Government 2018

1. Citizen centric
2. Agile & Innovative
3. Open & Connected
“I want us to ask ourselves every day, how are we using technology to make a real difference in people’s lives?”

Barrack Obama,
44th President of the United States
Digital Transformation & Personal Identity
The Government Unicorn Book
Force Field Analysis

DRIVING FORCES
- Citizen demands
- International pressure (trade agreements, standards, rankings, etc)
- Cost and budget pressures
- New technologies and standards
- Political leadership
- Publicity and recognition
- Competition

Becoming a Digital Government

RESTRAINING FORCES
- Departmentalization
- Legacy system
- Fear of failure
- Lack of funding
- Lack of competence in new technologies
- Sunk cost influencing investment decisions
- Procurement rules

A public sector example
Examples of major restrictions in ID programs
Procurement & Sourcing of funds
DEATH of feasibility studies and aging procurement methods
Fear of failure
&
Fear of change
“Iterate. Then iterate again.”
- UK Government Design Principles
(https://www.gov.uk/guidance/government-design-principles)

The old-fashioned government tends to operate huge programs.
The modern government operates rapid experiments.

Adapted from “The Startup Way” by Eric Ries
Government silos & Power struggles
Power/Interest Matrix

- **Low Power/Low Interest:** Stakeholder Monitoring (keep informed)
- **Low Power/High Interest:** Stakeholder Management (keep satisfied)
- **High Power/Low Interest:** Stakeholder Engagement
- **High Power/High Interest:** Stakeholder Management (keep satisfied)
Why are we not already at B?

We are not transforming because we are asking the wrong questions.
Thank You.

If you have any questions about this document please do not hesitate to contact us at:

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