

# Digital transformation in the public sector

Global best practice

# What I will cover

- A little bit about CS Transform
- A brief history of e-Government:
  - Overview: from automation to transformation
  - The UK case study
  - Towards Transformational Government
- The new global open standard on Transformational Government
- Implications for Malaysia

# Who we are

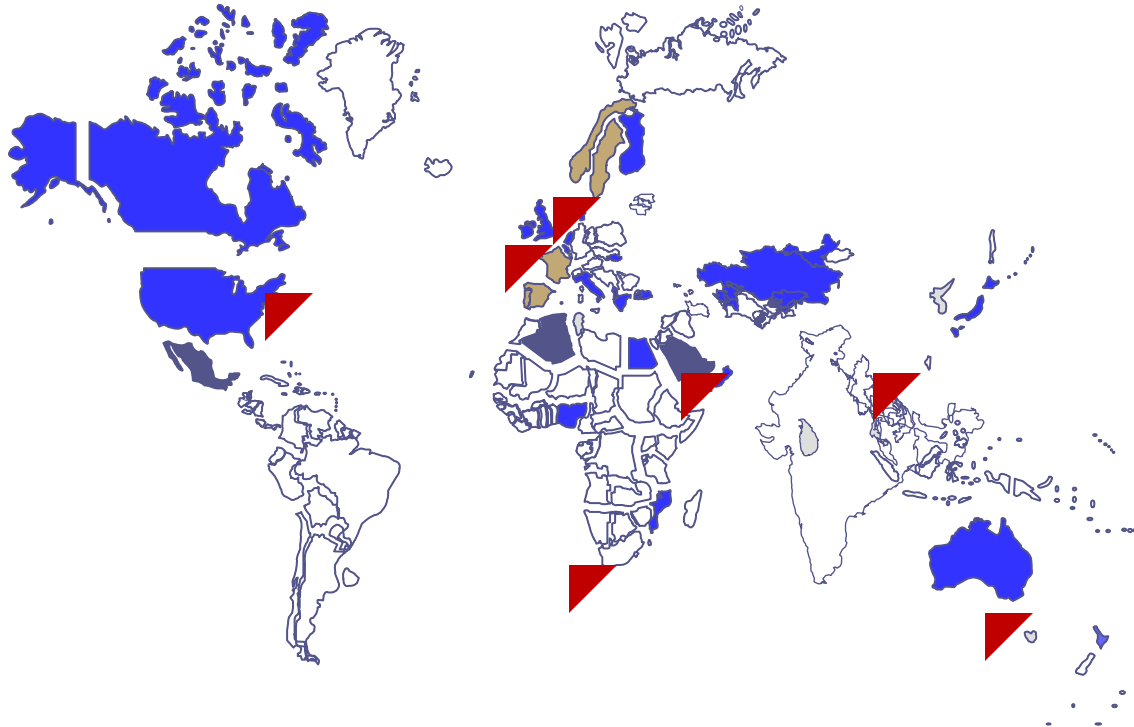
- A global consulting business, specialised in citizen-centric transformation of public services
- Led by the senior management team from the UK Prime Minister's office that delivered the UK's e-transformation strategy between 1999 and 2004
- Our consultants are senior ex-government people from around the world
- We have worked for all the major global organisations that support ICT-enabled transformation of the public sector



# Where we work

40 countries, all around the world ...

... national, state and city governments



... all facets of service transformation

... offices in seven countries

See [www.cstransform.com](http://www.cstransform.com) for case studies

United States Australia Canada China Denmark Egypt Estonia Finland Greece Hong Kong

# Digital transformation in the public sector: global best practice



Does global  
best practice  
exist?

# Digital transformation in the public sector: global best practice



No. Every government is different, so success can't easily be transplanted

Chris in 2004

# Digital transformation in the public sector: global best practice



No. But mistakes are universal! So we can tell when you are in a hole and should stop digging!

Chris in 2006

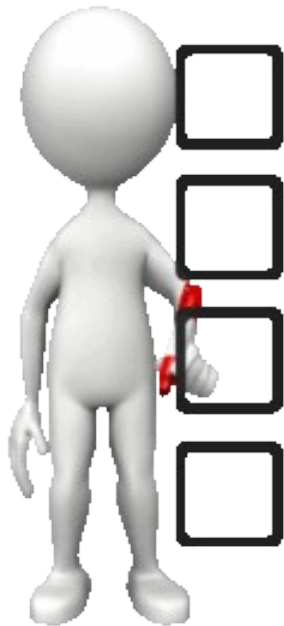
# Digital transformation in the public sector: global best practice



Chris in 2008

Yes. There are globally transferable best practice processes, which can deliver a unique and tailored solution for each government

# Digital transformation in the public sector: global best practice



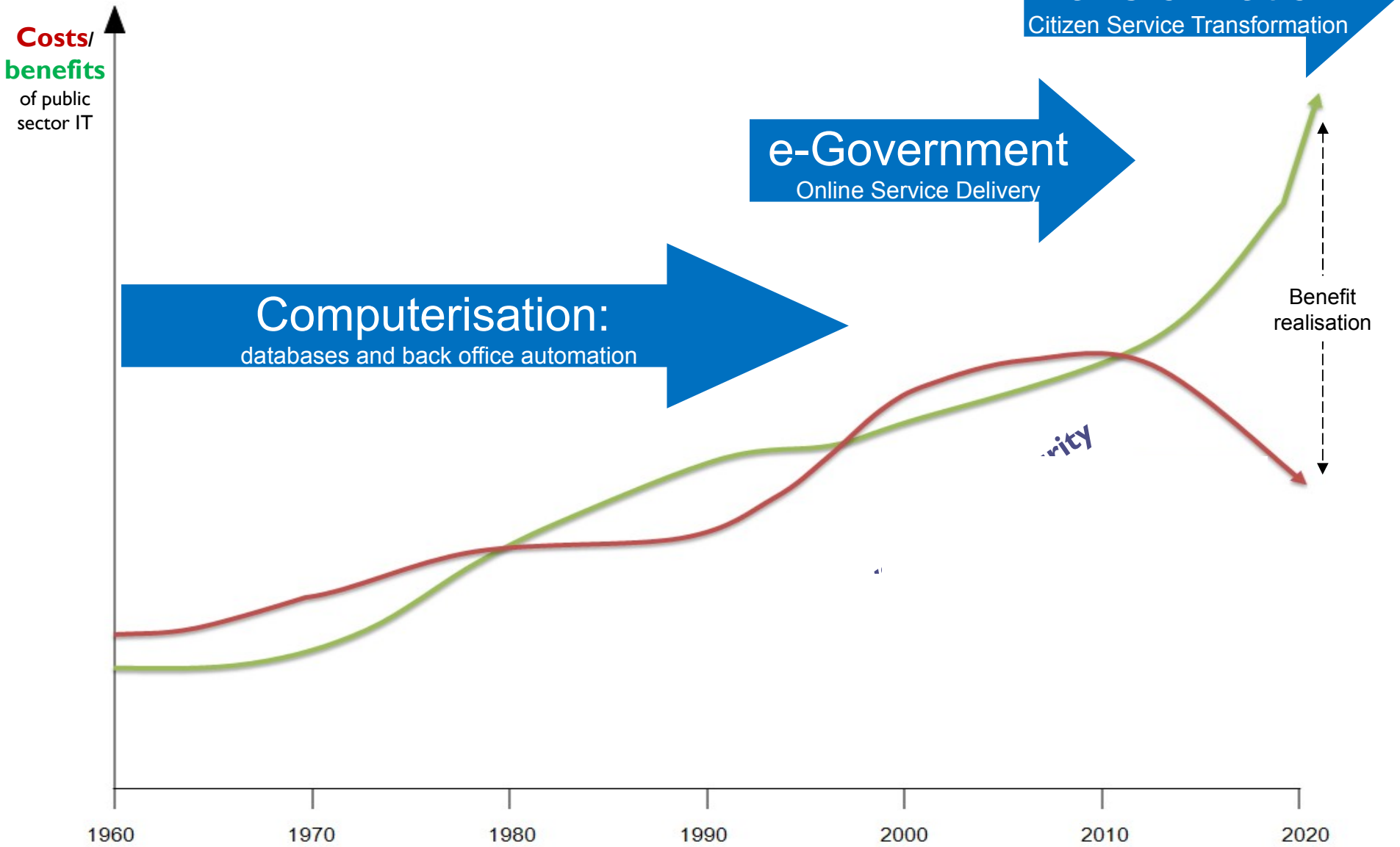
Chris in 2011

Yes. And these best practices have now been brought together into a new, open, global standard

# A brief history of e-Government



# From automation to transformation





## Bad strategy

- Using IT to reinforce existing silos rather than redesign services around citizen needs



## Bad strategy

- Failure to address organisational and business change



## Bad strategy

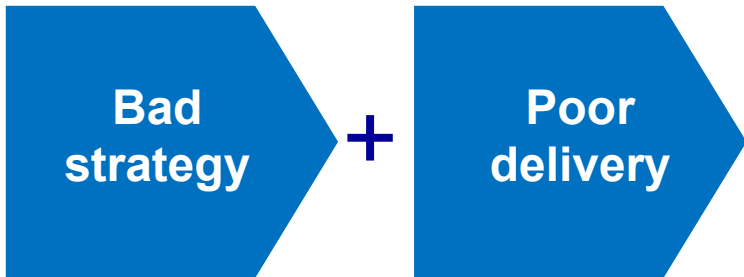
- Lack of cross-government strategy for common data sets and common applications

## Bad strategy

- Government-focused design of services, with little partnership with private and voluntary sector service deliverers

## Bad strategy

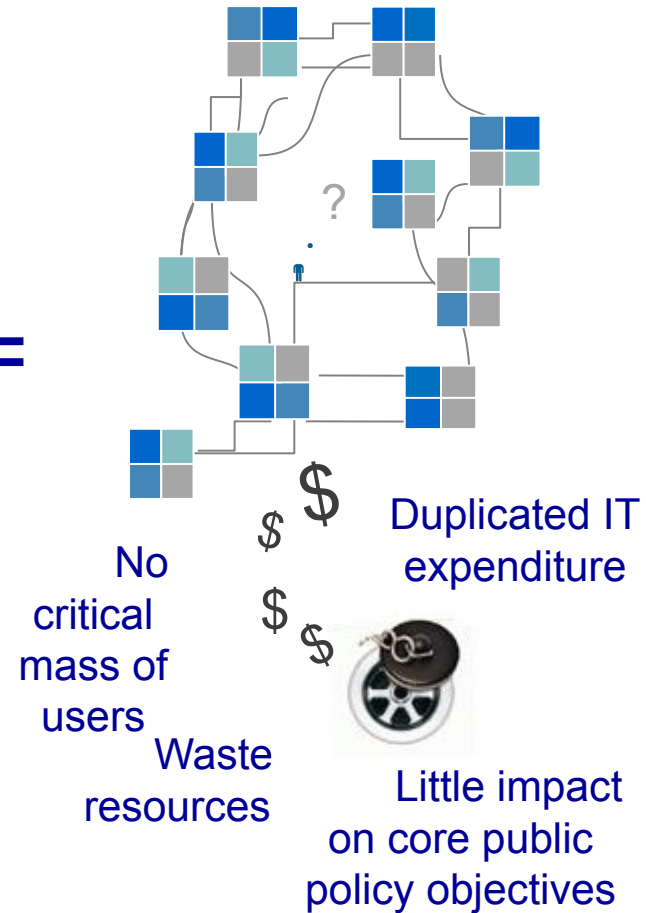
- Failure to integrate e-Government programmes with broader mainstream programmes of public reform



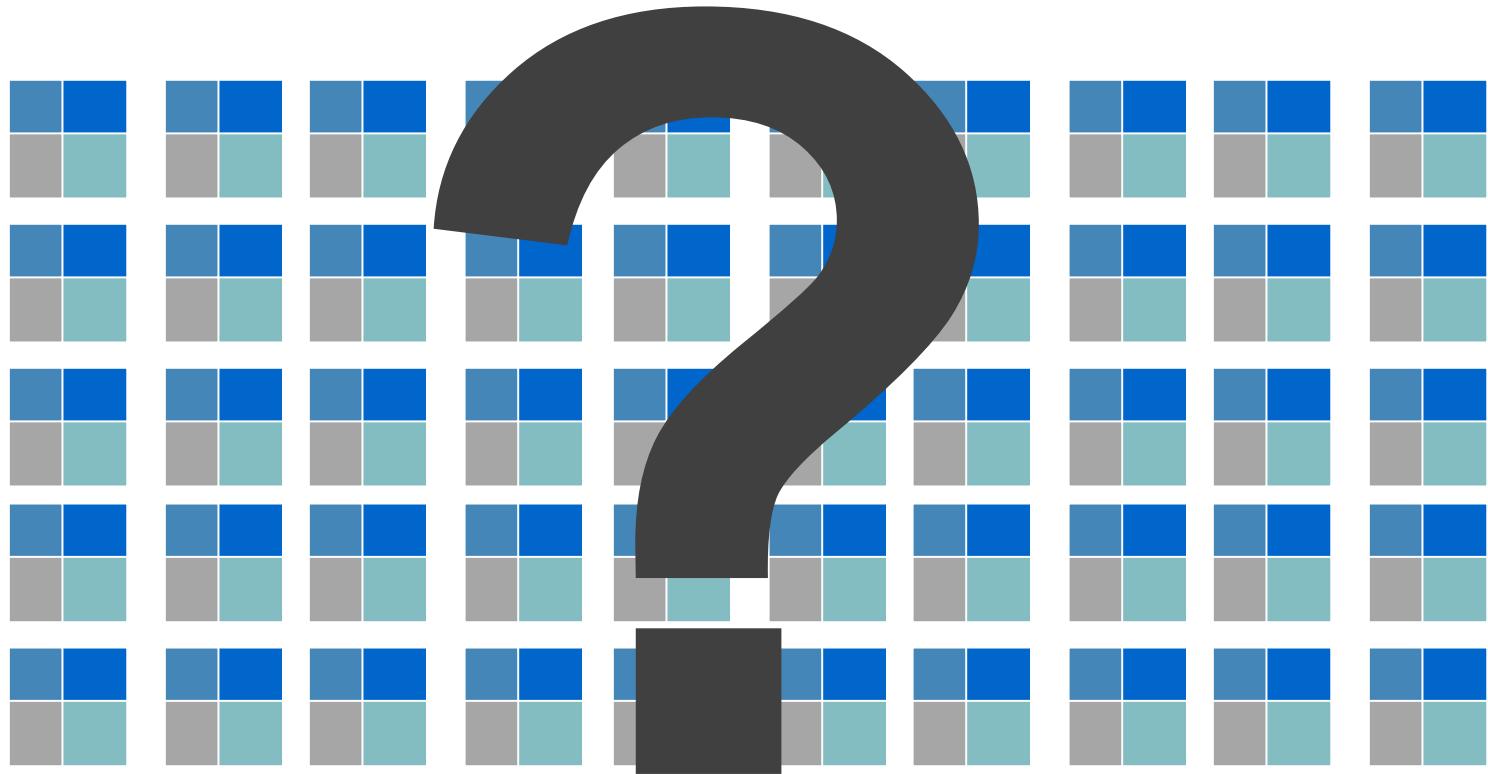
· 60-80% of e-government projects fail in some way



*“Many organisations often fail pro-actively to manage the downstream benefits after an individual ICT project or program has been completed.”*



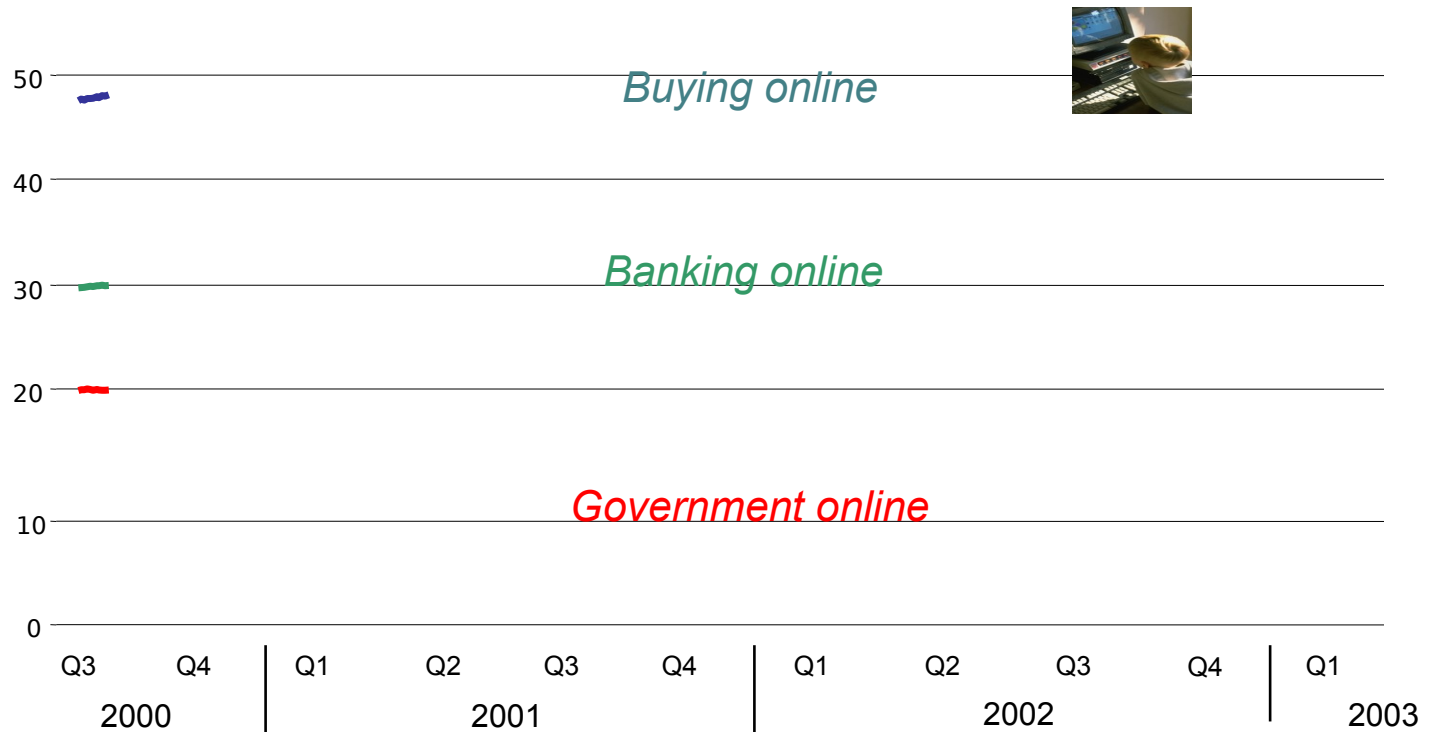
# The UK case study



# What we tried first in the UK



# Impact

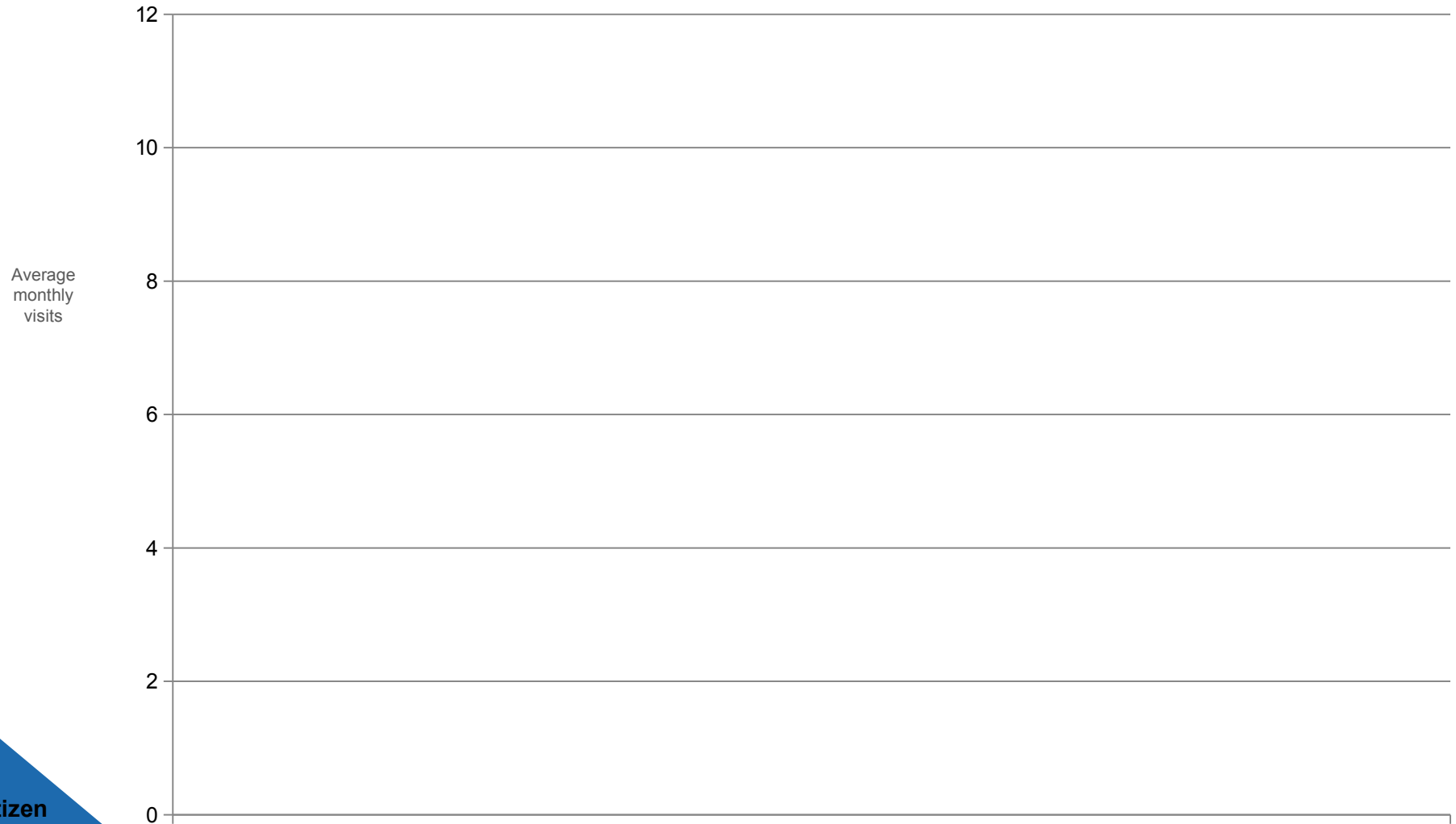


## Reasons

**Putting new technology on  
top of this didn't help!**

# Impact of addressing the business model

CSTransform



**e-Government**

**Transformational Government**



**e-Government**

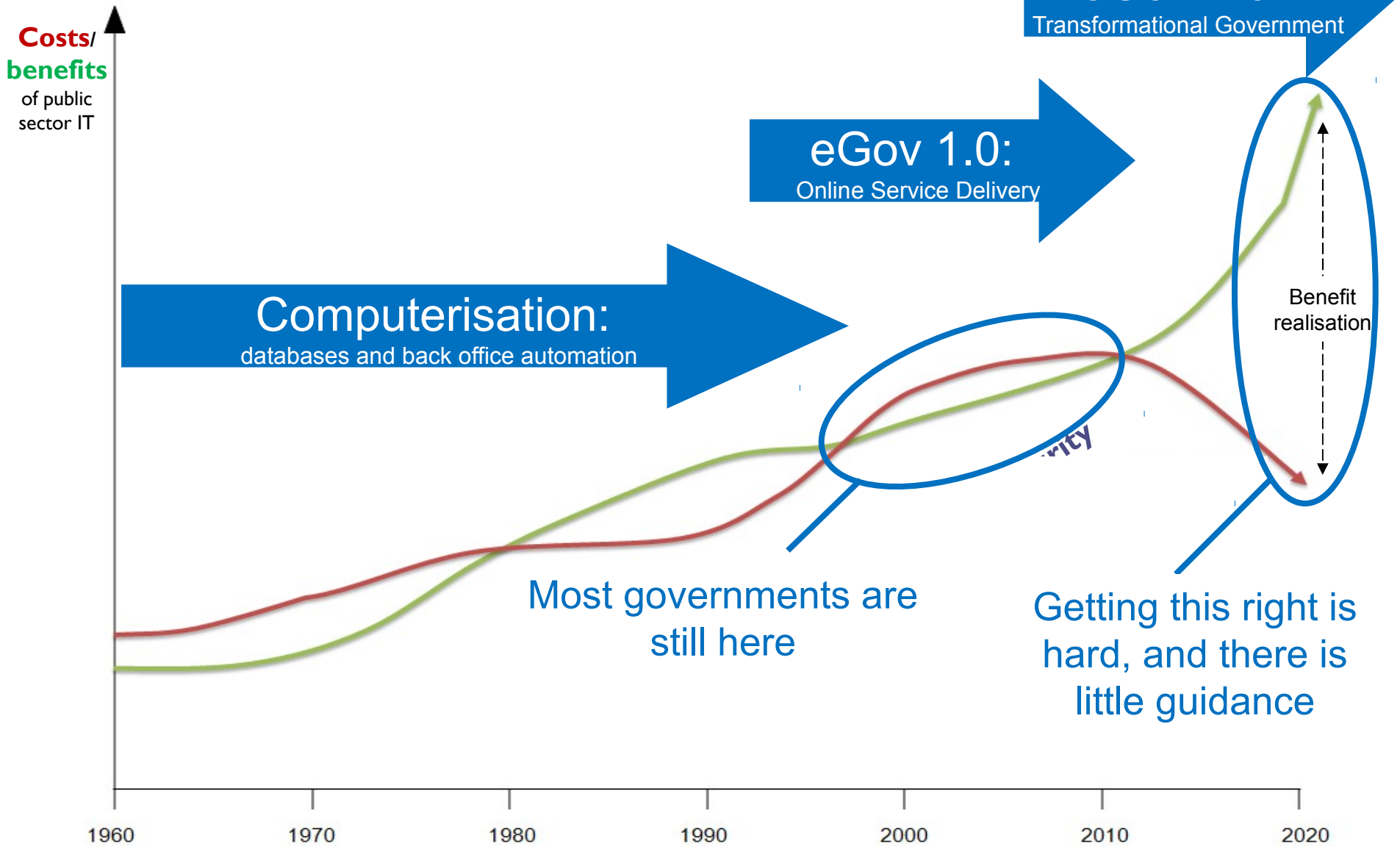
Bolting technology onto the existing business model of government

**Transformational Government**

Focusing first on the business changes needed to unlock benefits for citizens, and only then on the technology



# The problem



# The OASIS standard on Transformational Government



- OASIS is a global, not-for-profit standards organisation for e-business and e-government
- The OASIS Transformational Government Framework (TGF) is:

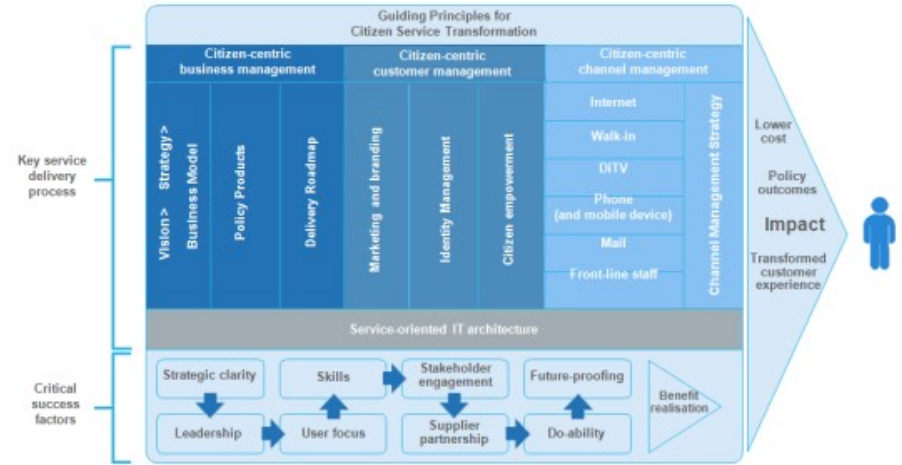
*"A managed process of ICT-enabled change in the public sector, which puts the needs of citizens and businesses at the heart of that process and which achieves significant and transformational impacts on the efficiency and effectiveness of government."*

# The TGF is built on CS Transform methodologies

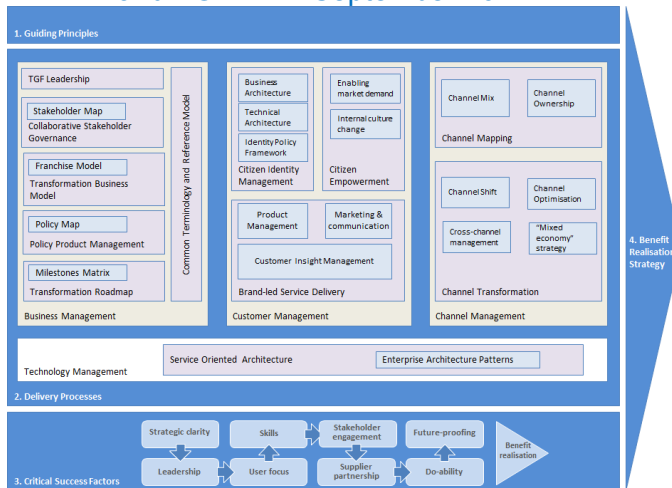
CS Transform publishes a series of white papers in 2009 – 2011....



..... describing our best practice model for citizen service transformation



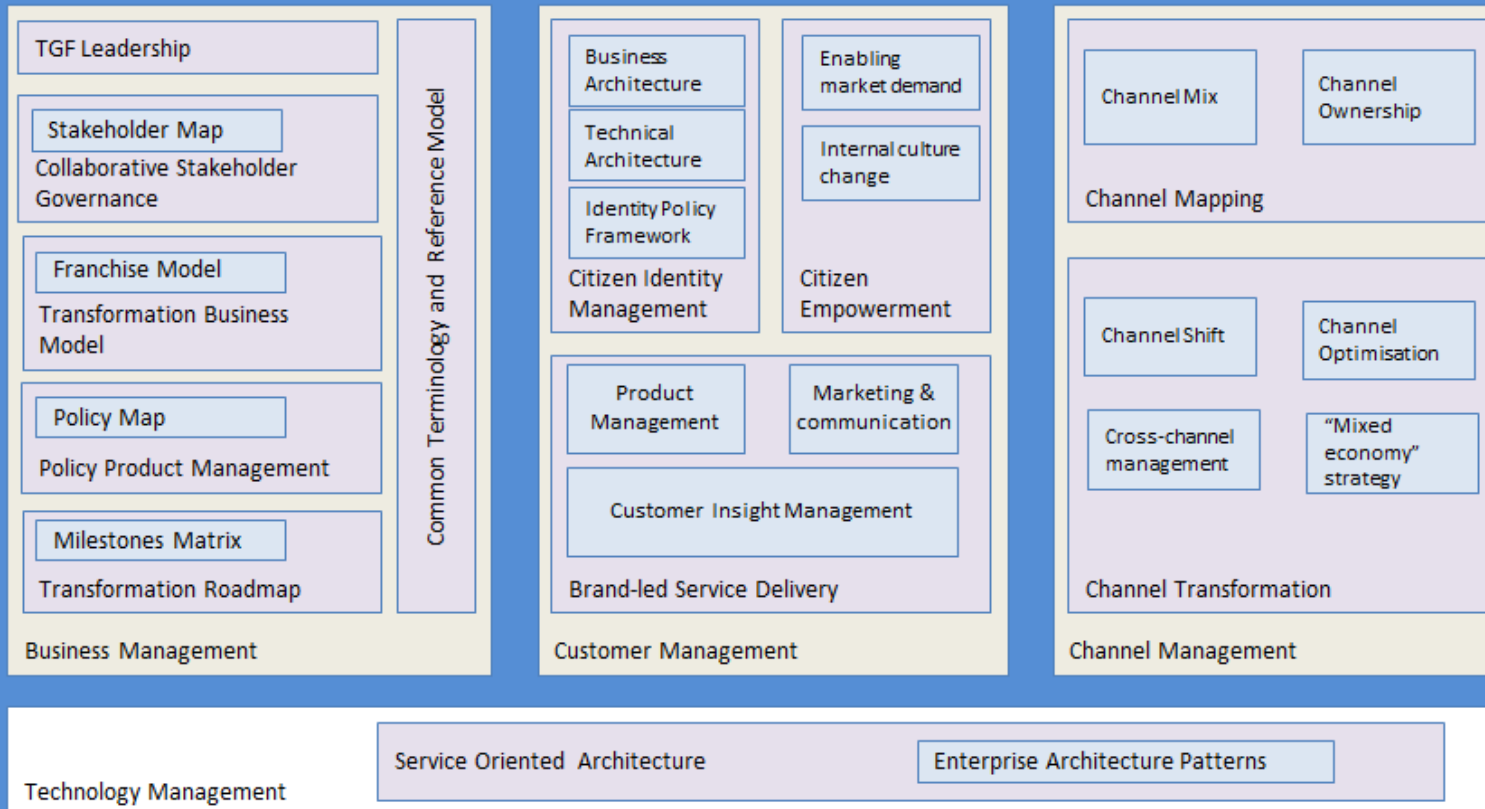
Resulting in launch of the TGF v1 in March 2011, and TGF v2 in September 2011



In December 2010, OASIS and the World Bank launch consultation on a new global open standard for Transformational Government, based on CS Transform's model



## 1. Guiding Principles



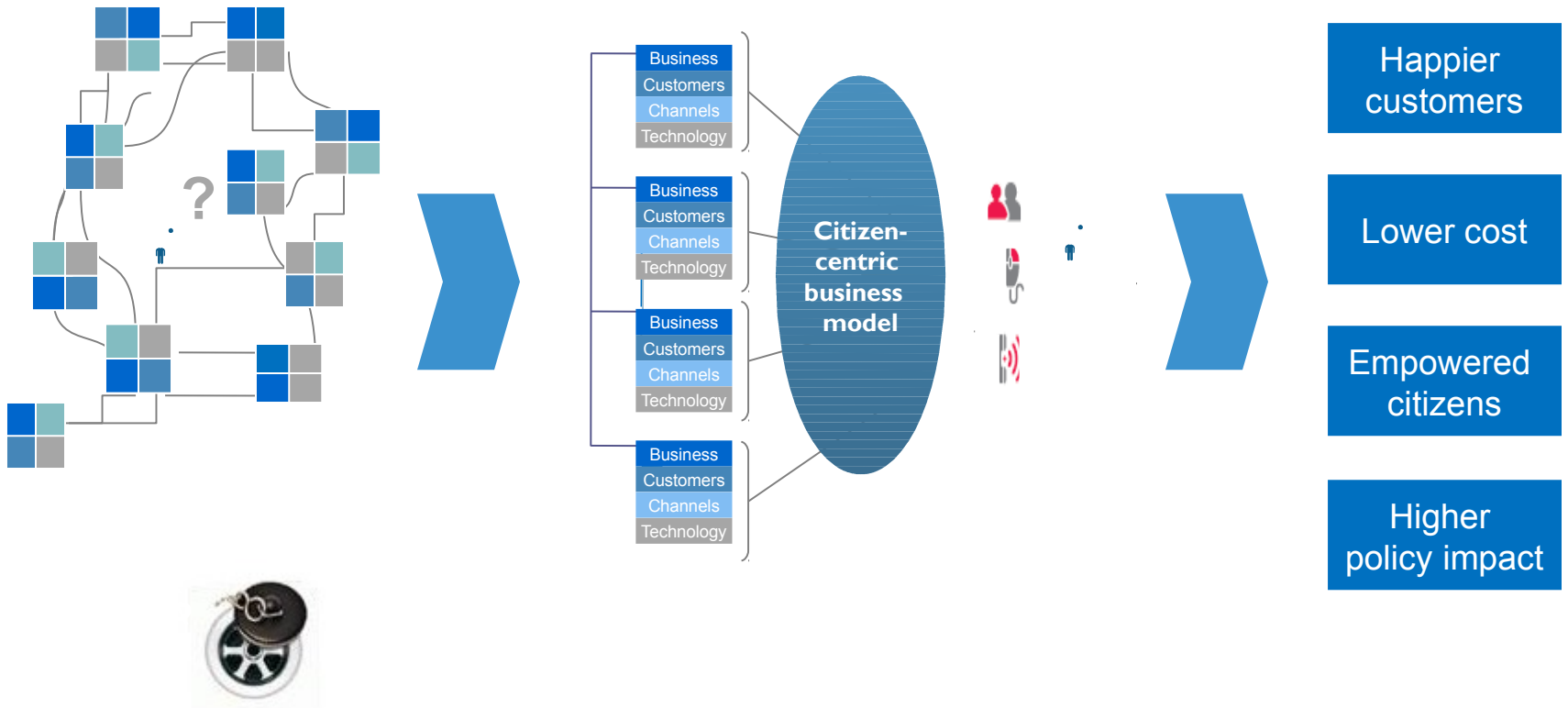
## 2. Delivery Processes

## 3. Critical Success Factors



## 4. Benefit Realisation Strategy

# What the TGF does



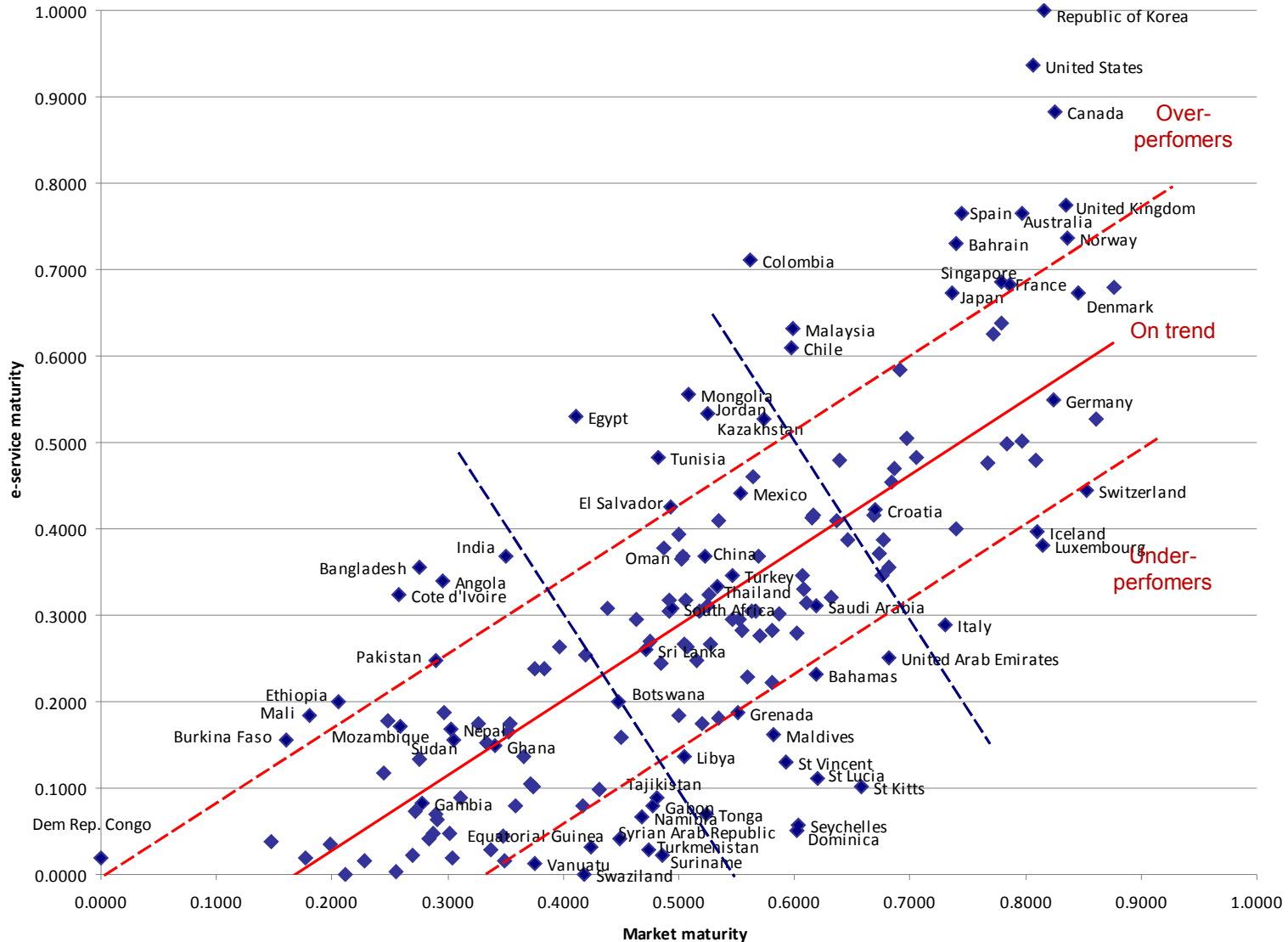
# Further information

- OASIS:
  - TGF Technical Committee Website
    - [www.oasis-open.org/committees/tc\\_home.php?wg\\_abbrev=tgf](http://www.oasis-open.org/committees/tc_home.php?wg_abbrev=tgf)
  - TGF v1 (“The TGF Primer”)
    - <http://docs.oasis-open.org/tgf/TGF-Primer/v1.0/TGF-Primer-v1.0.docx>
  - The business case for TGF implementation
    - <http://www.oasis-open.org/committees/download.php/42751/TGF-Business-Case.pdf>
  - TGF v2 (“TGF Pattern Language”)
    - <http://docs.oasis-open.org/tgf/TGF-PL-Core/v1.0/csprd01/TGF-PL-Core-v1.0.pdf>
- CS Transform:
  - Website: <http://www.cstransform.com>
  - White Papers
- Wikipedia: [http://en.wikipedia.org/wiki/Transformational\\_Government](http://en.wikipedia.org/wiki/Transformational_Government)
- LinkedIn Group: <http://www.linkedin.com/groups?mostPopular=&gid=3677772>
- Contact:
  - [johnaborras@yahoo.co.uk](mailto:johnaborras@yahoo.co.uk) (Chair of the OASIS TGF Committee)
  - [chris.parker@cstransform.com](mailto:chris.parker@cstransform.com) (Co-editor of the TGF)

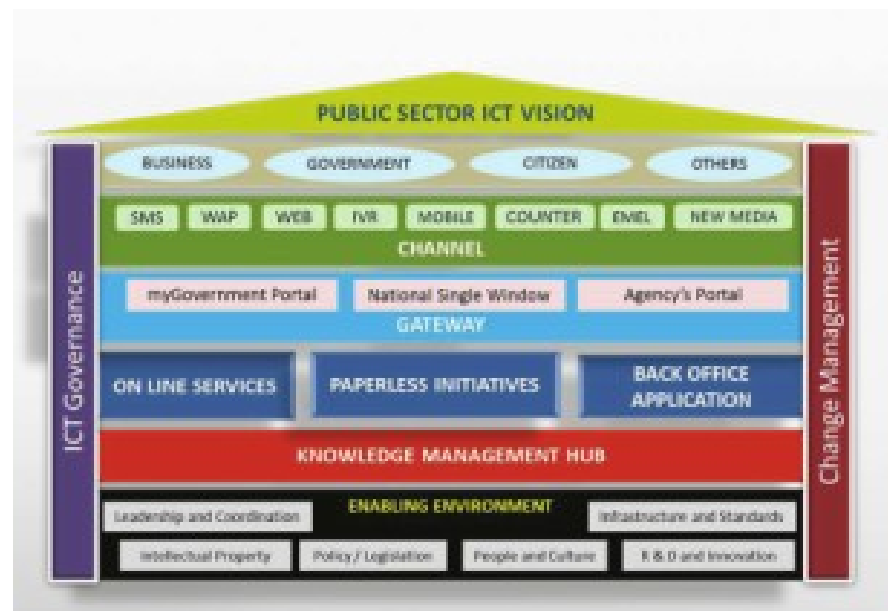
# Relevance to Malaysia



# Malaysia has already been a leading e-Government...

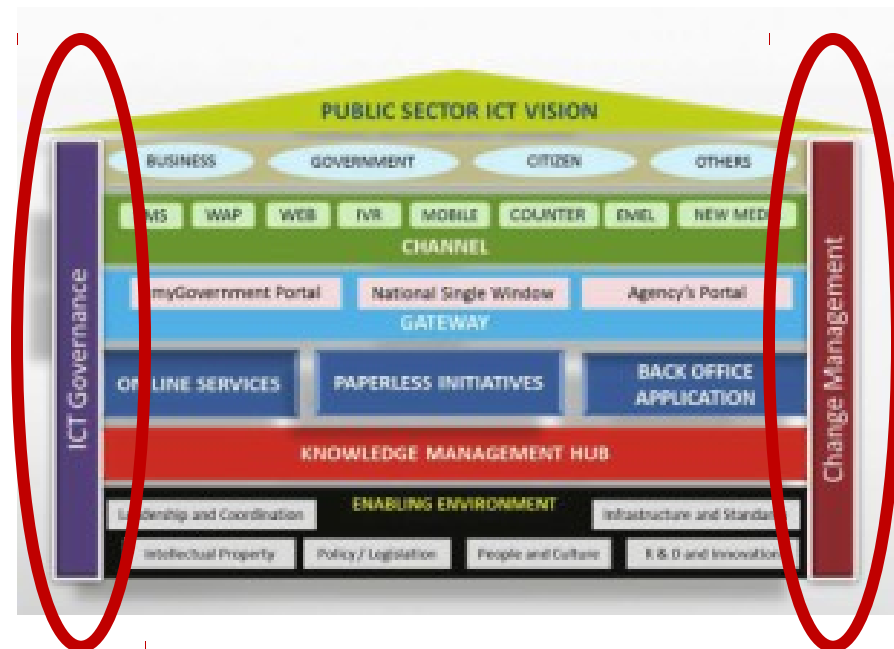


.... and is committed to a vision of ICT-enabled transformation



Malaysian Public Sector ICT Strategic Plan, 2011-2015

The TGF can help deliver the governance and change management which is critical for achieving that vision



Malaysian Public Sector ICT Strategic Plan, 2011-2015

## Summary: why the TGF can help

- Addresses all the organisational change and governance issues needed to deliver real success
- Citizen-focused and business-driven
- Has been shown to work in many different types of government:
  - National, state and city level
  - Deployed in Western Europe, Eastern Europe, Middle East, Far East and Australia
- Global best practice, but accessible at local cost base:  
Standardised so it can be delivered by civil servants and local consulting partners
- Demonstrably leads to significant levels of user take-up and satisfaction

# Discussion

