Joint Councils Executive Report on Trends this Month

Digital Transformation and Identity Management were key topics of discussion this month.

Key Insights –Digital Transformation:

This month, Deloitte Insights published an article entitled "Delivering the digital state" that addresses the worldwide transformation of governments as they abandon analog operating models and embrace digital. The article provides strategies that can help state governments get from here to there.

UK's recently published (February 2018) Digital Transformation Strategy policy paper by Government Digital Service (GDS) has been a key topic of discussion in the news this month. The Director General of GDS provided a fascinating overview of how GDS is leading the digital transformation of government. Key components to the transformation include digital skills training for employees, platforms such as GOV.UK Notify and GOV.UK Pay, GovWifi and several major transformation projects being delivered across government.

The UK also recently published "DFID Digital Strategy 2018 to 2020: doing development in a digital world" on January 23, 2018. According to experts, this strategy is one to watch for four reasons:
1. It links ambition to the external world;
2. Further advances the UK to become a leader in digital technology and development;
3. User-centred design is at the heart of everything; and,
4. Adheres and endorses standards to improve quality and promote best practices.

Other Noteworthy Articles Related to Digital Transformation:
Is digital transformation hampered by slow technology? by Digital Journal
What's Blockchain Technology, and Why Are States Hesitant to Adopt It? by Governing.com
How is Singapore winning at Digital Transformation? by Hitech Beacon

Key insights –Identity Management:

A recent survey queried 200 federal IT executives about agency IT vulnerabilities, challenges and the role identity management plays in those.
• Over 50% of respondents' top concerns included sophisticated external threats and possible breaches from increased mobile use.
• 68% of respondents said that better controls on access provides a major benefit to increased cybersecurity.
• 38% of the survey respondents said budget limitations provided a significant challenge to migrating their networks to an identity-based security management system.
A recent article outlined six best practices for starting an IAM project. The suggestions include the following: knowing your information system, defining your needs clearly, not mixing genres, getting away from ambiguous names, mastering the vocabulary and getting a grip on communication.

Other Noteworthy Articles Related to Identity Management
Survey shows identity management important, but challenging for U.S. Federal IT leaders by Biometric Update
Microsoft plans to build blockchain-based distributed identity management platform by Silicon Angle
Cloud computing chaos is driving identity management changes by CSO

FEATURE

Infographic on Customer Experience

This month, we are featuring an infographic around Customer Experience. Technology is disrupting the customer experience and how customer service is delivered. Along with the disruption will come opportunities to upskill employees and to deliver innovative new solutions that provide a customer experience aligned with client behaviours and that supports the FPT Declaration on Public Sector Innovation.

3 Changes in Customer Behaviour

2007: In the US, only 57 percent of tax returns filed electronically. Now: Over 90 percent.

40% of adults now use voice search at least once per day.

Citizens increasingly want-
Personalized digital experience: 54 percent
Access to user tips/comments: 47 percent
Smartphone access: 44 percent
Integration with social media: 47 percent

3 Innovative Public Sector Changes

FINLAND
Over 70% of tax payers receive pre-filled (i.e. pro-active) tax proposals.

SURREY, BC
IBM Watson addresses 65 percent of questions that already have answers on city websites and learns over time. It studied over 3,000 documents about 16 city services, and can answer 10,000 questions.
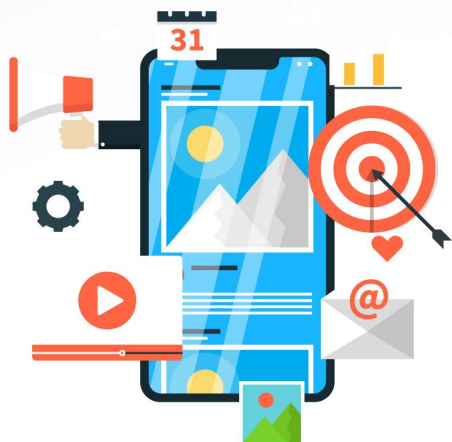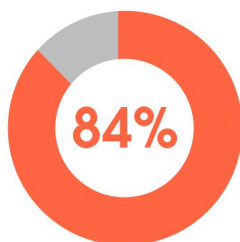
NORTH CAROLINA GOVERNMENT OFFICE
Chatbots free up the help center line, where nearly 90 percent of calls are about basic password support. Operators answer more complicated inquiries.
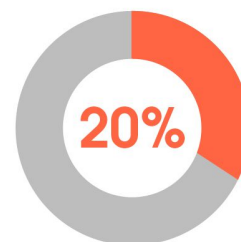
3 Facts about Technology and Customer Service

84%

84% of organizations expect to increase investments in customer experience (CX) technology in the year ahead.

20%

By 2019 20% of brands will abandon their mobile apps.

42% of all contact centre interactions are digital in 2017.

3 Impacts of Technology Changes to Staffing for Customer Service

NEW SOUTH WALES DEPARTMENT OF JUSTICE

Reduced staffing requirements by 28.6% by moving to a new cloud based call centre solution.

REVENUE AND CUSTOMS AGENCY

Reduced handling times by about 40% and processing costs by 80% by automating the process of opening case numbers by phone so advisers don't have to.

DELOITTE RESEARCH ON AI IN THE UK

Automation and AI could replace up to 861,000 public sector jobs by 2030, saving some £17 billion annually in wages compared to 2015.