



DIGITAL GOVERNMENT

ET INTERNASJONALT PERSPEKTIV PÅ HVA SOM
KREVES FOR Å LYKKES MED BRED
DIGITALISERING

Why should governments
care about **digitization**?

Can we **achieve more**,
and faster?

What does this mean **for**
Norway?

Why should governments care
about **digitization**?

The new generation will expect **digital services by default**, in a world where...

...each month,
4 million man years
is spent online

...approximately
17 BILLION
devices are
connected to the
internet

...average 21-
year-olds exchanged
250,000
messages and spent
10,000 HRS
on a mobile
phone

...this
year more unique
information will be
generated than
during the
PAST 5,000
YEARS

...by 2016,
200,000 HRS
of video will be
STREAMED
EVERY SEC

...a
smartphone is
1,000,000x cheaper
100,000x smaller
and **10,000x** more
powerful than the
MIT computer
in 1965

...the
world's data
centers consume
~1.5% OF
ALL POWER
or little more than
2x the power
consumption of
Sweden

Increases in **cyber attacks** require a nation-wide response



ØKENDTE TRUSSLER: Generalsejers Rør Sundt behøver oplyst til Cyberforsvaret. De ser en stadig økning i digitale trusler med henblik på at stjæle data fra virksomheder og offentlige myndigheder. Video: Østlands-nyttens arkiv / Dagbladet

- Det ikke er et spørgsmål om vi blir utsatt for et sånt angrep, det er et spørsmål om *når*



KAN SKRU AV VARME: Denne videoen viser hvordan Dagbladet får tilgang til et system for styring av varme, uten å teste brukerskærmen eller passord. Styringspanelet fant vi på nett. Video: Dagbladet

Her kunne Dagbladet skru av varmen i hele kvartalet
Styringspanelet fant vi åpent tilgjengelig på Internett.

Government digitization can generate tremendous value, from five distinct sources

INTERNAL PRODUCTIVITY

Increased efficiency and effectiveness of the state machinery

PUBLIC SERVICE AVAILABILITY (G2C DIALOGUE)

Citizen service innovation:
Improved availability, flexibility and user friendliness of two-way public services

ECONOMIC PRODUCTIVITY (G2B DIALOGUE)

Faster, broader and more accurate matching between business resource demand and state support vehicles

INTERNATIONAL COLLABORATION (G2G DIALOGUE)

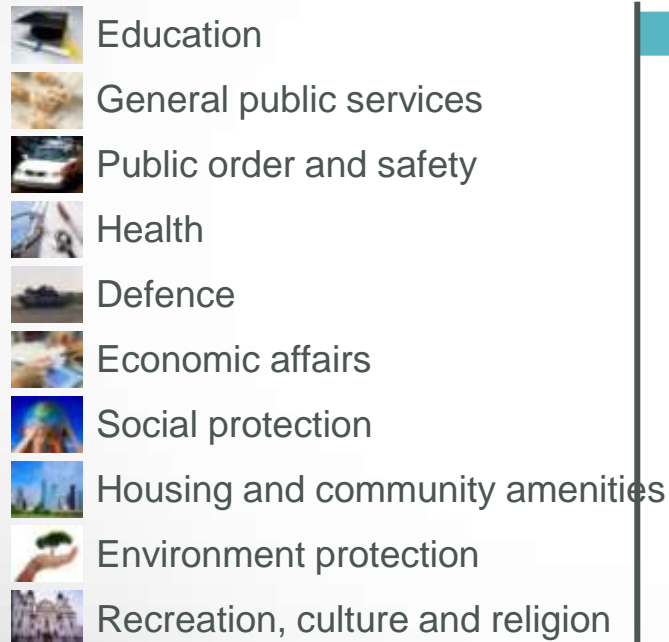
Enabling effective collaboration platforms across states to push global issues forward

BUSINESS INNOVATION

Enabling new business models and citizen services through making more public data available on open standards across state functions

Digital can boost **internal productivity** alone by over USD 1 trillion annually

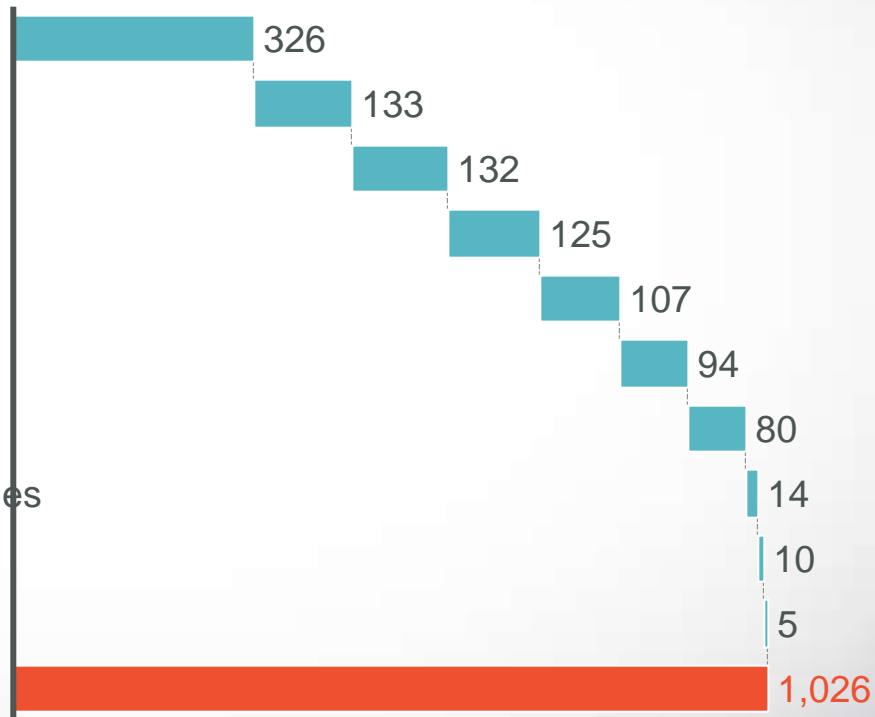
GOVERNMENT FUNCTION



TOTAL

GLOBAL VALUE POTENTIAL

USD trillions



Future technology innovations could add another USD 3.6-7.5 trillion

SIZED APPLICATIONS IN THE PUBLIC AND RELATED SECTORS

GLOBAL VALUE POTENTIAL IN 2025
USD trillions, annually

Low
High

MOBILE INTERNET

Healthcare



Education



Public sector



AUTOMATION OF KNOWLEDGE WORK

Education



Healthcare

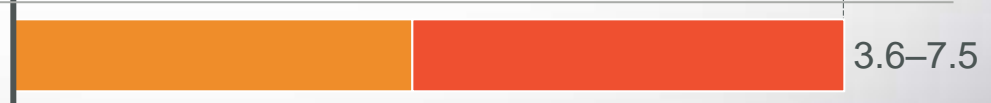


INTERNET OF THINGS

Healthcare



TOTAL



Can we **achieve more**, and faster?

Projects requiring business change carry **significantly greater risk** in the public sector

7x

COST OVERRUN

higher likelihood than
in the private sector

20%

SCHEDULE
OVERRUN

higher likelihood than
in the private sector

2x

BLACK SWANS

higher likelihood than
in the private sector

3 hurdles are particularly challenging to overcome in government digitization efforts



Example: **Public commitment** has proven successful in order to align priorities



ESTONIA

GOVERNMENT PUBLICLY COMMITS TO

- **Make available online every cabinet decision** within 15 minutes of it being made
- **Respond to every citizen's suggestion** posted on government's "Today I Decide" portal. Users can see the progress of the government's response to every suggestion; government must give sound reasons for any proposal rejected

Numerous other examples of public commitment, incl. Norway, Netherlands, Singapore, Canada

Example: France created a **transverse ICT function**



FRANCE

NOV. 2009

DECISION TO POOL GOVERNMENT IT ACROSS MINISTRIES

- An **ambition to enhance performance** and a **need to share best practices** and common architecture

DEC. 2009–JUNE 2010

INTER-MINISTERIAL WORKSHOPS

- **Interministerial workshops** on key topics i.e. mutualization of infrastructure, ICT HR, and portfolio management

JUNE 2010

DECISION TO CREATE THE DISIC

- Create a **transverse ICT function** (DISIC) with clear role and responsibilities
- **“Palier 1”** – Improve Ministries ICT efficiency to **reach common quality standards**

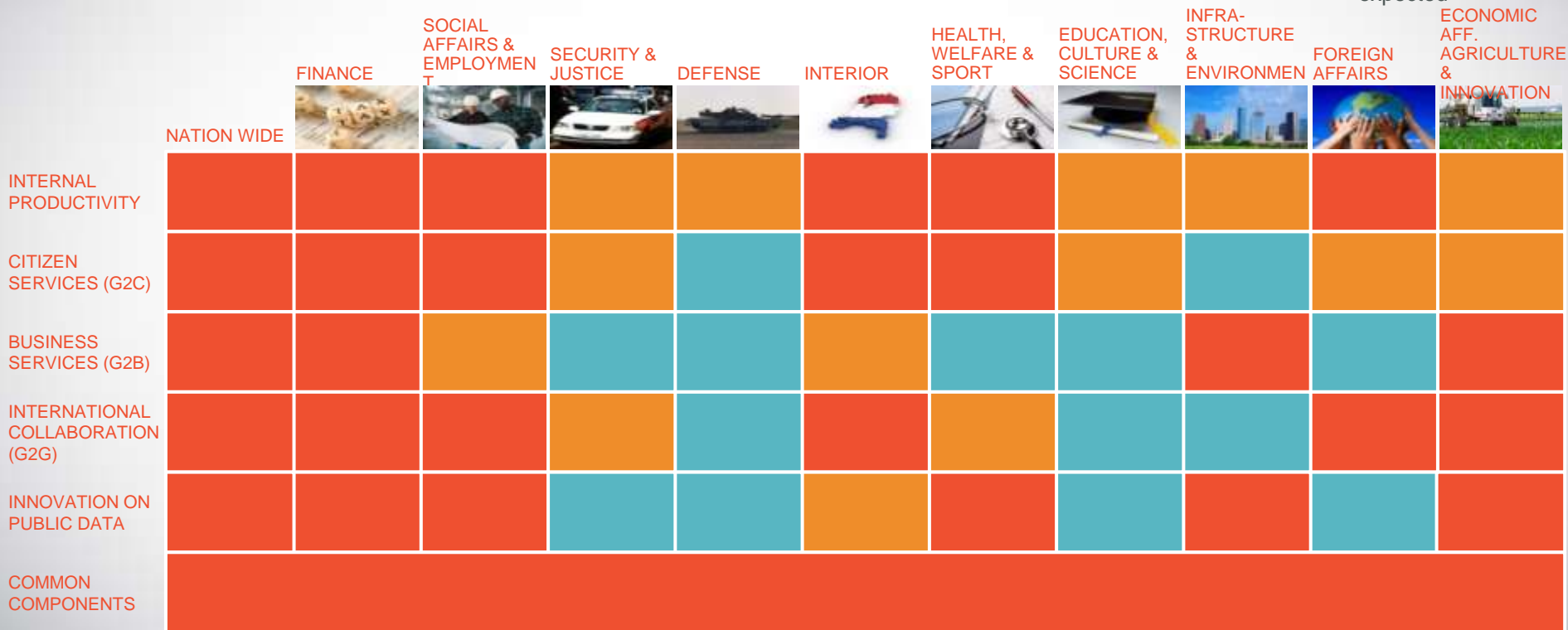
JÉRÔME FILIPPINI was named COUNTRY CIO (head of the DISIC)



What does this mean **for Norway?**

What should the Norwegian portfolio of digital initiatives look like?

■ High value expected
■ Medium value expected
■ Low value expected



What should the Norwegian portfolio of digital initiatives look like?

High value
Medium value
Expected
Not expected

FINANCE SOCIAL AFFAIRS & EMPLOYMENT SECURITY & JUSTICE DEFENSE INTERIOR HEALTH, WELFARE & SPORT EDUCATION, CULTURE & SCIENCE INFRA-STRUCTURE & ENVIRONMENT FOREIGN AFFAIRS ECONOMIC AFF. AGRICULTURE &

Where do we want to go?

Are the next 10 transformations to be found inside our current agencies, or through cross-agency efforts?

What are our most important gaps to close in terms of governance and talent to succeed?

INTERN PROD
CITY SE
BU SE
INTER COLLA (G2G)
INNOVATION PUBLIC DATA
COMMON COMPONENTS