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

3/4
Citizens globally say government needs to tackle complex issues by collaborating with citizens, companies & NGOs\(^1\)

60%
Of citizens globally would themselves take an active role in personalizing government services\(^2\)

60%
Of all enterprises globally are expected to have fully articulated an organization-wide digital platform strategy and be in the process of implementing by 2020\(^3\)

7/10
Start-ups/entrepreneurs globally find collaboration with public agencies is key to their companies’ innovation activities\(^4\)

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\(^1\) What People Want, Accenture PS Citizen Survey February 2017, Government as a Platform
\(^2\) Ibid
\(^3\) IDC Worldwide Digital Transformation Predictions
\(^4\) Accenture G20 YEA Report
PUBLIC SECTOR LEADERS ACKNOWLEDGE DISRUPTION, BUT ACTION TO FOSTER THE PLATFORM REVOLUTION IS SLOW

Why is it difficult to take the action needed?

72% report that the public service industry is experiencing ecosystem disruption¹

79% Believe applications are shifting from being built to being orchestrated²

85% Agree the strength of ecosystem relationships will rest on how well an organization’s technology can support the partnerships³

only 27% are aggressively taking steps to participate in digital ecosystems⁴

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¹ Accenture Tech Vision 2017, Question: “What degree of disruption is your industry currently facing?”
² Accenture Tech Vision 2018, Question: “Applications are shifting from being ‘built’ to being orchestrated.”
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?”

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MEASURING KEY INDICATORS IS THE BASIS FOR TRANSFORMATIVE IMPROVEMENTS IN PUBLIC SERVICE DELIVERY

Accenture research identified which factors play a crucial and mutually enforcing role for implementing GaaP in depth and at scale. Based on this research, we developed 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?

The GaaP Readiness Index analyzes more than 100 data points from proprietary and secondary data sources, including amongst others the World Bank, International Telecommunication Union, Global Entrepreneurship Monitor, World Economic Forum, United Nations, Open data barometer.
MEASURING WHAT MATTERS: THE FOUR PILLARS OF GaaP READINESS

FOSTERING A MINDSET OF CHANGE & INNOVATION
GaaP requires a mindset of innovation openness in society, businesses and public service agencies to embrace new technologies.

INNOVATING FOR PUBLIC SERVICE DELIVERY
Government can improve delivery of services by driving an innovative and collaborative ecosystem with citizens, NGOs and businesses to co-create, co-design, and co-deliver.

ENABLING ECONOMIC GROWTH
GaaP plays a key role in enabling businesses to seize the opportunities of the rising platform economy. The public sector provides data and infrastructure and ensures fairness, inclusion and societal benefits.

BUILDING THE FOUNDATION
GaaP relies on building strong foundations of information and communication technology (ICT) infrastructure and regulation, digital savviness, workforce skills, and trust.
Deeper analysis of these pillars assesses where individual countries stand today

FOSTERING A MINDSET OF CHANGE & INNOVATION

1. Foster an entrepreneurial society
2. Encourage innovation-oriented businesses
3. 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.

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.
The GaaP Index measures countries on their journey towards driving economic development and public service innovation through Government as a Platform, on a scale of 1 to 100.

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

Countries that scored high showed strong attention and prioritization of the characteristics within each of the four pillars.

<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>
<td>70.0</td>
</tr>
<tr>
<td>US</td>
<td>69.6</td>
</tr>
<tr>
<td>AUSTRALIA</td>
<td>67.3</td>
</tr>
<tr>
<td>FRANCE</td>
<td>66.9</td>
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<tr>
<td>NORWAY</td>
<td>66.7</td>
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<tr>
<td>UAE</td>
<td>65.7</td>
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<tr>
<td>JAPAN</td>
<td>62.4</td>
</tr>
<tr>
<td>GERMANY</td>
<td>62.0</td>
</tr>
<tr>
<td>SAUDI ARABIA</td>
<td>57.4</td>
</tr>
</tbody>
</table>
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
DEEPER INSIGHTS

Fostering a mindset of change & innovation
Front runners: Singapore, US, Australia, UAE
These countries valued having an entrepreneurial society with innovation-oriented businesses, with room for improvement on capacity for change.

Across all countries, pressure for innovation is high, but scaling an innovative mindset and adopting emerging technologies remains a common challenge.

Innovating for public service delivery
Front runners: France, Singapore, UK
These countries demonstrate a high level of awareness of digital disruption in the public service industry and “liquid expectations” of citizens.
They embrace user-centric services and citizen engagement but still need to shift from service provider to ecosystem orchestrator.

Enabling economic growth
Front runners: UK, US
These countries showed higher maturity at creating a supportive business environment through open, accessible, and usable government data.
They show strong collaboration with public and private sectors as well as academia, but can still improve on collaboration with start-ups and digital organizations.

Building the foundation
Front runners: Singapore, UK, Norway
These countries scored high on workforce skills, ICT infrastructure and regulation indicators.
There is room for growth in digital savviness and trust which is critical for ensuring reach, inclusiveness and participation.
Case study

SINGAPORE’S RECENT ACTIONS ON GOVERNMENT AS A PLATFORM

Smart Nation strategy

Singapore aims to become a Smart Nation: a country enabled by technology and collaboration between stakeholders to co-create solutions that improve citizens’ lives and boost economic competitiveness

Governed by the dedicated Smart Nation and Digital Government Office

Fostering a Mindset of Change & Innovation

A collaboration between academia, government and businesses, the Global Innovation Alliance will help Singaporeans and start-ups gain international experience, develop networks and work with counterparts in other innovative cities

SME Go Digital Programme enables SMEs to receive advice on technologies at each stage of their journey

Innovating for Public Service Delivery

The Smart Nation Fellowship Program attracts data scientists and technologists from academia and businesses locally and globally to co-create digital solutions with the government

MyInfo is a platform providing single point of access for citizens who enter their personal data just once and agree that various government agencies can share this data

Enabling Economic Growth

To bolster Singapore’s position as a trade and logistics hub, government builds a next-generation national trade platform, an integrated, data-driven and open innovation platform

Industry Development Maps define strategies for 23 key industries in the areas of competitiveness, innovation, government support, jobs & skills etc.

Building the Foundation

The SkillsFuture Credit portal enables skills development & lifelong learning

Over 18,000 courses from 700 public, private and online training providers are eligible for the SkillsFuture Credit of the government that 126,000 citizens used in 2016

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THANK YOU

FOR MORE INFORMATION ABOUT THE
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