Advanced e-Government

Your digital readiness kit

Basic

Advanced

Digital

AI-Enabled

Where you are and what it means

You are focused on allowing citizens to interact and transact with government, and making your e-portal a real one-stop shop. Citizens can make complete electronic transactions and payments across a broad mobile spectrum.

Interactions can be simple, including basic search engines, e-mail systems, and official form downloads. Citizens can use online self-service features, such as filing taxes and updating personal information. In addition, businesses can access online services, such as applying for licenses and reporting financial data.

You are digitizing your processes and offering a portal for enhanced service delivery. Governments are using mobile, social, and other channels to relay information.

You provide two-way interactions between citizens and government, typically addressing citizens, residents, visitors, immigrants, and businesses.

The main difference between this stage and other, higher stages is that governments are not collaborating and co-creating with citizens and they are not using advanced technology, like big data analytics, AI, and automation to provide personalized, adaptive, and proactive services.

What's next in your journey?

In the next phase, Digital Government, services become citizen-driven, rather than just citizen-centric. The relationship between government and citizens becomes much more collaborative, fostering the co-creation of services.

Strengthen your digital readiness with these actions

To progress to the next stage, governments should:

Collaborate with citizens.

Today, citizens want more than access to information. They want to engage and interact with their governments to co-create services and impact what governments 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, to quickly answer citizen questions and ensure government workers can access information across agency and system silos to rapidly drive productivity.

Build smart platforms.

Leverage big data and IoT platforms and communications networks to collect and analyze vast amounts of data. This will help drive operational decisions and develop a complete view of citizens and businesses to provide personalized services.

Consider collaborating with other agencies.

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.

Understand and empathize with how people find information.

People often need to understand the government agency structure to know where to look for information. Use design thinking methodologies to better understand their needs.

Develop technology infrastructure.

Take advantage of new technologies and communications tools. Modernize legacy technology to quickly deploy services. Ensure that citizen data is secure, authenticated, and being used appropriately.

Do you have the right leadership in place?

To be successful, governments must build trust within agencies, between agencies, across governments, and with businesses, NGOs, and citizens. Leaders must be more digitally aware and foster a culture that is risk tolerant and collaborative.

Do you have a future-ready workforce?

Train and hire workers with the right skills and foster a culture in which they feel empowered to innovate and be agile. 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