Digitalisering av offentlig sektor

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By 2030, 90% of jobs as we know them today will be replaced by smart machines.

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E-Government Reinforces and Perpetuates an Obsolete Business Architecture

"Silos of Excellence"

Administration & Finance | Business Services | Defense & Intelligence | Education & Research | Health & Social Services | International Affairs | Justice & Public Safety | Natural Resources | Transportation & Public Works

Applications & Data
Analytics
Infrastructure & Operations
Program & Portfolio Management
Security & Risk Management
Sourcing

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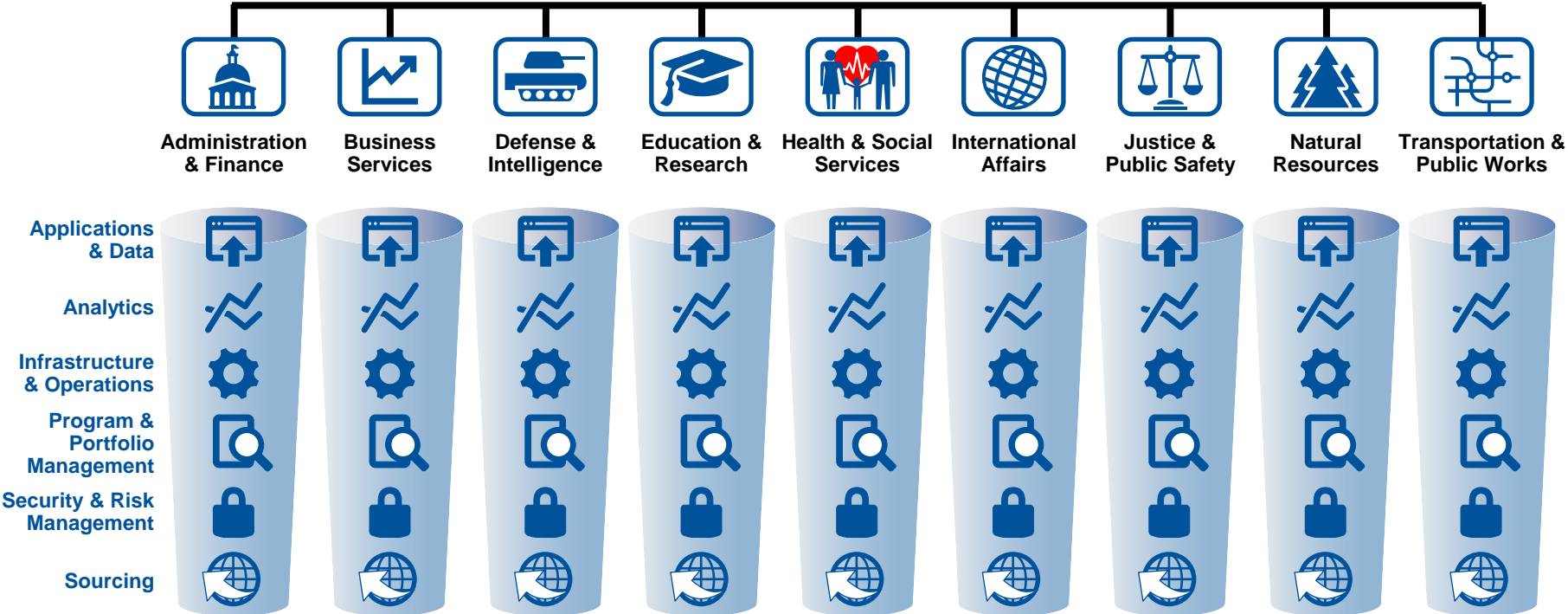
Digital Government Is Designed to Coordinate Services Across Boundaries

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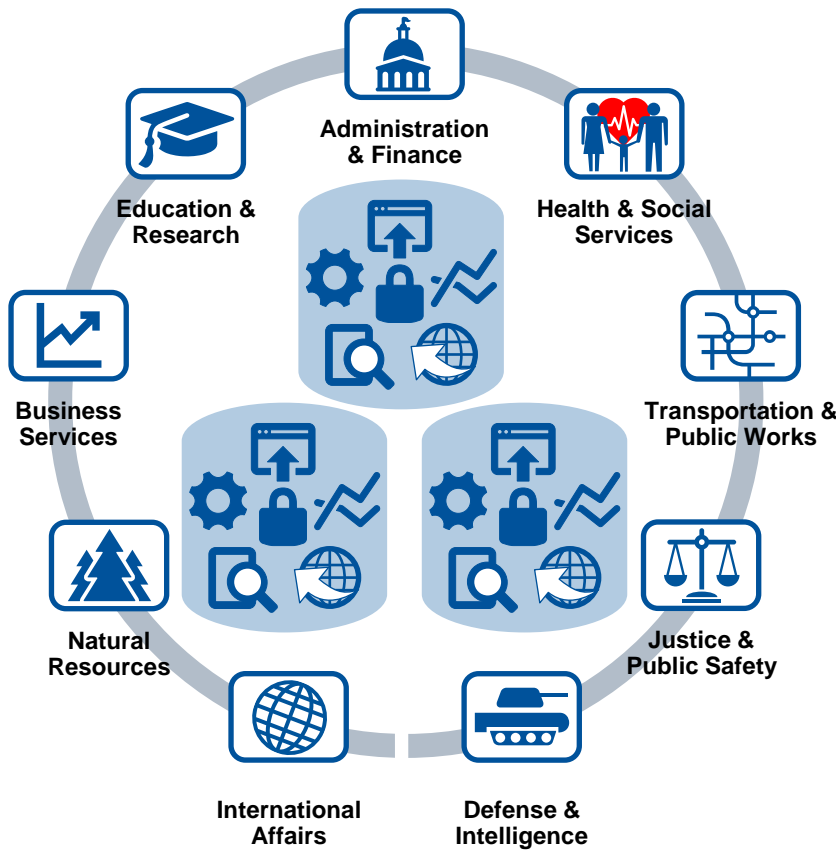
Tomorrow's Balance Will Be Different

People

Co-creation

Today

Smart Machines

Data

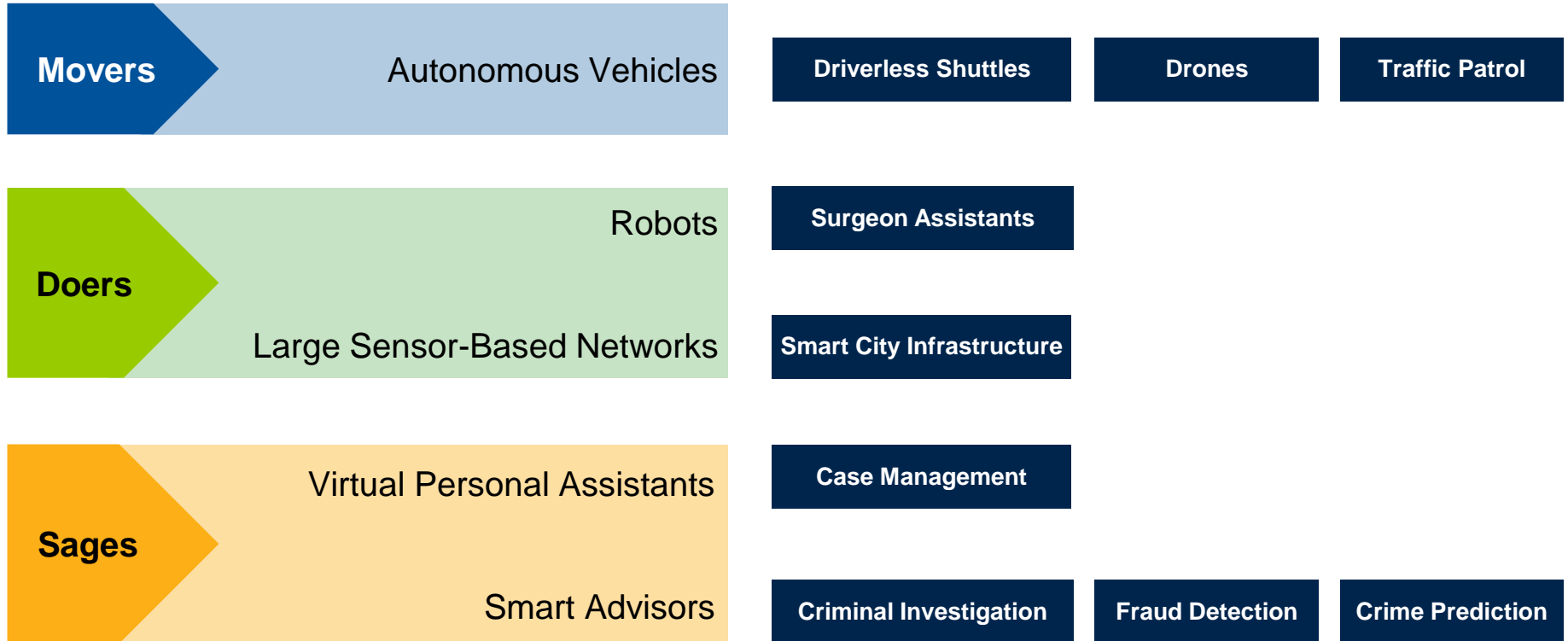Data

Process

IOT

Tomorrow

Things
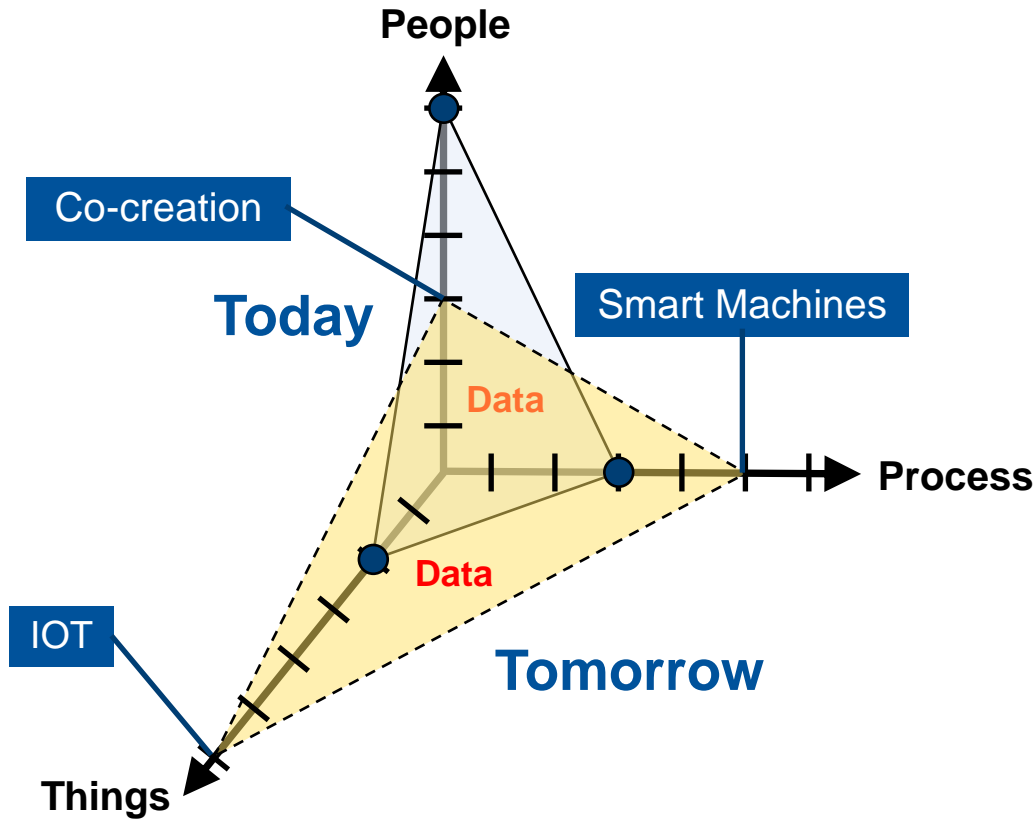
Digital Government

Government designed and operated to take advantage of **digital data** in optimizing, transforming and creating government services.

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Digital Government Is A Journey

Maturity Level	E-Gov	Open	Data-Centric	Fully Digital	Smart
	1 Initial	2 Developing	3 Defined	4 Managed	5 Optimizing
Value Focus	Compliance, Efficiency	Transparency & Openness	Constituent Value	Transformation	Sustainability
Channel Strategy	Portal	Government as a Platform	Nongovernment Channels	Truly Multichannel	Automation Replaces Portals
Leadership	CIO/CTO	CDO	BU	Truly Bimodal	(New) CIO
Technology Focus	SOA	Open Data Open Service	Open Any Data	Things as Data	Smart Machines
Key Metrics	% Services Online	% Open Data	No. of Data-Driven Services	% Data From Things	% Decrease of Services

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All Smart Machine Categories Will Be Relevant

Movers	Autonomous Vehicles	Driverless Shuttles	Drones	Traffic Patrol

Doers	Robots	Surgeon Assistants
	Large Sensor-Based Networks	Smart City Infrastructure

Sages	Virtual Personal Assistants	Case Management		
	Smart Advisors	Criminal Investigation	Fraud Detection	Crime Prediction

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Government Must Design Human-Centered Digital Services

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Digital Civic Moments: Job Loss and Recovery

Broader Ecosystem
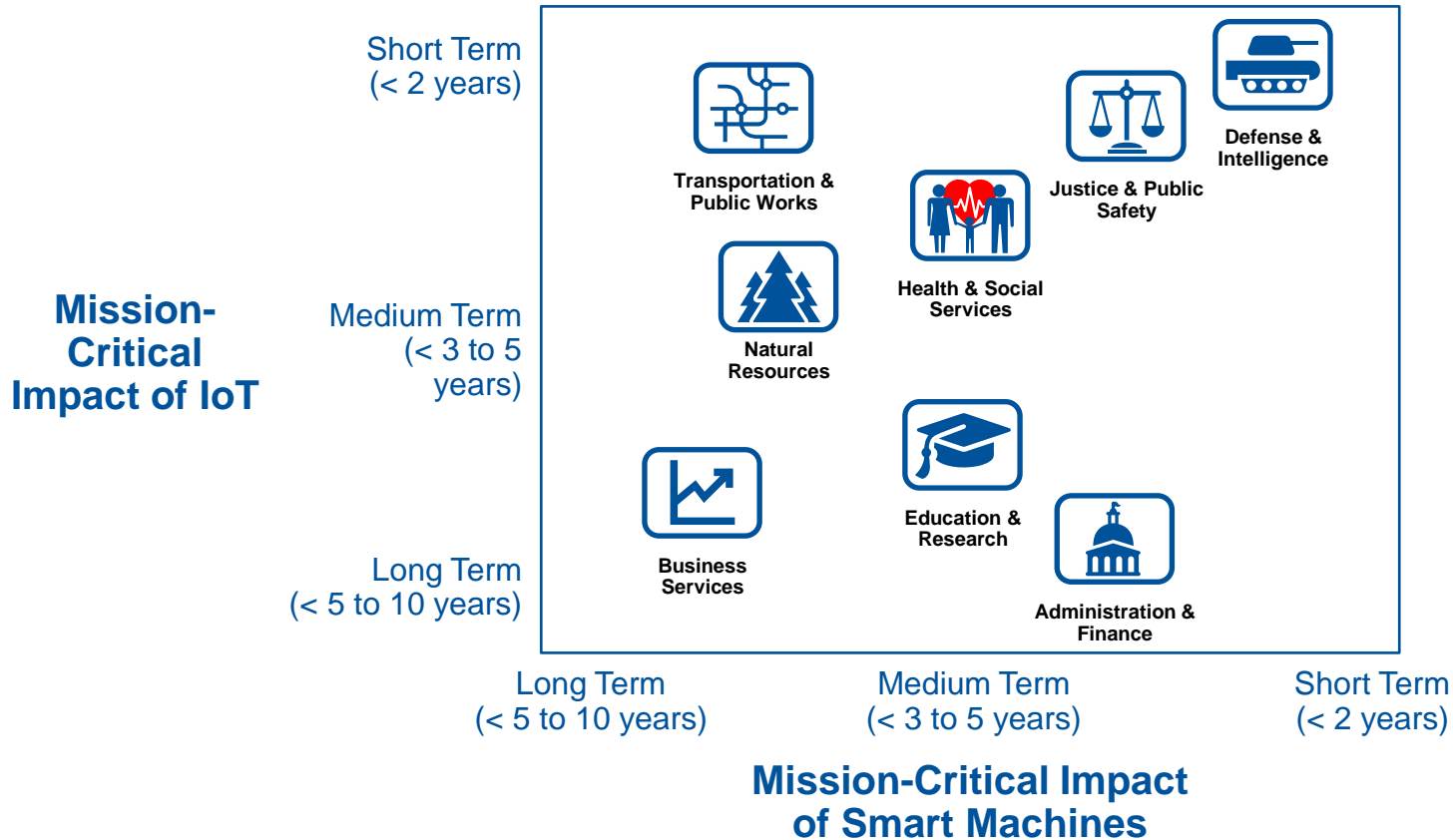
Social Data

IoT and Context-Awareness

Virtual Private Assistant

Outcomes
- Quicker re-employment
- Quicker, personalized support
- More opportunities

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All Domains Will Be Affected, But at Different Speeds

Mission-Critical Impact of IoT (vertical axis):
- Short Term (< 2 years)
- Medium Term (< 3 to 5 years)
- Long Term (< 5 to 10 years)

Mission-Critical Impact of Smart Machines (horizontal axis):
- Long Term (< 5 to 10 years)
- Medium Term (< 3 to 5 years)
- Short Term (< 2 years)

Domains plotted:
- Transportation & Public Works
- Health & Social Services
- Justice & Public Safety
- Defense & Intelligence
- Natural Resources
- Business Services
- Education & Research
- Administration & Finance

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Recommendations

✓ Assess your agency and organization with Digital Government Maturity Model

✓ Focus on data and on information architecture

✓ Make the case for urgency, and develop a simple, high-level roadmap addressing both IoT and smart machine impact

✓ Partner with other digital leadership roles, and shift to a bimodal model for IT services

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