

A stylized, monochromatic blue city skyline with various skyscrapers of different heights and shapes, set against a solid blue background. The skyline is reflected in a white horizontal band that separates it from the white background below.

GOVERNMENT AS A PLATFORM

2018 GaaP Readiness Index

A PLATFORM APPROACH TO PUBLIC SERVICE ADDRESSES RISING COMPLEXITY AND MAINTAINS RELEVANCE

75%

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

70%

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

Why is it difficult to take the action needed?

85%

Agree the strength of ecosystem relationships will rest on **how well an organization's technology can support the partnerships**³

only
27%


are aggressively taking steps to participate in digital ecosystems⁴

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?"

A faint world map is visible in the background of the slide, showing the continents of North America, South America, Europe, Africa, Asia, and Australia.

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

1



**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

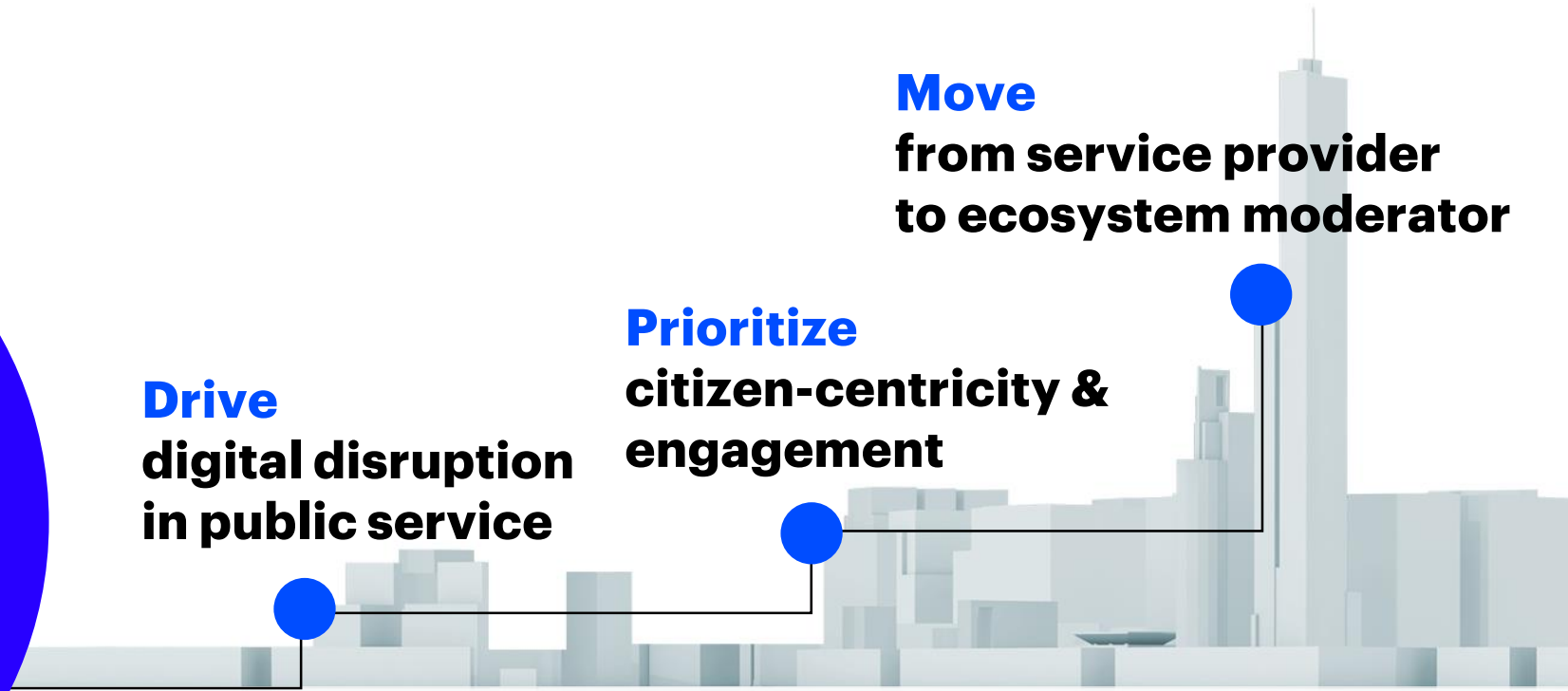
2



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

3



**Create
a supporting
business
environment**

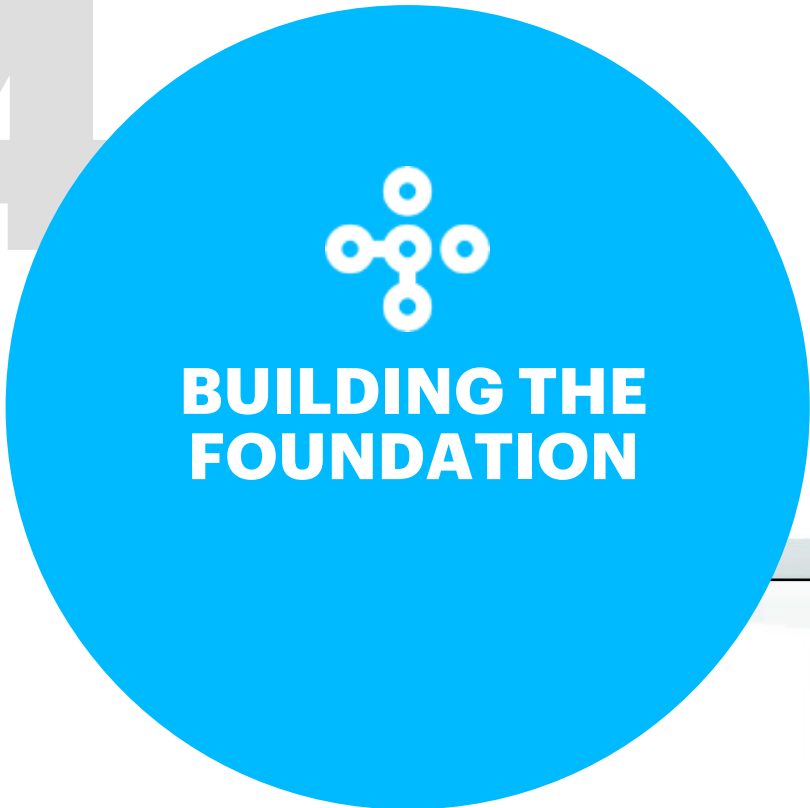
**Connect
and leverage
government data**

**Develop
growth platforms
through partnerships**

DEEPER ANALYSIS OF THESE PILLARS

assesses where individual countries stand today

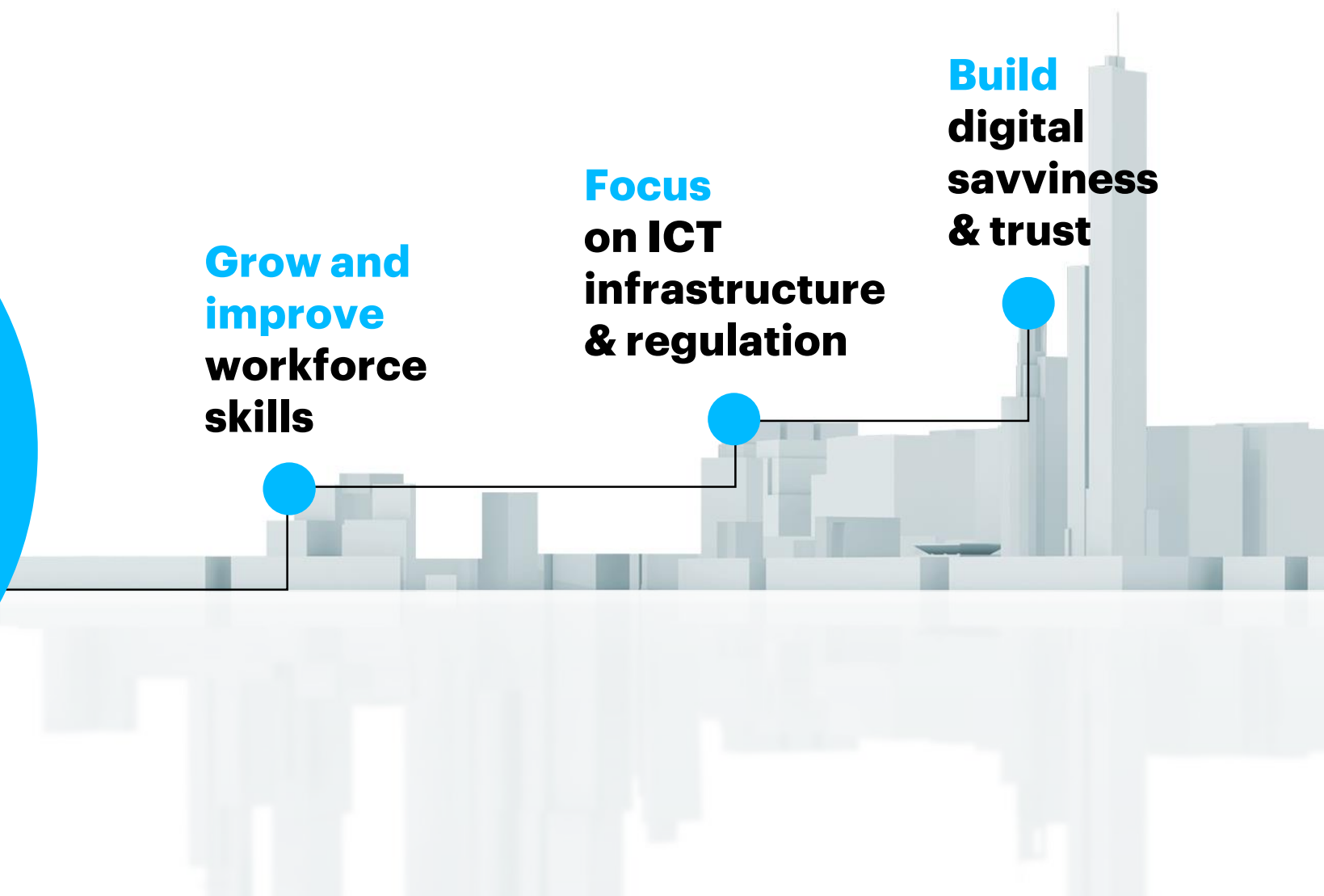
4



Grow and improve workforce skills

Focus on ICT infrastructure & regulation

Build digital savviness & trust



A faint world map is visible in the background of the slide, rendered in a light blue color. The map shows the continents of North America, South America, Europe, Africa, and Asia.

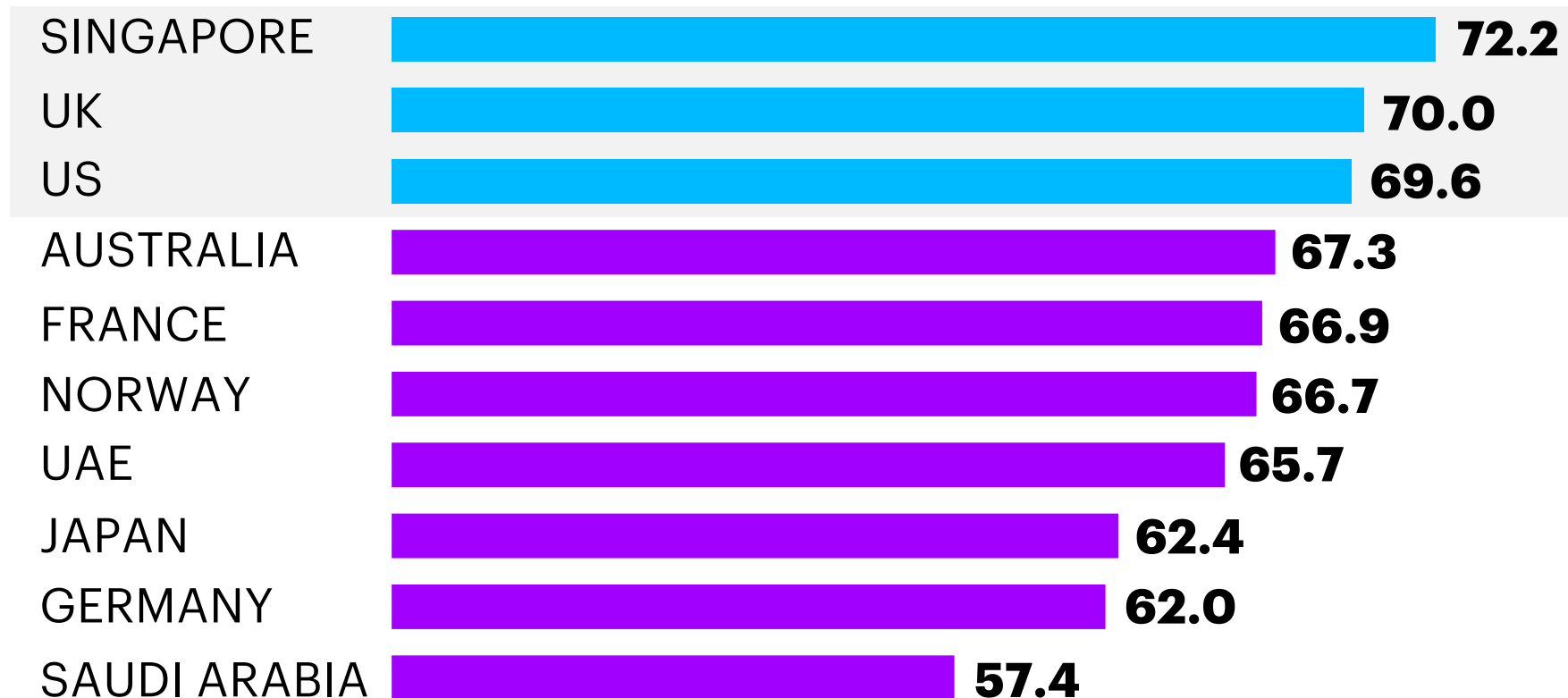
WHAT DOES THE INDEX REVEAL?

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.

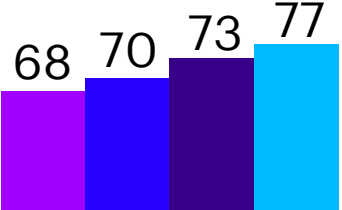
SINGAPORE IS THE MOST GaaP-READY COUNTRY, FOLLOWED CLOSELY BY THE UK AND US

GaaP Readiness Index – overall scores

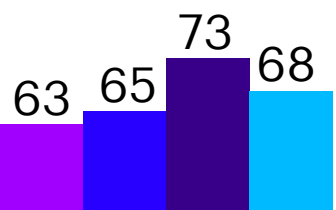


GLOBAL GaaP READINESS SCORES

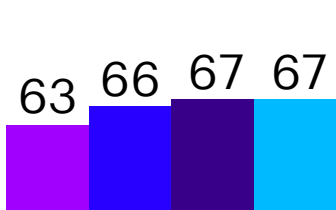
1 SINGAPORE 72.2



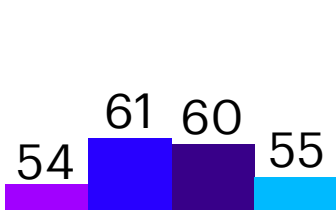
4 AUSTRALIA 67.3



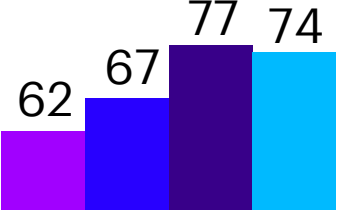
7 UAE 65.7



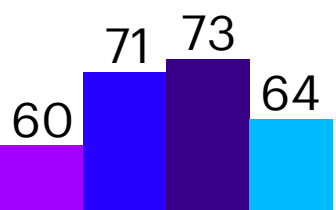
10 SAUDI ARABIA 57.4



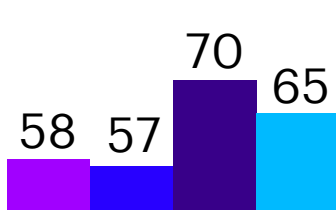
2 UK 70.0



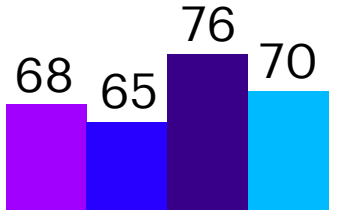
5 FRANCE 66.9



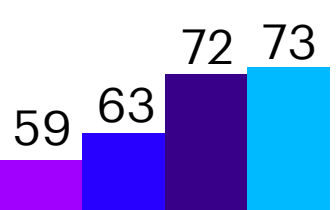
8 JAPAN 62.4



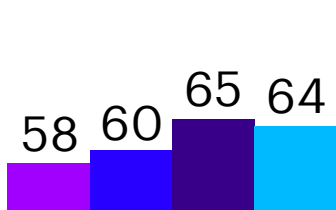
3 US 69.6



6 NORWAY 66.7



9 GERMANY 62.0



KEY INSIGHTS



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:**



Bernard Le Masson

Global Director, Management Consulting
Health & Public Service



bernard.le.masson@accenture.com