Article (Links to file)	Feature Summary
2.	Understanding Governance in the Digital Era: An Agenda for Public Administration Research in Canada	<p>This feature contains a summary of selected articles from IPAC's feature issue on "Understanding Governance in the Digital Era: An Agenda for Public Administration Research in Canada." The following articles are showcased and summarized:</p> <ul style="list-style-type: none"> • The vestiges and vanguards of policy design in a digital context • Digital government and service delivery: An examination of performance and prospects • Information governance in digitized public administration • Canadian governance in transition: Multilevel governance in the digital era <p>This feature also includes an infographic of a map of Canada linked to digital strategies from different jurisdictions.</p>
3.	Innovation and Behavioural Insights in Service Delivery	<p>Behavioural insights are one tool in the innovation toolkit to improve service delivery and outcomes. This feature contains examples of how behavioral insights can be used, or in the case of data, identified, to make service improvements.</p>
4.	Infographic on Customer Service and Customer Behaviour	<p>Covers the following pieces of information:</p> <ul style="list-style-type: none"> • 3 changes in Customer Behaviour • 3 Innovative Public Sector Changes • 3 Facts about Technology and Customer Service • 3 Impacts of Technology Changes to Staffing for Customer Service
5.	Privacy and Identity Management	<p>Raises questions on efforts to give people control over their identity and the role of government in protecting the privacy of individuals. This article introduces concerns, the introduction of the GDPR and highlights initiatives countries like the UK, New Zealand and Estonia have worked on in terms of privacy and identity management.</p>
6.	5 things to understand when you are considering Big Data as part of your service delivery strategy	<p>This feature provides a broad understanding of the following 5 topics in the context of Big Data:</p> <ul style="list-style-type: none"> • Blockchain • Virtual Agents • Chatbots • Artificial Intelligence • Predictive Analytics

Issue #	Feature Article (Links to file)	Feature Summary
7.	Interview with Alex Roberts from OECD on Innovation in the Canadian Public Sector	This feature includes an interview with Alex Roberts regarding his report on Innovation in the Canadian Public Sector prior to its release.
8.	A comparison of Digital Service Organizations	This feature compares the UK and Australian Digital Services Organizations in 2018.
9.	Digital Strategies and what the public sector can learn from digital disruption in other industries	This executive summary features digital strategies in the UK, US and Australia. This issue detailed the lessons learned worth sharing from the public sector while creating and implementing digital strategies. Extensive desk research resulted in little that was publicly available; however, we did collect some insights from the private sector that can be ported to the public sector.
10.	Data Governance	An overview of data governance including what it is, what data governance policies are, roles needed on a big data team, and ways to improve data quality.
11.	12 days of Service Delivery	Twelve articles focused on service delivery trends and ideas.
12.	Journey Mapping	This feature includes a definition of Journey Mapping, its benefits, a case study and how to do it.
13.	A look at OrgBook BC	This feature explores the potential of British Columbia's OrgBook BC service and the opportunity that it presents for jurisdictions across Canada and around the world.
14.	Artificial Intelligence in the Public Sector – Opportunities for Policy Development	This feature explores artificial intelligence (AI) and its implications for the public sector. It provides a primer on AI, an indication as to where AI is going, and how policy can be used.
15.	Data analytics in the public sector	This feature explores why data analytics should be used, including applications for the Public Sector and illustrative case studies.
16.	Personal Privacy or 'Ask Just Once' – Do we have to choose?	This feature examines the importance of privacy and the tension that can sometimes exist with service delivery. It considers the views of Canadians, compares privacy policy in a number of countries and looks at the opportunities that technology creates for respecting privacy while offering improvements for service delivery. It also introduces the important concept of Privacy by Design and the work of former Privacy and Information Commissioner Ann Cavoukian.

Issue #	Feature Article (Links to file)	Feature Summary
17.	Opportunities and Challenges of Robotic Process Automation in the Public Sector	An overview of RPA, opportunities and benefits, examples and challenges.

We would love to hear from you!

Do you know someone who may be interested in the Joint Councils Executive Report? Please share a copy of this report. If you are not already a subscriber, you can now subscribe to receive the Executive Report by signing up [here](#).

Send your questions to info@iccs-isac.org.