

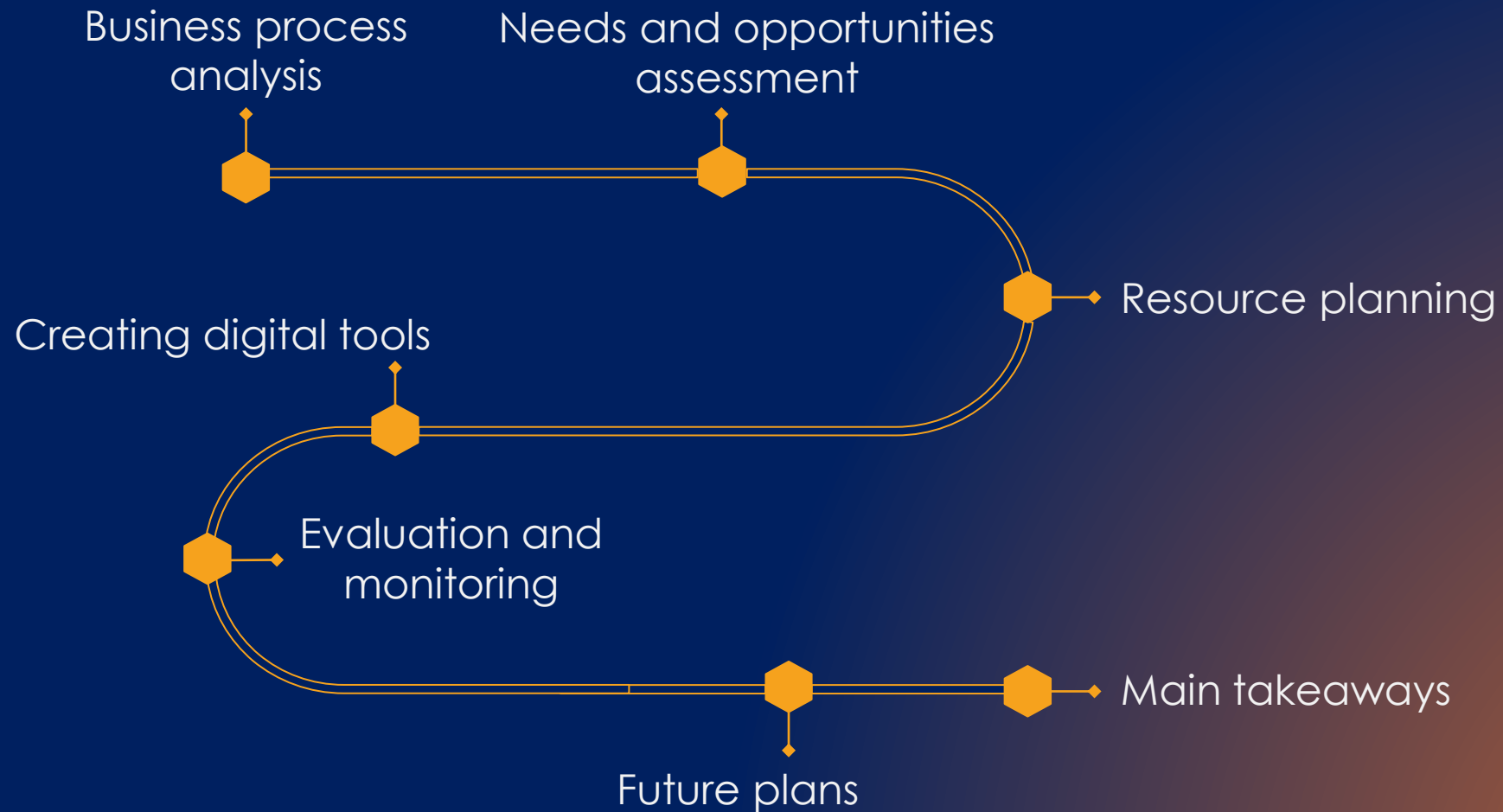
Developing digital public services

Tatiana Zasheva (Ms)
Radio Research and Development Institute
The Russian Federation
zasheva@niir.ru

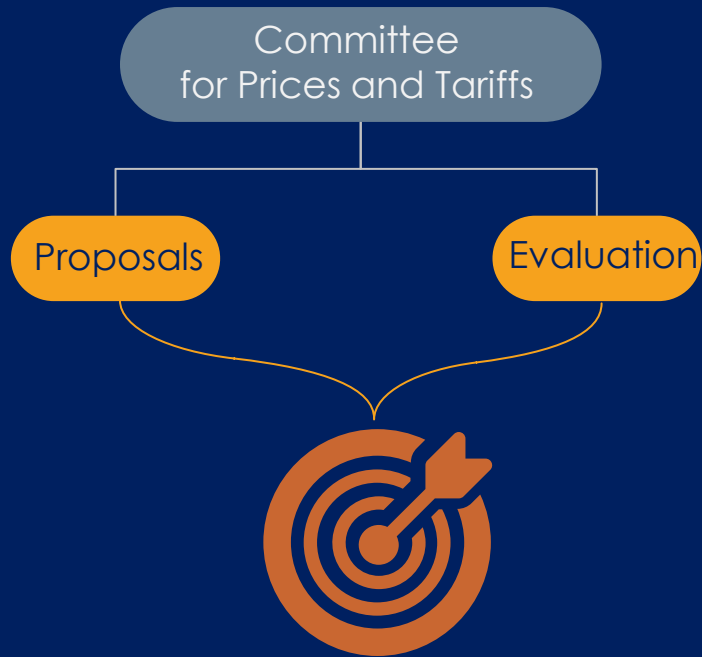
ITU-D Q2/2 workshop
Geneva, Switzerland, and online
May 30, 2023



Presentation outline



Analysis of a **business process**



Tariff decisions for utilities

- Proposals by companies (breakdown of expenses)
- Evaluation by Committee staff experts
- Result – an approved tariff decision

Resource planning



2 years



- customers
- task managers
- IT staff



regional budget

E-service page




Digitization of processes

Backend microservices

Creating digital tools



Evaluation and monitoring

-  **Committee:** number of litigation trials, risk of errors, violations, corruption
-  **Utility companies:** use of digital tools, delays, share of denials
-  **Residents:** price increase, easy access, response time



Future plans



Main takeaways

- Have a clear general procedure for digitizing services
- Understand the nature of the business process for this service
- Perform a thorough needs assessment
- Allocate sufficient resources
- Establish clear indicators of success
- Support digitization over the entire lifecycle
- One-click > multiple clicks
- Pre-filled forms save time

Thank you!

Tatiana Zasheva (Ms)
Radio Research and Development Institute
Russian Federation
zasheva@niir.ru

ITU-D Q2/2 workshop
Geneva, Switzerland, and online
May 30, 2023

