

Digital Government

Your digital readiness kit



Basic



Advanced



Digital



AI-Enabled

Where you are and what it means

You are focusing on services that are citizen-driven, rather than just citizen-centric. The relationship between government and citizens is becoming much more collaborative, fostering the co-creation of services. This phase is where digital transformation begins.

You are becoming integrated and interoperable—uniting systems and web portals to work in harmony and share information.

Modernizing applications are a priority—they are real-time and integrated, allowing for more proactive delivery of services and information, such as alerts pertinent to your neighborhood.

Governments use big data analytics and cloud to improve the performance and efficiency of their services and help support new public transactions, interactions, and services.

Governments feature multiple channels and remote access to services and information. The relationship is interactive and more fully realized than previous phases, with more personalization and a greater understanding of citizens based on data insights.

The main difference between this stage and the highest stage (AI-Enabled Government) is that governments are not fully using powerful technology to transform themselves, like AI, blockchain, the Internet of Things (IoT), and automation.

What's next in your journey?

In the next and highest phase, AI-Enabled Government, services become personalized and adaptive, ultimately leading to the government disappearing into the background. Governments set themselves up for continuous learning as transformation evolves—technology is not future-proof.

Strengthen your digital readiness with these actions

To progress to the next stage, governments should:

Empower citizen-driven services.

Today, citizens want more than access to information. They want to engage and interact with their governments to co-create services and impact what government can do.

Automate for efficiency and availability.

Citizens want answers and access to services 24/7 from any device. Consider automation, such as AI-enabled chatbots and digital advisors, to quickly answer citizen questions and ensure government workers can access information across agency and system silos to rapidly drive productivity.

Implement a digital and data-first approach.

Leverage big data analytics, IoT, AI, and blockchain to collect and analyze vast amounts of data to gain a complete understanding of the public's needs to rapidly anticipate and proactively provide personalized services.

Integrate a whole-government approach.

Provide a consistent experience across related government services. Break down agency silos to get a complete view of citizens and provide personalized services that greatly exceed their expectations.

Connect to digital ecosystems.

Open up to ecosystem partners in a safe and controlled way, enabling external partners to connect to core systems and data safely.

Be data secure.

Ensure that citizen data is secure, authenticated, and being used appropriately. Protect enterprise data from unauthorized users.

Do you have the right leadership in place?

To be successful, strategy must be aimed at fundamental transformation. Leaders must be digitally sophisticated and foster a culture that is risk receptive, agile, innovative, and collaborative.

Do you have a future-ready workforce?

Recruit, train, and retain workers with the right skills. Invest competitively in workforce talent. Government is going through a major demographic shift, with baby boomers retiring and millennials filling those jobs.

Think big, start small.

Start with short-term projects that yield early results. This helps build trust, and provides insights that could highlight areas for larger scale projects.

Resources

Interested in learning more about what digital readiness means?

- 1 “The challenge is not to create from scratch, but to combine existing technologies and data sources to create new solutions.” —Dr. Reinhard Brandl, German Parliament
[Hear how Dr. Brandl created a vision for government](#)
[Read Dr. Brandl’s blog about improving people’s lives](#)
- 2 The Port of Rotterdam opened in the 14th century, handles 130,000 vessels annually—and has set its sights on becoming the world’s smartest port. IBM is working to bring this digital platform of the future to life.
[See the world’s future smartest port](#)
- 3 Across industries, data is crucial to prevention. How and why?
[Read how AI is helping combat the opioid crisis](#)
[Read a Q&A with a health and human services expert](#)
- 4 Was your city one of the top ranked in the 2017 Digital survey?
[Check out the survey](#)
- 5 If you’re ready for a deeper dive, download our 2018 Digital Transformation Solutions Brief and learn how to transform the business of government.
[Download the Solutions Brief](#)
- 6 Sarah lives in a future where her government is able to proactively and personally meet her needs.
[View our infographic](#)
- 7 We explore how governments can gain citizen trust in this new era on our Digital Transformation website.
[Visit our website](#)
- 8 Ready to dive in? We offer a 1-2 day workshop where you can begin your transformation journey. We’ll work with you to identify your vision around prioritized use cases, and define an achievable roadmap.
[About the workshop](#)
- 9 Our IBM Industries blog features news and perspectives from government industry experts.
[Read our blog](#)
- 10 Stay in touch with us on our social media channels.
[LinkedIn](#) | [Twitter](#) | [Facebook](#) | [YouTube](#)