



Joint Councils Executive Report on Trends this Month

Global Digital Government and Digital Services were key themes this month.

Key insights – Digital Government Survey Results:

Key trends and developments in global digital government are captured in this year's [United Nations E-Government Survey 2018](#). People-driven services are one of the most important new trends in digital government today, according to the report. The numbers show a mixed story, with the UK and Singapore having slight reductions in their score, while Denmark and Portugal rose up the ranks dramatically. For a good summary and analysis on the findings of the report, read the following article that addresses Cyber Security, New Technologies, Digital Identity, Smart Cities, Digital Inclusion and Data-driven decision-making: [UN outlines e-Government strategies for sustainability and resilience](#).

Denmark became ranked as the number 1 nation for digital public services, firstly by the EU and the OECD, and now by the UN for e-Government. The Danish Ambassador to the UK, Lars Thuesen, explains that "The most obvious milestone in the development of digital government in Denmark is that it is now mandatory to use digital in the communication between citizens and government." There has therefore been a "nearly complete channel shift". Read more about how Denmark made it to the top of e-Government [here](#).

"Rankings have consequences. They come with the full weight of the UN attached, representing an independent and truly global view. A drop in the ranking can be used to petition for greater mandate and budget, a rise demonstrates that investment has been worthwhile." -[GovInsider Article](#)

Key Insights – Digital Services:

Chatbots are increasingly being used by governments entities. [This article](#) provides examples of various chatbot services that are being used throughout the US. For instance, Citibot launched about a year ago in North Charleston. Kansas City runs a Facebook chatbot, developed to make open data accessible for non-technical users. Also, the General Services Administration also started using a bot named "Mrs. Landingham". Deployed on the work messaging app Slack, it is designed to help new employees navigate information on forms, discussions, and government jargon.

The New Zealand government will next month launch an online procurement marketplace, attempting to give the smaller players access to more jobs and provide a more transparent approach to how contracts are awarded. Read more [here](#).

"Redesigning our governing practices to solve the complex policy challenges of the 21st century and to repair the social contract urgently demands creating a two-way conversation between government and the governed". Read about "[A hundred places where governments are using tech to crowdsource policy](#)".

Other Noteworthy Articles this month:

[McKinsey: smart cities are about people](#), Freight Waves.

[World's 100 Most Influential People in Digital Government](#), apolitical

[Navigating Government's Digital Transformation: How a Focus on Values Drives CIO Technology Priorities](#), Centre for Digital Government Content Studio.

[Physical and Mobile IDs – Working Together to Protect Your Identity](#), HID Global Corporation

[Creating a city data analytics program isn't easy, but Harvard has a recipe](#), State Scoop

[What Solutions and Services Can Best Support Federal IT Modernization?](#)

This Month's Feature: A comparison of Digital Service Organizations

Canada has recently named a Minister of Digital Government. Minister Brison will [“continue his work to transform the Government’s digital services so they are designed for the people who actually use them and better serve Canadians.”](#) Additionally, Treasury Board Secretariat has released an alpha version of Digital Principles and has established a Canadian Digital Service. We will bring you more on the Canadian approach to digital service in a future executive report.

This month, we are looking at the digital service organizations in Australia and the UK. We have highlighted the principles identified for digital service, as well as innovations and key resources in each jurisdiction.

Country	UK	Australia
Name	Government Digital Service	Digital Transformation Agency
When it was established	April 2011	2015
Published	<p>UK has just reiterated and updated their principles here (and explained why):</p> <ol style="list-style-type: none">1. Focus on teams, not projects2. Develop in-house capacity wherever possible, helped by specialist external experts and suppliers where necessary3. Be agile by default, and deliver in line with GDS standards4. Build digital teams in line with the GDS Digital, Data and Technology profession framework5. Budget for continuous iterative improvement6. Deliver using a common technology stack that’s flexible enough to help teams deliver7. Encourage teams to re-use common platforms and service patterns wherever possible8. Challenge work that does not have a	<p>The Australian Digital Transformation agency created a standard for agencies to follow when thinking digital. The standard is:</p> <ol style="list-style-type: none">1. Understand user needs: Research to develop a deep knowledge of the users and their context for the service.2. Have a multidisciplinary team: Establish a sustainable multidisciplinary team to design, build, operate and iterate the service, led by an experienced product manager with decision-making responsibility.3. Agile and user-centred process: Design and build the service using the service design and delivery process, taking an agile and user-centred approach.4. Understand tools and systems: Understand the tools and systems required to build, host, operate and measure the service and how to adopt, adapt or procure them.

Country	UK	Australia
Published (cont'd)	<p>clear or persuasive business case, or which appears to add complexity, or that doesn't meet user needs, or that simply replicates poor non-digital processes</p> <p>9. Keep things simple</p> <p>And there's a final, meta principle that goes alongside all of these:</p> <ul style="list-style-type: none"> We will empower teams and individuals to call us out when they see these principles being ignored, sidelined or mis-used. 	<p>5. Make it secure: Identify the data and information the service will use or create. Put appropriate legal, privacy and security measures in place.</p> <p>6. Consistent and responsive design: Build the service with responsive design methods using common design patterns and the style guide.</p> <p>7. Use open standards and common platforms: Build using open standards and common government platforms where appropriate.</p> <p>8. Make source code open: Make all new source code open by default.</p> <p>9. Make it accessible: Ensure the service is accessible to all users regardless of their ability and environment.</p> <p>10. Test the service: Test the service from end to end, in an environment that replicates the live version.</p> <p>11. Measure performance: Measure performance against KPIs set out in the guides. Report on public dashboard.</p> <p>12. Don't forget the non-digital experience: Ensure that people who use the digital service can also use the other available channels if needed, without repetition or confusion.</p> <p>13. Encourage everyone to use the digital service: Encourage users to choose the digital service and consolidate or phase out existing alternative channels where appropriate.</p>

Country	UK	Australia
What's New? (Latest Noteworthy Innovation)	<p>Great Britain launched the GovTech Catalyst competition this year to solve Government challenges that could benefit from digital innovation. The first challenges were selected in May 2018 and winning proposed solutions will be announced at the end of August.</p> <p>The GovTech Catalyst supports public sector organisations to find innovative solutions to operational service and policy delivery challenges.</p> <p>GovTech Catalyst competitions help the public sector identify and work with cutting edge technology firms.</p> <p>The £20 million GovTech Fund, awarded via competitions, provides support to define, develop, test and access creative solutions to complex public sector problems.</p> <p>The GovTech Catalyst supports the public sector to make innovative use of emerging technologies to:</p> <ul style="list-style-type: none"> • improve public service efficacy • increase public sector productivity • grow the UK GovTech sector <p>We help match tech sector solutions to public sector challenge owners through the £20 million GovTech Fund competitions. We are the first point of contact for GovTech companies.</p>	<ul style="list-style-type: none"> • Teaming up with GovHack: The Digital Transformation Agency (DTA) will be the lead national agency sponsor of GovHack 2018, supporting the innovative use of open data and helping to unlock its potential value. • A new training marketplace: DTA's Digital Marketplace has expanded to include a new Digital Training Marketplace, helping agencies build the skills they need to drive digital transformation across government. • A coordinated approach to buying IT services from IBM: A new whole-of-government agreement has been made to make it easier for government agencies to purchase IBM products and services • A new template for digital sourcing: DTA is simplifying contract templates to make it easier for government to source digital products and services
Key Resources available online	<ul style="list-style-type: none"> • Service Toolkit: The UK's toolkit for designing and building government services that meet government standards. The kit includes support related to technology, digital standards, design, pre-built technology components 	<ul style="list-style-type: none"> • Digital Marketplace: We are transforming how the Australian government buys digital services, making it easier for businesses of all sizes to access government contracts.

Country	UK	Australia
Key Resources available online	<p>(for example, payment processing and notifications), performance dashboards, and a digital marketplace</p> <ul style="list-style-type: none"> Digital Marketplace: Guidance for buyers and suppliers of cloud technology, digital outcomes, digital specialists, user research participants and labs. Introducing Verify: GOV.UK Verify is a secure way to prove who you are online. It makes it safe, quick and easy to access government services like filing your tax or checking the information on your driving licence. When you use GOV.UK Verify, you don't need to prove your identity in person or wait for something to arrive in the post. Technology Code of Practice: The Technology Code of Practice is a set of criteria to help government design, build and buy better technology. It's used as a cross-government agreed standard in the spend control process. The Technology Code of Practice is part of the Transformation Strategy 2017-2020. You must follow this code from the start of your technology program or project. GOV.UK Design System: A design system to make your service consistent with GOV.UK. You can learn from the research and experience of other service teams and avoid repeating work that's already been done. 	<ul style="list-style-type: none"> Digital Investment Management Office: We provide oversight of all significant investment in ICT and digital by the Australian Government.

We would love to hear from you!

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