

AI-Enabled Government

Your digital readiness kit



Basic



Advanced



Digital



AI-Enabled

Where you are and what it means

You are focusing on services that are personalized, adaptive, and citizen-driven. Visionary leadership that can clearly define and communicate a digital transformation strategy is key, as well as adopting a mindset of continuous learning to react to any new digital trends and technology.

You have a seamless and fully integrated digital presence, using a single and universal website to provide a one-stop portal in which users can immediately and conveniently access all kinds of available sophisticated services from whatever device they choose.

Governments fully embrace cutting-edge technology like AI, blockchain, automation, and the Internet of Things to anticipate and proactively serve the needs and expectations of citizens. You have one-touch operations and transactions.

Governments collect and analyze data across agencies and ecosystem partners to attain a complete view of their citizens.

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 greater understanding of citizens based on data insights.

You offer advanced tools, such as online voting, polling and surveys, by which governments attempt to improve political participation, citizen involvement, and political transparency.

What's next in your journey?

Digital transformation matures in this phase—though it is never final as no technology or process is future-proof. Governments must set themselves up for continuous learning as transformation evolves. Governments can always be more nimble, responsive, and personalized to delight every citizen.

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 and influence government at every level.

Automate for efficiency and availability.

Expand to intelligent automation and RPA, 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 and operational decisions.

Implement a digital and data-first approach.

Acquire and integrate enterprise and external data using infrastructure, like IoT, optimized for big data. Collect and analyze vast amounts of data to gain a complete view of the public's needs.

Integrate a whole-government approach.

Provide a consistent experience across related government services. To achieve this aim, governments should initiate an internal integration to re-engineer existing processes by reducing bottlenecks and intermediaries.

Connect enterprise IT and digital ecosystems.

Think differently about APIs, scalability, and security. Open up new markets and 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. Enhance security through encryption and blockchain.

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.

Accelerate speed of innovation for new services.

Integrate mobile series and extend infrastructure investments.

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.
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