

DOUBLE UP:

ICT ENABLED COST AND BURDEN

REDUCTION IN PUBLIC SERVICE DELIVERY

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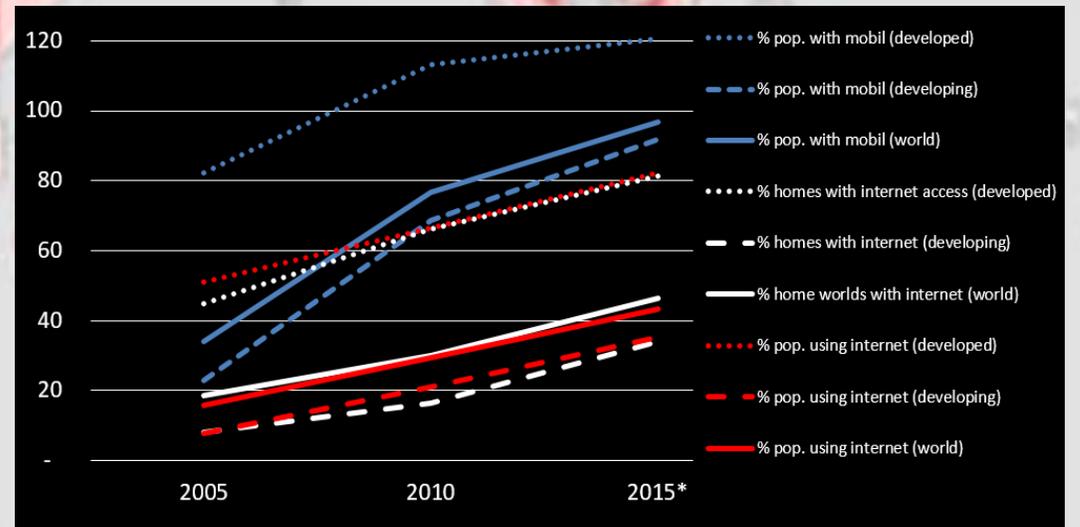


THE GORDIAN KNOT – CHALLENGES AND GOALS

EXAMPLES:

- More for less – but how?
- Reducing burden – or merely transferring it?
- Growth and productivity – what is possible?
- Access, trust, quality – also remotely?
- Benefits – how are they measured and realised?

WE ARE INCREASINGLY ONLINE



BUT WHERE ARE WE HEADING?

THE STATE



GLOBALLY:

- ICT can reduce costs and release resources
- Burdens can be reduced by changing legislation, rules and procedures



ACCESS AND EASE

GLOBALLY:

Authorities are "eliminating" letters, forms and e-mails. Call centres and eServices are better and 2 – 3.5 times cheaper than paper!

GEORGIA, OMAN, UGANDA:

Kiosks for online service access in rural areas, malls, post offices, etc.

PORTUGAL:

ATM's in rural areas for licence renewal.

INDIA:

Jaankari call center initiative to support "right of information act", increase ease and access to services for marginalised users in Bihar (Bihar, 2016).

A stack of papers is shown in the background, slightly blurred, with a black text box at the top. The text box contains the main title of the slide.

ADMINISTRATIVE BURDEN REDUCTION SAVE MONEY AND IS GOOD FOR BUSINESSES

NETHERLANDS:

Less bureaucracy have saved 0.9% of GDP – from 3.7 to 2.8%.
(World Bank Group, 2007)

RULES STILL APPLY

DENMARK:

Minimum usability requirements bans legal and bureaucratic language use, ensure logical and recognisable design and security.

Results:

- 78% of bike thefts reported online.
- 88% of all address changes are digital.
- 98% of students registered for school online.
- 100% of tax returns are digital.

Savings of € 110+ million annually when fully implemented (DIGST & borger.dk, 2015).

ESTONIA:

Citizens can safely and securely access their personal data online – and which authorities have accessed and used their data (eesti.ee, 2015).





TRANSPARENCY AND ANTI-CORRUPTION

GLOBALLY:

€ 1 trillion lost to corruption every year in developing countries (Transparency Int.)

GEORGIA:

Regulatory and ICT facilitated organisational changes to lower corruption.

DATA CAN INCREASE EFFICIENCY AND LEAD TO GROWTH

DENMARK:

Reuse of data expected to save € 3 million in government plus € 6.7 million in the private sector annually when fully implemented (DIGST & Grunddata, 2015).

EUROPE:

Potential of BIG and OPEN data estimated to 1.9% of GDP in 2020 - for 21 different sectors in the 28 EU countries (demosEUROPE & WISE Institute, <http://bit.ly/1oVe8Hj>).



DIGITAL IDENTITY AND SIGNATURE IS KEY FOR EASY, SECURE AND PERSONAL SERVICE – AND CHEAPER

ESTONIA:

2% of GDP in annual socio-economic benefits by eSignature use (Gov. Office of Estonia, 2015).

DENMARK:

Over 90% of Danes have NemID and can sign digitally.

Only 10.8% of Danes have requested an exemption from Digital Post!

6 to 8.5 million digital messages to citizens and businesses per month. Annual savings up to € 300 million (DIGST, 2015).

THE REVOLUTION...
... is also me!



Yours sincerely,

The State...



CHANGE AND
CONDITIONALITIES

USER-FRIENDLINESS IS
GOOD BUSINESS

AMSTERDAM:

A hotel, cafe or restaurant now saves € 1,200 in time annually, through single entry and adapted process for licences (European eGov Awards, 2007).

FROM CURITIBA TO HAMBURG:

To increase participation and transparency citizens and businesses can participate in budget decisions and planning (www.hamburg.de).

STOCKHOLM:

Citizens can compare and apply for daycare, school and retirement homes – just like booking.com (www.stockholm.se/jamfor).

BENEFIT REALISATION IS ESSENTIAL

A soccer ball is positioned in the center of a goal net. The net is white and made of a hexagonal mesh. The background is a vibrant green, representing a soccer field. The ball is white with black and dark blue panels. The overall image is used as a metaphor for achieving goals and benefit realization.

FOLLOW-UP:

Without objectives and goals, you neither know where you are nor where you are heading. Without follow-up you do not know if you achieved your goals!

COOPERATION:

Vertical and horizontal cooperation is essential, citizens and businesses do not care: they want easy and fast service!

VISION, WILL, GOALS AND FOLLOW-UP

“It always seems
impossible
until it's **DONE**”



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