

In the moment: Redesigning services around citizens' lives

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e-Estonia – digital society beyond borders



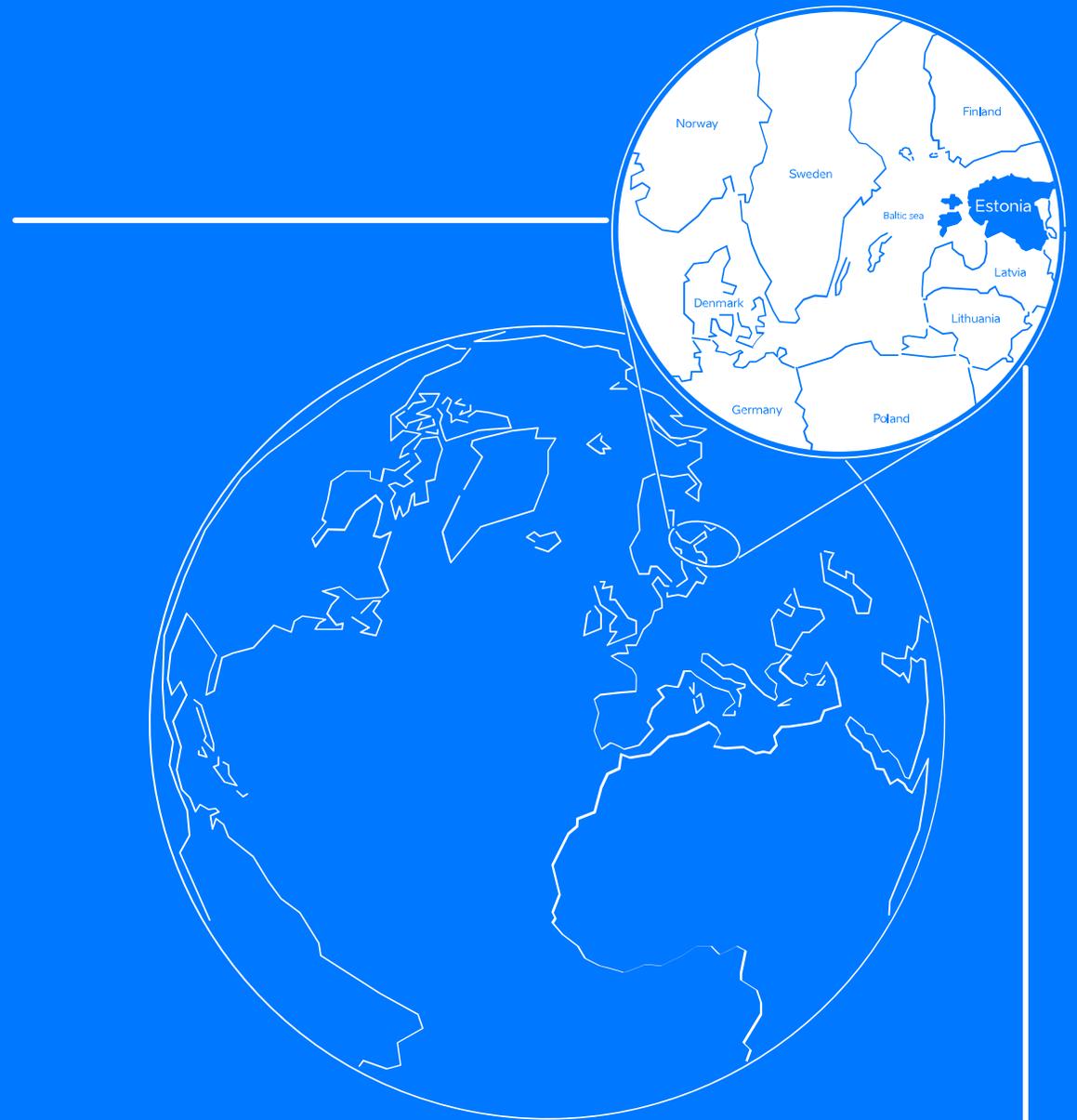
Lauri Haav, Managing Director, e-Residency programme



REPUBLIC OF ESTONIA
E-RESIDENCY

Welcome to Estonia

- + Located in Northern Europe
- + Population 1.3 million
- + 99% public services online
- + Startup nation - entrepreneurial by nature
- + E-Residency introduced in 2014
 - + Empowering
 - + Inclusive
 - + Transparent
 - + Secure



What is e-Residency?



- + Gov issued strong digital identity
- + Online identification
- + Secure digital signature
- + Access to all Estonian e-services
- + A global community of location independent entrepreneurs



Why become an e-resident of Estonia?

- + Register an EU based company online
- + Manage it remotely from anywhere
- + Securely access a wide range of Estonian e-services
- + Digitally sign documents, encrypt and send them securely
- + Join a community of like-minded people



BATHO PELE REVITALIZATION STRATEGY

PRESENTATION BY **MR EMMANUEL KGOMO** TO THE GLOBAL GOVERNMENT
FORUM WEBINAR, 9 FEBRUARY 2021



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Department:
Public Service and Administration
REPUBLIC OF SOUTH AFRICA

**“Growing South Africa together for a
capable and ethical Public Service”**



BACKGROUND & INTRODUCTION

- ❑ Government has pledged, in its MTSF & PoA, to ensure a responsive, professional, capable, efficient, effective and development-oriented public service, which **puts people first**
- ❑ MTSF is informed by the Constitutional imperatives as contained in Chapter 2 on the Bill of Rights, Chapter 3 on the provision of services to communities, and Chapter 10 Section 195 on the professionalization of public administration, ensuring that a high standard of professional ethics must be promoted and maintained
- ❑ Section 3(1)(i) of the Public Service Act provides for the transformation, reform, innovation and any other matter to improve the effectiveness and efficiency of the public service and its service delivery to the public



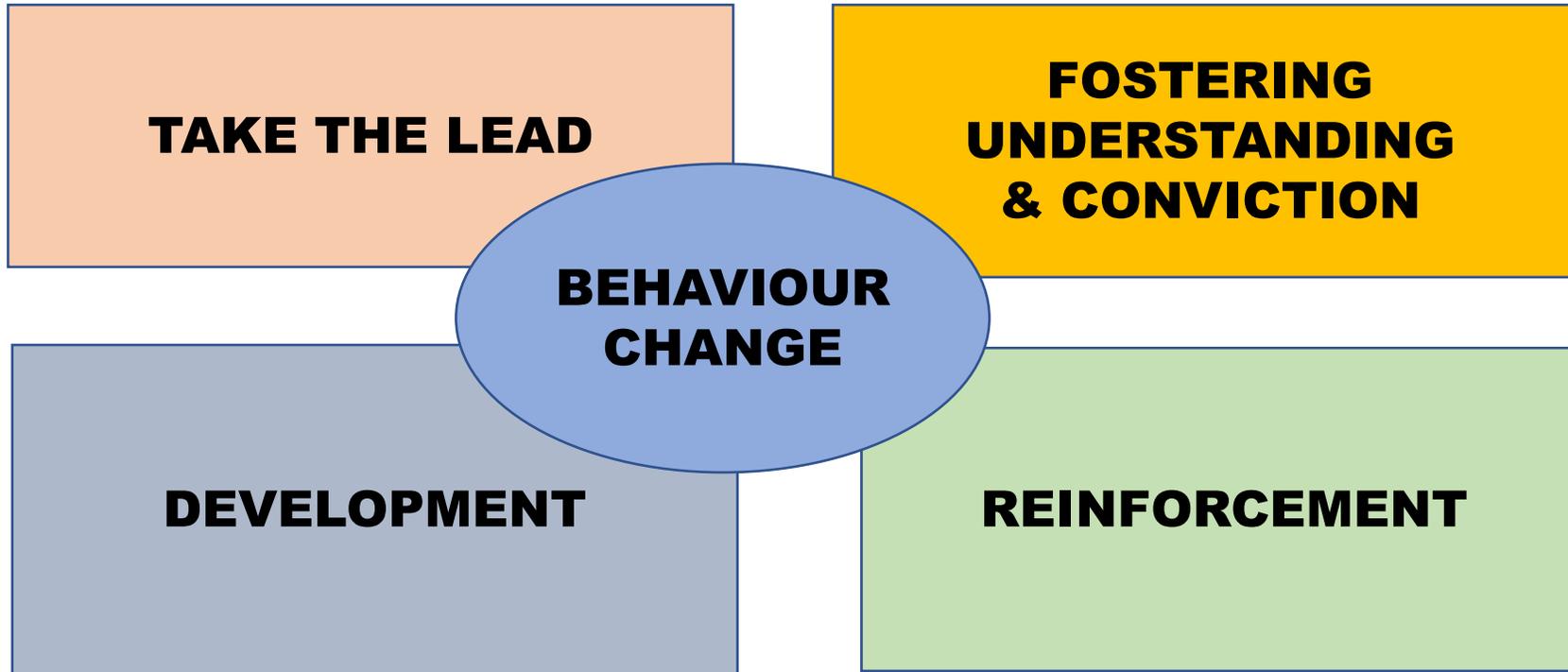
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STRATEGY FOUNDATION

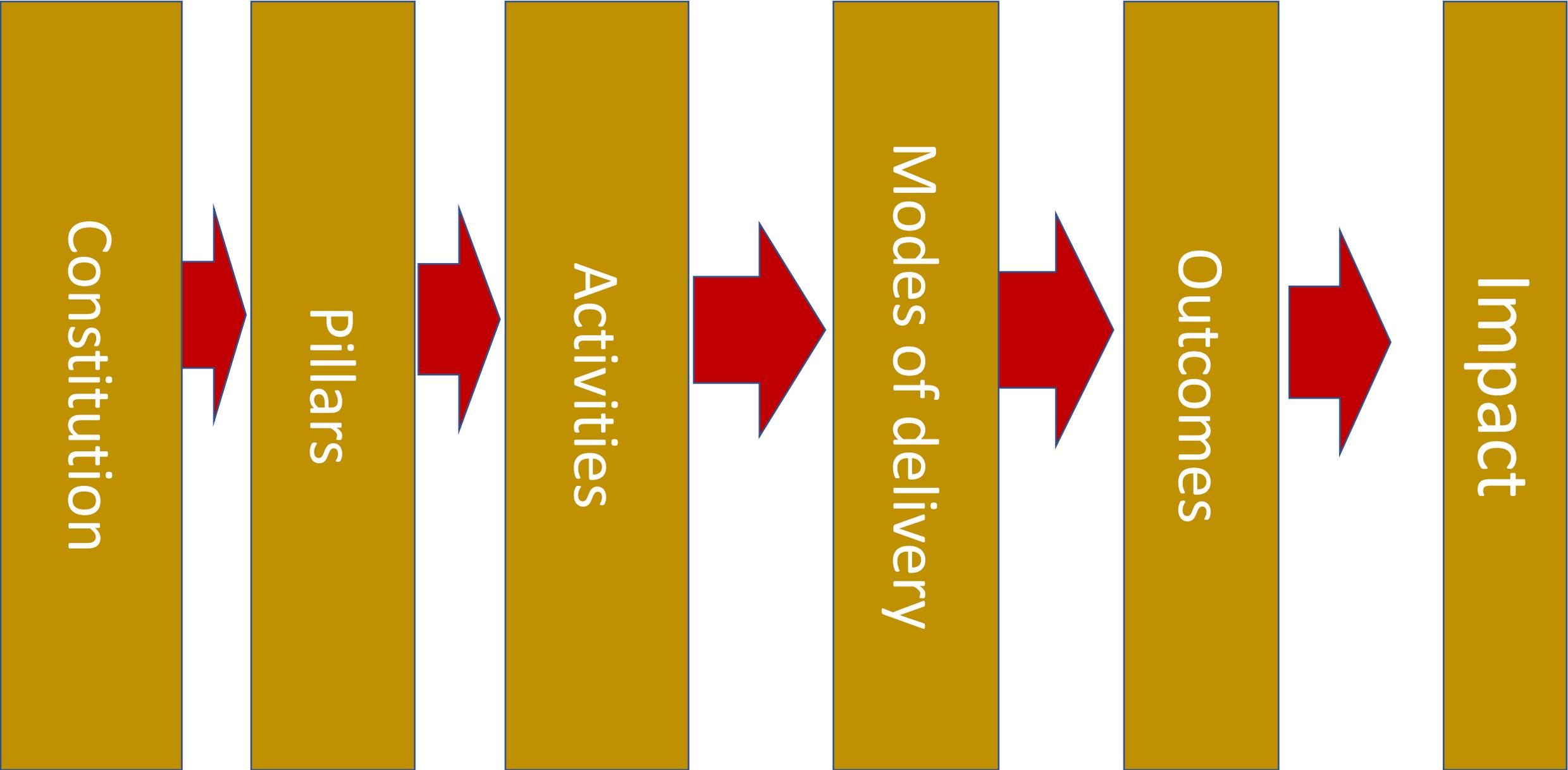


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Constitution

Pillars

Activities

Modes of delivery

Outcomes

Impact

Legal framework, Value and Principles Constitutional mandate	PILLARS	ACTIVITIES	MODES OF DELIVERY	OUTCOMES	IMPACT ON SOCIETY
	Taking the Lead	<ul style="list-style-type: none"> Develop social compact Upgrade SP Align OMF to BP Service pledges 	People Driven <ul style="list-style-type: none"> Face to face Frontline Service Centres Home-based care 	<ul style="list-style-type: none"> Collaboration & partnering between Govt & communities Collective resolution of SD challenges Linked BP programmes to strategic plans & OM Framework Appropriate systems and processes Enabled and empowered public servants Improved knowledge usage Culture change captured at early life stages PS Org Culture and Individual behavioural changes Empowered public servants High morale in the public service Knowledgeable, innovative and effective delivery of services 	Improved Public Service Delivery
	Fostering Understanding and conviction	<ul style="list-style-type: none"> Develop/ Revise tools Strengthen legislation BP in school curriculum Targeted campaigns 	Technology/AI driven: <ul style="list-style-type: none"> Online (websites) APPs Social Media Robotics 		Satisfied Citizens and the Public
	Development	Professionalise the Public Service by eg <ul style="list-style-type: none"> Recruit line with org culture; Compulsory Induction; e-Learning; Better work environ 	Communication and marketing <ul style="list-style-type: none"> Community forums Trade Fairs/ Exhibitions Community outreach/ mobile units 		Restored public trust in Govt
	Reinforcement	<ul style="list-style-type: none"> Regular site visits Mystery shopper SS Inspectorate Perf Recognition Effective M&E Culture Change & Innovation 			

THANK YOU



We Belong



We Care



We Serve



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Redesigning Services Around Citizens' Lives

Paul Dommel
Director, IBM Global
Government



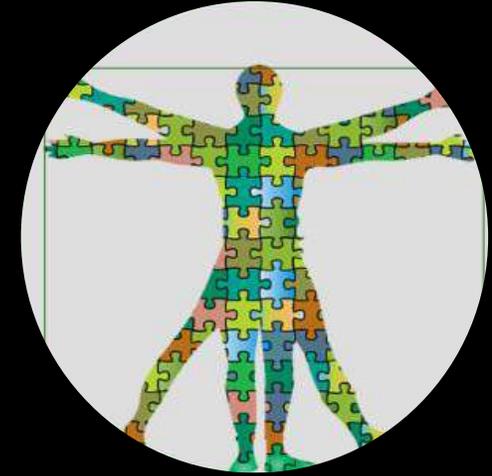
Tech trends improving citizen services



Artificial Intelligence &
Virtual Assistants



Collaborating
Around Citizen
Needs



Personalizing
Services

Automating Paper Processes

Advanced Analytics

Good Design

Examples of Impact



Artificial Intelligence &
Process Automation

35% fewer calls due to virtual assistant
**Paper benefit applications process time from
30 days to 30 minutes**



Online &
Collaboration

**80% of NYC food support clients submit
applications online**
**California counties coordinate services for
most vulnerable: mental health, parole,
housing, physical health**



Personalization: ie
Life Transitions

14% of veterans find a job
Average usage = 13 min / day
Use of hot line via the tech

Tech's not everything: Three agencies gather documents

Agency 1

Mobile submission, reduce errors over time

Agency 2

Citizen appointment

Agency 3

Doorstep Service

Designing for excellence

Frame the Challenge

Build Trust

Measure Results

External Enablers: Political will, legal, & regulatory frameworks



Tell Us Once

Department for Work & Pensions, UK

Alex Coomer

Lead product manager for Bereavement & Care DWP Digital

@Coomerama

Where it all started...

In 2006, a public report* found that people often had to provide the same information to different Government Departments. It recommended that citizens, taxpayers and Government could benefit from the provision of a joined-up notification service provided through a single point of contact, particularly if those changes were to do with reporting a death, a birth or a change of address.

As a result the Tell Us Once (TUO) cross-Government programme, led by DWP, was set up to look at developing such a service.

*2006 report by Sir David Varney: *Service Transformation: a better service for citizens and businesses, a better deal for the taxpayer*

The vision for the service (2009)

A service whereby citizens will expect to be able to report changes in their circumstances just once, and that government will respond in a co-ordinated way through the use of business processes and technologies that enable proactive and joined-up service delivery.

Citizens will be able to report their changes using a channel of their choice, although government's preference will be for use of a channel that represents best value for money.

The experience will be one of an accurate, reliable and effective process that is trusted by both citizens and government.

Following successful pilots, Tell Us Once launched nationally in 2011 (*for births and deaths*).

Initially available to citizens through their local registrar and as a telephony service (*telephony for reporting deaths only*).

An online channel followed in 2012/13 offering citizens the option to provide relevant information at a time and place that suited them.

Tell Us Once in numbers...

100%

coverage across England,
Wales & Scotland

397

Local Authorities

4

National pension
schemes

5

Government
Departments

89

Local Government
pension schemes

2,600

registrars

In 2020...

678,879 deaths in England, Wales & Scotland

459,615 reported through Tell Us Once

- **313,092** online (68%)
- **77,677** face to face (17%)
- **68,092** telephony (15%)

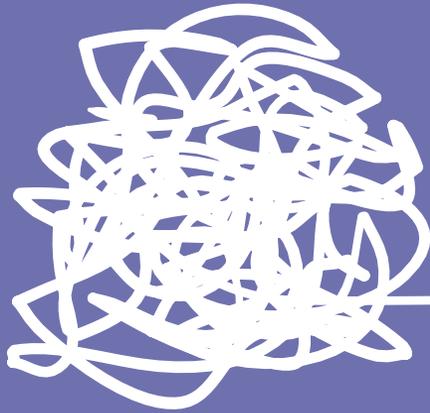
3,044,512 individual death notifications issued

Continuous improvement...

In 2020 our digital team delivered the biggest code changes on the service since its launch

- the digital service was re-platformed to remove technical debt, improve reliability and resilience
- the online citizen journey was overhauled to ensure compliance with the latest Government accessibility standards and improve usability

Do the hard work to make it simple



Alex Coomer

Lead product manager for Bereavement & Care DWP Digital

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