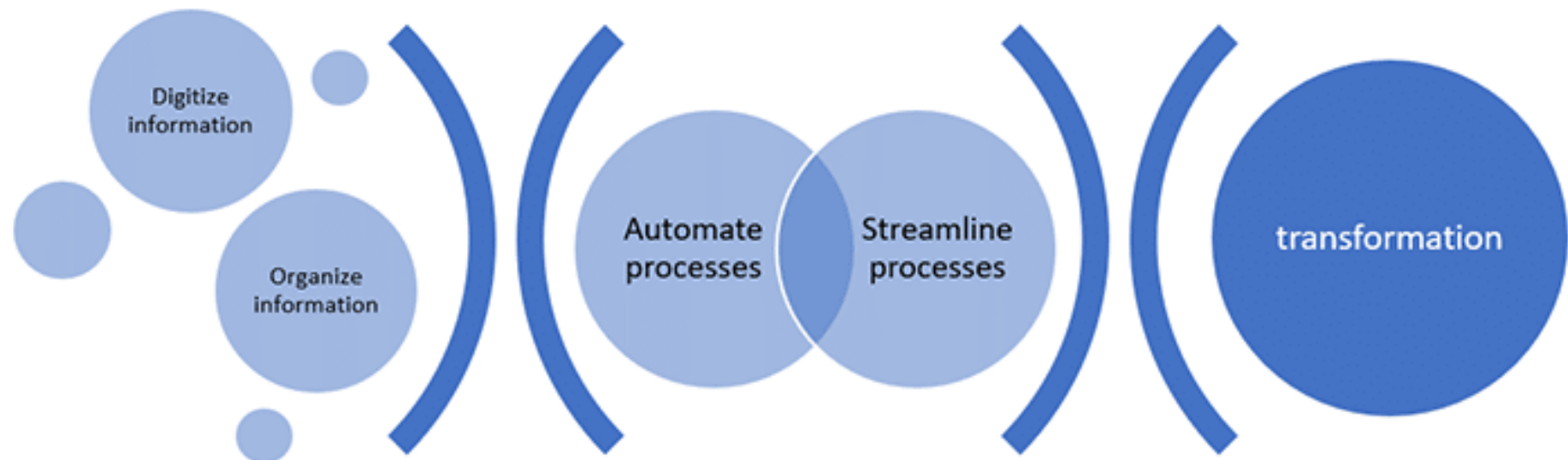


A hand is shown from the right side, with the index finger pointing towards a bright, glowing node in a complex network of white lines and dots. The background is a deep blue, and the network structure is composed of numerous interconnected nodes and edges, creating a sense of digital connectivity. The glowing node is the focal point of the hand's gesture.

DIGITAL TRANSFORMATION

**A ROADMAP FOR IMPROVING
PUBLIC SERVICE DELIVERY**



Digitization

The process of changing from analog to digital form.

Digitalization

The process of using digital technologies and information to transform individual institutional operations.

Digital Transformation

The process of optimizing & transforming the institution's operations, strategic directions & value proposition through deep & coordinated shifts in culture, workforce & technology.

Public Services



Digital Transformation

The background is a dark blue field with a complex digital pattern. It features concentric circles, radial lines, and various geometric shapes in lighter shades of blue and white. A prominent feature is a wireframe map of Japan, located in the lower right quadrant, which appears to be part of a larger network or data structure. The overall aesthetic is high-tech and modern.

Integration of
digital technology
into all areas of a
life (Public or
Private)

Gradual
penetration
of digital
technologies

Digital
Citizen

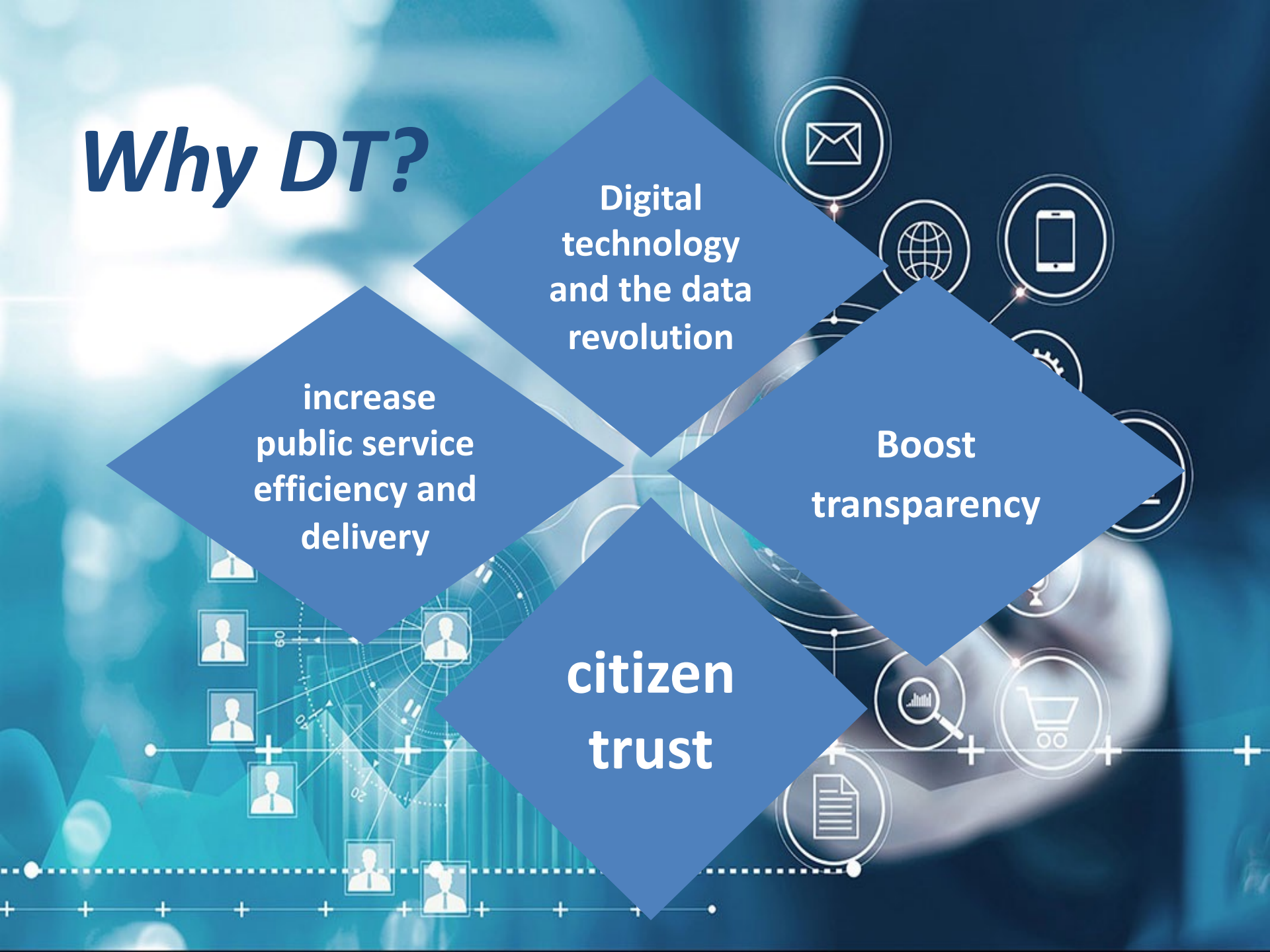
Why DT?

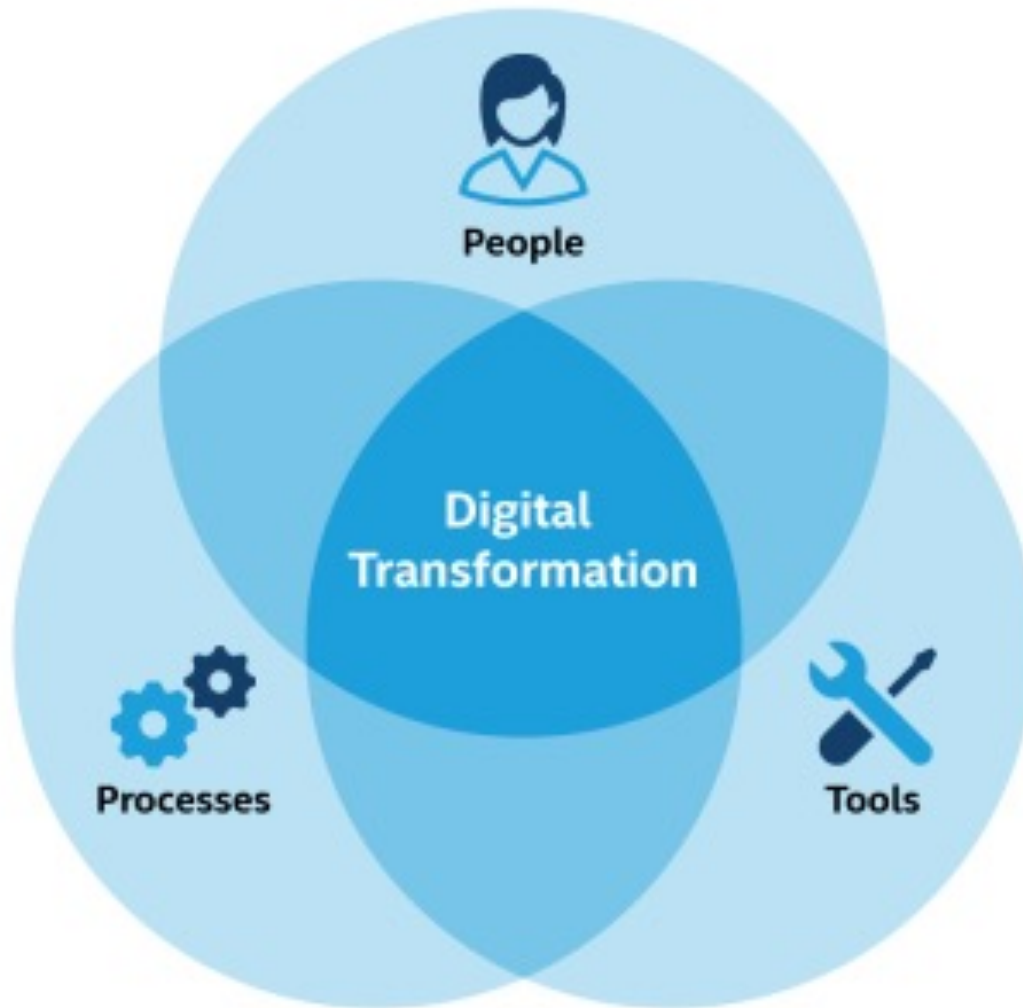
**Digital
technology
and the data
revolution**

**increase
public service
efficiency and
delivery**

**Boost
transparency**

**citizen
trust**

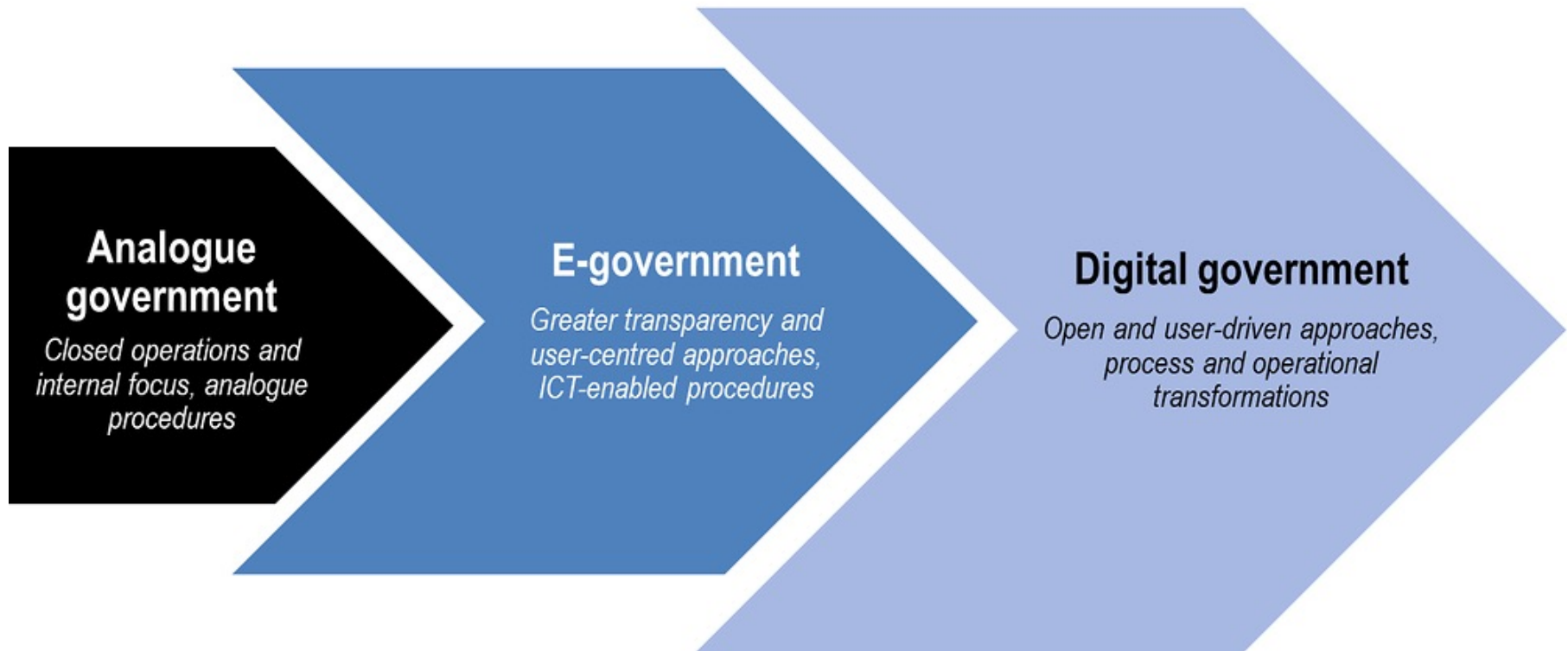




Digital Transformation – Transforming
Corporate Culture

DIGITAL TRANSFORMATION OF THE PUBLIC SECTOR

DIGITAL GOVERNMENTS FOR DIGITAL ECONOMIES AND SOCIETIES



DIGITAL GOVERNMENT

Enabling Digital Government



Digital public services have enormous potential.

24/7 accessibility

even during a
pandemic



~50% less time spent

interacting with public
administration



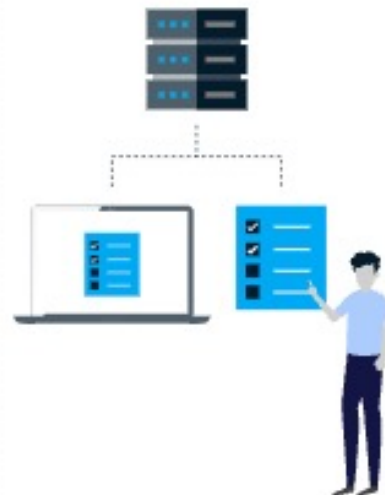
>50% lower costs

for companies when
interacting with the
public administration



~60% less case-handling effort

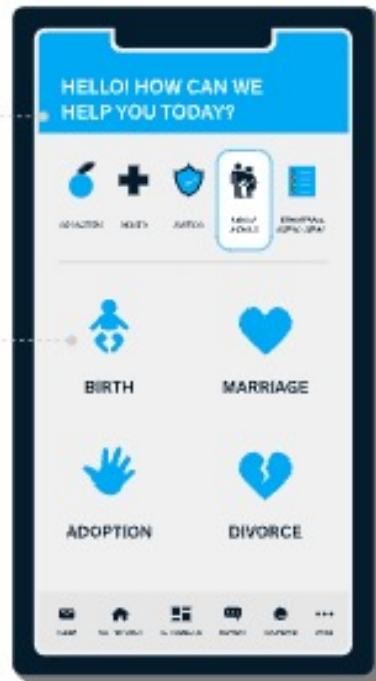
through automated
processing



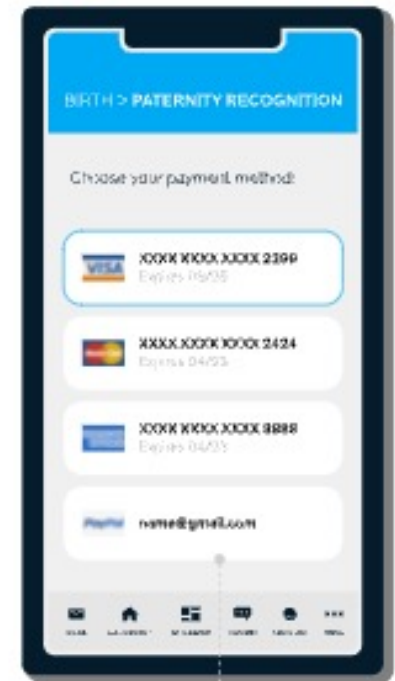
Accessing public services could be as easy as online shopping.

Access to all public services in one place

Navigation based on life or business situations

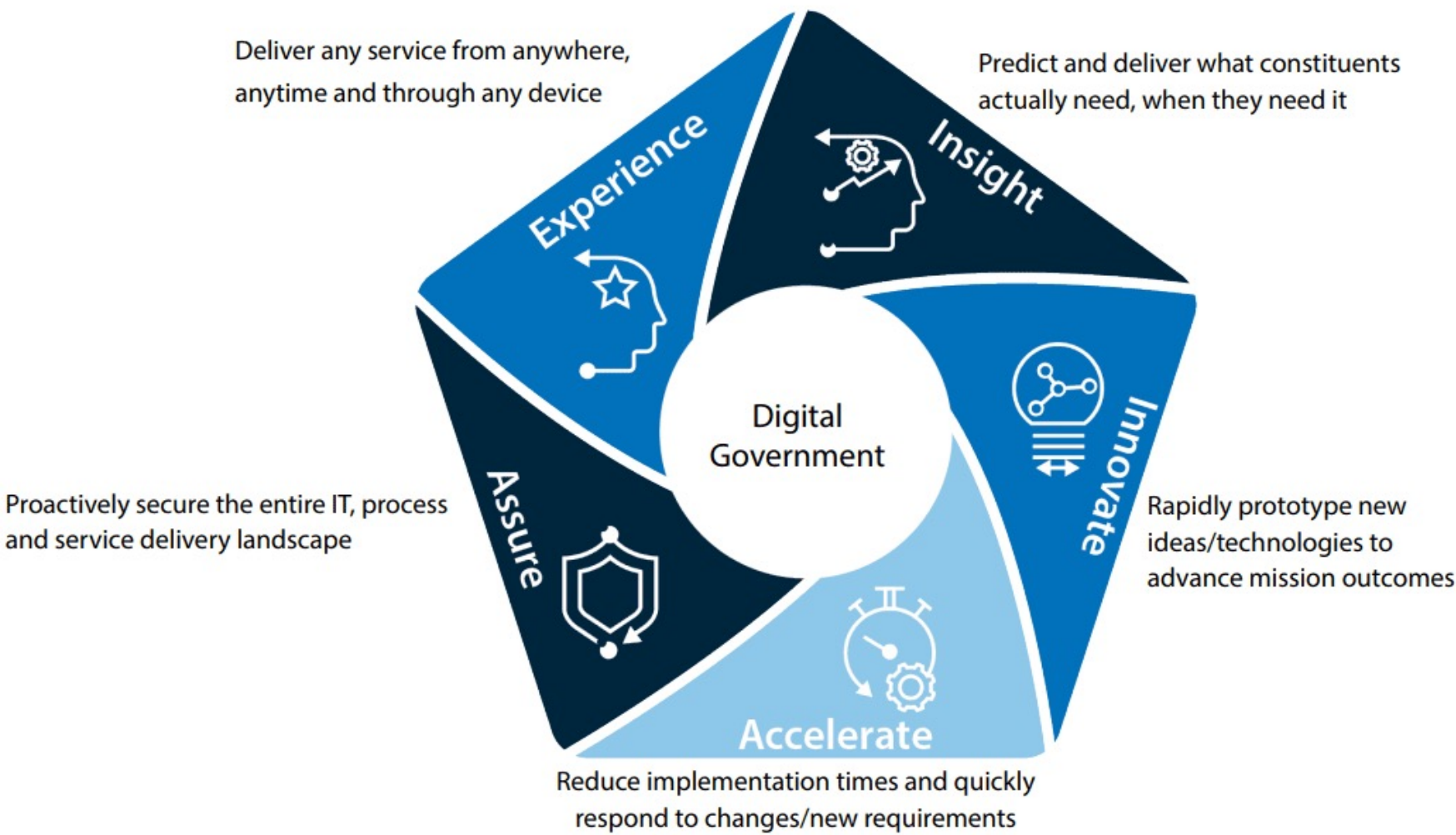


Coherent look and feel across all digital services



Single solution for recurring steps such as identification or payment

Digital technologies transform how government agencies operate and deliver services



The transformation across these areas happens through a series of changes or 'nexts' – automation, optimization, and/or modernization.

DIMENSIONS TO CHARACTERIZE PROGRESS TOWARDS DIGITAL GOVERNANCE













DIGITAL GOVERNMENT

Building Digital Government Strategies



DIGITAL GOVERNMENT

The Digital Government Services Landscape is Broad

 Housing	Building Permits	Tenancy Agreements	Taxes, rates, & fines	Tax returns	Electronic gates at border control checkpoints	 Taxes and customs
 Transportation	Vehicle Registrations	Driver's licenses	Real-time information	Visa, residency, & work permits	Passport services	 Immigration
 Justice	Interactions with courts	Subsidy & benefit applications	Payments to pensions	Employment services & job searches	Public-housing services	 Social Services
 Registries	Company information updates	Address Updates	Birth, death, & marriage certificates	Hunting & fishing permits	Complaints & feedback	 Communities
 Education	Interactions with public institutions	Patent and intellectual-property protection	Land titles & Property Registries	Identity cards	Health care records	 Health

DIGITAL GOVERNMENT

Government Goes Digital

SEVEN PILLARS OF DIGITAL GOVERNMENT CAN ENSURE SUCCESSFUL TRANSFORMATION



Hybrid It
Environment



Security



Advanced
Data
Analytics



IT Services
Mgmt.



Application
Services



Mobility
Services



User-
centered
Design

Governing the digital transformation of the public sector: Dimensions of analysis



Leading Global Trends in Digital Government



1 Big Data – Big Changes

Big Data will encounter big changes and disrupt established business models in 2018. Big data will help protect the businesses against data breaches and fraud by employing cognitive technologies to recover dark data. IDC report predicts that worldwide revenues for big data and business analytics will grow more than **\$203 billion** by 2020.



2 AI hype will begin to fade

Forrester research report forecasts that the next phase of AI is all about transformation, reality and implementation. **70%** of the enterprises plan to implement AI in 2018, rising up from **40%** in 2016 and **51%** in 2017. **20%** of enterprises will set up AI to provide real-time instructions and make decisions. Counselor chat-bots with emotional intelligence will be developed.



3 5G (revolution) is coming

The latest 5G technology will continue to draw more attention in 2018. According to a report by Qualcomm, 5G enabled smartphones are expected to arrive in 2019. 5G is likely to take things to a whole new level with **~10GB/s** download speeds incredibly faster than 4G.



4 Blockchain to unlock its full potential

Blockchain was the second-most frequently searched term on Gartner's website with year-long increase in search volume vaulting up by **400%**. Deloitte predicts that blockchain may soon overtake other technologies such as cloud computing, data analysis and internet of things in venture capital investment



5 Edge computing making its way

Business Insider predicts that **5.6 billion** IoT devices will be used for edge analytics and computing by the government and enterprises by 2020. Enterprises are expected to use edge design patterns in their infrastructure architectures, mainly for those with important IoT elements.



Digital Transformation for Government: No longer an option but an Imperative

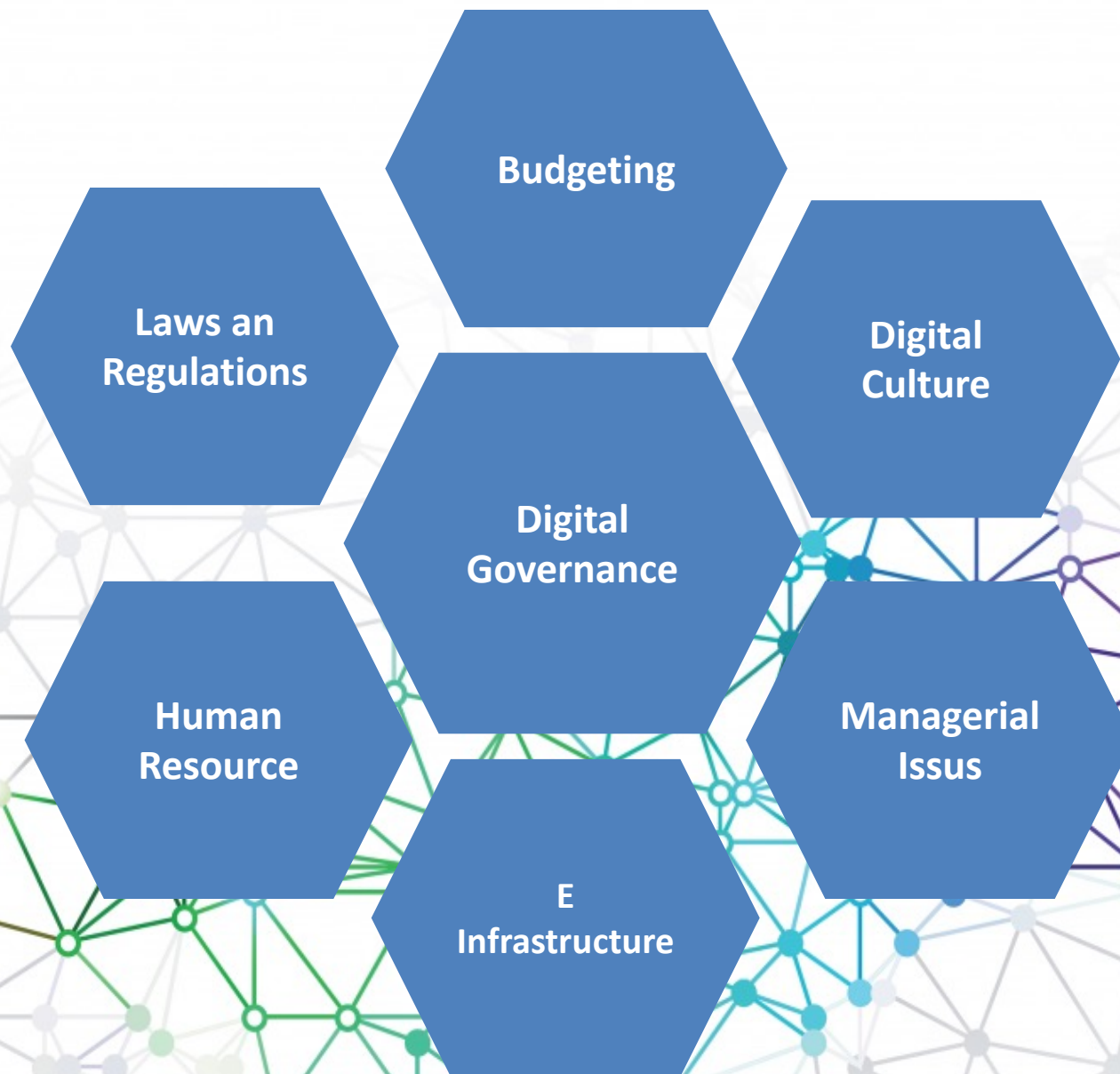


**Budgetary
Pressure**

**Leveraging
Technology &
Data**

Urbanization

**New Ways of
Working**



DIGITAL TRANSFORMATION CHALLENGES

SOMALIA



**Total
Population**



16.12 M

Internet Users



1.95 M

**Active Social
Media Users**



1.95 M

**Mobile Money
Users**



**70% of the
population**

Source: DATAREPORTAL

PUBLIC SERVICES TO BE DIGITALIZED

1

Passport, National ID

2

Driving License

3

Birth Certificate

4

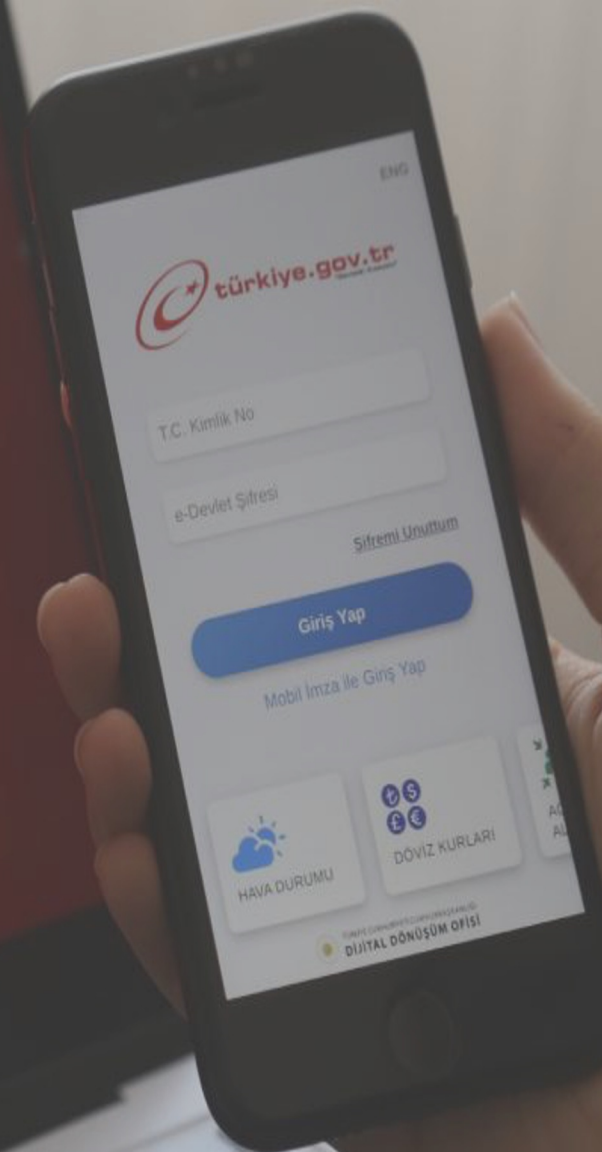
Security Clearances (CID)

5

Land & Business Registrations

E-Devlet

Enables Turkish citizens & residents to access the services offered by government institutions in a fast and reliable manner



Critical Success Factors in Digital Transformation

A

Digital Leadership

B

Culture Support

C

Strategy

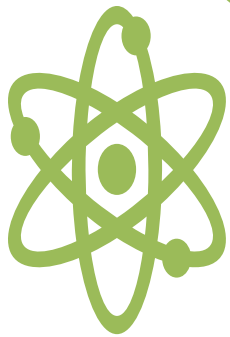
D

Citizen Engagement

E

ICT Infrastructure





THANK YOU