Citizens globally say government needs to tackle complex issues by collaborating with citizens, companies & NGOs¹

Startups/entrepreneurs globally find collaboration with public agencies is key to their companies’ innovation activities²

Why is it difficult to take the action needed?

Agree the strength of ecosystem relationships will rest on how well an organization’s technology can support the partnerships³

only

are aggressively taking steps to participate in digital ecosystems⁴

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¹ What People Want, Accenture PS Citizen Survey February 2017, Government as a Platform
² Accenture G20 YEA Report
³ Accenture Tech Vision 2018, Question “The strength of ecosystem relationships will rest on how well an organization’s technology can support the partnerships.”
⁴ Accenture Tech Vision 2017, Question: “Where would you place your organization on each of the following scales?”
Accenture research identified which factors play a crucial and mutually enforcing role for implementing GaaP in depth and at scale. The GaaP Readiness Index to help answer these questions:

**Where** does a country stand in its journey to GaaP?  
**What** are its strengths and weaknesses?  
**Where** does it need to focus?
MEASURING WHAT MATTERS: THE FOUR PILLARS OF GaaP READINESS

- Fostering a mindset of change & innovation while embracing new technologies
- Innovating and collaborating alongside citizens, NGOs & business for better public service delivery
- Enabling economic growth through data sharing and infrastructure improvements, ensuring fairness and inclusion
- Building a foundation of information & communication technology, regulation, digital savvy, workforce skills & trust
DEEPER ANALYSIS OF THESE PILLARS assesses where individual countries stand today

FOSTERING A MINDSET OF CHANGE & INNOVATION

- Foster entrepreneurial society
- Encourage innovation-oriented businesses
- Improve capacity for change
DEEPER ANALYSIS OF THESE PILLARS assesses where individual countries stand today

INNOVATING FOR PUBLIC SERVICE DELIVERY

Drive digital disruption in public service

Prioritize citizen-centricity & engagement

Move from service provider to ecosystem moderator
DEEPER ANALYSIS OF THESE PILLARS assesses where individual countries stand today

Develop growth platforms through partnerships

Create a supporting business environment

Connect and leverage government data

ENABLING ECONOMIC GROWTH
DEEPER ANALYSIS OF THESE PILLARS assesses where individual countries stand today

BUILDING THE FOUNDATION

Grow and improve workforce skills

Focus on ICT infrastructure & regulation

Build digital savviness & trust
WHAT DOES THE INDEX REVEAL?

The GaaP Index measures countries on their journey towards driving economic development and public service innovation.

The broader and deeper a country and its government has already realized the depth of change required and made progress towards establishing GaaP, the higher their index score.
SINGAPORE IS THE MOST GaaP-READY COUNTRY, FOLLOWED CLOSELY BY THE UK AND US

<table>
<thead>
<tr>
<th>Country</th>
<th>GaaP Readiness Index – overall scores</th>
</tr>
</thead>
<tbody>
<tr>
<td>SINGAPORE</td>
<td>72.2</td>
</tr>
<tr>
<td>UK</td>
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<tr>
<td>US</td>
<td>69.6</td>
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<tr>
<td>AUSTRALIA</td>
<td>67.3</td>
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<tr>
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<td>UAE</td>
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<tr>
<td>JAPAN</td>
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<td>GERMANY</td>
<td>62.0</td>
</tr>
<tr>
<td>SAUDI ARABIA</td>
<td>57.4</td>
</tr>
</tbody>
</table>
### GLOBAL GaaS READINESS SCORES

<table>
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<th>Rank</th>
<th>Country</th>
<th>Score</th>
</tr>
</thead>
<tbody>
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<td>1</td>
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<tr>
<td>10</td>
<td>Saudi Arabia</td>
<td>57.4</td>
</tr>
</tbody>
</table>

#### Component Scores
- **Fostering mind-set of change & innovation**
- **Innovating for public service delivery**
- **Enabling economic growth**
- **Building the foundation**
Call to action
Even the top three scoring countries still have significant room to improve on GaaP readiness

No one-size
Countries are taking different routes along their GaaP journey, leveraging the particular strengths and ecosystem of their nations

Whole of Nation Effort
Many countries are aware of digital disruption and have prioritized embarking on a GaaP journey, but scaling best practices remains a challenge

New “Core Infrastructure”
Fostering digital skills & trust, adapting regulation to the digital society and driving an entrepreneurial spirit will be key success factors

Shift to Ecosystem Moderator
Even the most advanced countries in the sample struggle with evolving to the role of ecosystem moderator from their traditional role of government as a service provider
THANK YOU

FOR MORE INFORMATION ABOUT THE ACCENTURE GaaP READINESS INDEX CONTACT:

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