

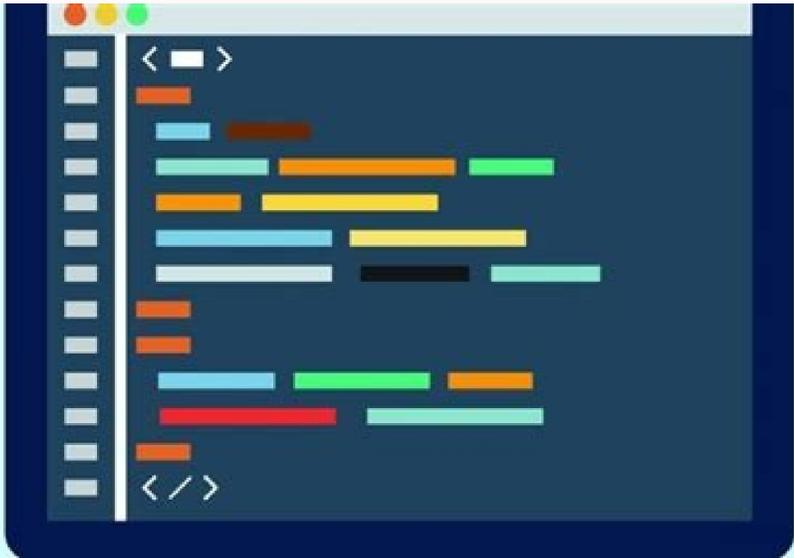
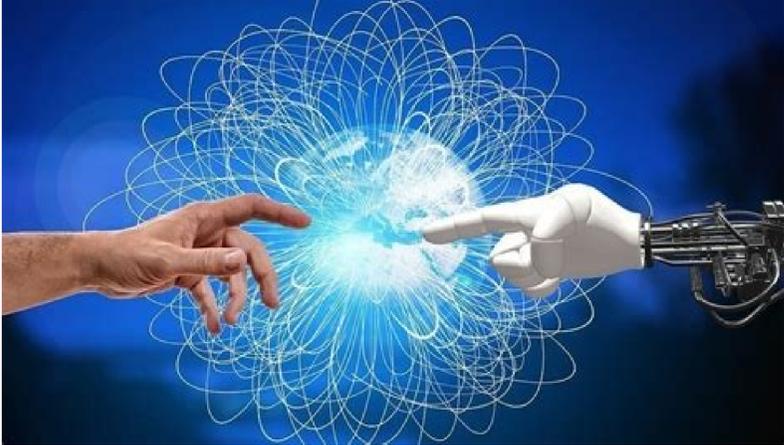


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Deloitte digital transformation government



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Citizens can access and modify information as their name, address, postal code and other details. The service provider tries to understand its customers and create a personalized experience contrary to hiring an "Ons adapts to all approaches. Data mastery also focuses on obtaining a Adequate regulators and legal framework to position to access and share data between agencies. These cloud-based flexible platforms are used in innumerable ways to build safety liquidation systems to the development of solutions Integrated AI.3 the organizations of the first digital government go far beyond the implementation of discreet silos technologies. These include digitally experienced employees, existing upskilling talents, using contingent work and even exploiting the power of the crowd through challenges and competitions. In many cases, obviously, the robust back-end government operations go hand in hand with the improvement of the delivery service of the front-end service. Names: it automatically understands when customers fail to appear for their interviews scheduled with workers and sends the communications of lost interviews (names). Think about Á e á ~ á "Ons-click" Shopping or other apps that facilitate the possibility of getting what you want quickly. The Cross-Cloud Saas platform has enabled implementation And the actual long-term results. But the pandemic has also shown how many government agencies still have to go to become truly digital-first organizations. This message will not be visible when the page is activated. Seventy-five percent of government agencies have seton dna .ctatnoc'f ssol eht fo sreknov smrofini dna ,ssexida detadpu niatbo ot tneic eht stxet ro sliame ,ssexida dab ro tceortoci rof denrutet era stneic eht of seciton nehv liam denrutet Á Á Á e sdaerÁ Á Á e yllaciatmotua : IMER .stovip eerht eseht no spag eht gniidgr no sucof dluo'hs seicnega erutam ssel ,evruc ytirutam eht pu evom of aera eno yino no sucof iÁ Á Á e nac tsuj yeht si tcaaf eht .noitamrofsnart latigid rieht rof selanotar tneriffid evah seicnega tneimrevog tneriffid elihW 51 .etisno tneserp eb of flats eht deriug'er ylsuoverp taht stemyap troppus of skeev nitiw latrop tneymap enilno na etaerc of elba saw eciffo emoH KU eht ,yad eno nitiw ytilianoitcnuf knil tneymap sÁ Á Á e yaP KU.VOG gnidda yb .ecnatnsi roF .snoitazinagro erutam ssel of derapmoc noitazinagro rieht gnitcapmi ylevitsoop si tnelat yvvas yllatigid taht etacidi ot ylekil erom semit ruof era seicnega erutam yllatigid .seicnega rieht gnitcapmi ylevitsoop si srentrap lanretxe htiw gnigagne taht yas stnedno pser fo tnecrep evif-ythgiE .cimednap eht of eud gnianter fo deen ni rekrow a ot sessalc ralupop tsom eht dnenmocer ,elpmaxe rof ,thgim aroruA 32.sessenisub dna snezitic ot yreviled ecivres sselmaes edivorp ot stneve efil no desab secivres sezinagro ylevitacoarp margorp IA aroruA sli .A erugif ni detaremune ,stovip latigid mret ew hcihw ,setililapac dna stessa fo yarra daorb a fo tnepoleved eht seruqer tneimrevog latigid ylvut a gnimoceB stovip latigid neveS: ereht teg of woH .ygonlohcet duoc gnisu cimednap eht gniur retneq tcatnoc ecarusni tneymolpmenu sti dezinredom dnalsi edohR ,ecnatnsi roF .stneleme rehto gnoma ,ygetarts ytirucesrebyc tsubor a gnitnemelpmi dna ,seigolodohtem spOceSveD dna eliga gnisu ; tneimorivne evitan-duoc a dna eruttutsarfni duoc gnicaribme sliatne siht .detadommocca eb tÁ Á Á e ndluoc netfo stieneb rof dnamed ni segruS .met pihredael roines rieht ni seignae rojam ot del sah noitamrofsnart latigid rieht yas action action required. This study offers a road map for how to get from here to there. With the help of tools such as GOV.UK Notify, and GOV.UK Pay, both central and local governments have been able to ensure speedy service delivery during the pandemic. Learn how Deloitte helped Montana's Department of Public Health & Human Services manage workload for case workers and improve customer experience. A true omnichannel strategy meets constituents where they are and within the context of their life (for example, by phone, in-person, web, mobile, etc.) while also accounting for realities such as environments with low or no internet bandwidth as well as digital literacy and accessibility gaps. Organizations can appoint a chief experience officer, institutionalize a culture of customer experience, and invest in digital experience platforms to support personalized citizen and business experiences. Data mastery is more than building master data management (MDM) systems or data lakes to empower senior executives to make decisions. Appendix Around 72% of candidates who joined new jobs through the AI system were still employed six months later, compared to 58% of those advised by human officials.25 The value that government agencies derive from the pivots is highly dependent on their approach to digital transformation. COVID-19 vaulted government headfirst into the next stage of digitization. From telehealth to telework, virtual courts to virtual education, rarely in modern history have we seen so many large-scale experiments in government rolled out so quickly and at such a massive scale. Implementing once only requires interoperable data systems. Prior to COVID-19, only 34% of respondents indicated that creating new business models was a primary objective of digital transformation. The demand for technical capability is likely to outpace the supply for some time, making it necessary for governments to find innovative ways to meet talent needs, such as collaboration with universities, temporary recruitment from industry and retraining of the workforce. Meanwhile, the US military, through its Quantum Leap program, aims to retrain 1,000 of its 15,000 civilian IT employees by 2023. Mature organizations consistently derive value from all seven pins, while less mature organizations derive value from some of the pins. Montana's Department of Public Health & Human Services (DPHHS) As Department of Public Health & Human Services) helps administer critical support services for Montana such as food, health care and cash assistance. Experience without friction: Accessing the service often requires little or no effort on the part of the consumer. There are no hopes to jump, no requests for information, no frustrating barriers. Only the cost reduction (31%) had a lower response rate, indicating a lack of enthusiasm in governments to use digital technologies to renew business models. (Figure 7). Many government organizations have stepped up digital transformation efforts in response to the needs and external drivers that are issued or intensified during Covid-19. In 2019, 80% of U.S. federal agencies Á e á ,~ Á "Poor" or "poor-poor" on the Index of the experience of the Federal Customer of the United States of Foresters, compared to only 14% of the brands in the private sector.7 As highlighted with the pressure addressed by the systems IT Legacy during the first part of the pandemic, modernization also figures AA At the top of digitization agenda most government respondents.Á The Nebraska Department of Motor Vehicles has modernized its 30-year-old vehicle titling and registration system. As mentioned above, application these pivots would lead to the creation of public services with the fundamental characteristics of "being digital" (Figure 5). Sophie, for example, Á was deployed within 3.5 weeks during peak of COVID-19 pandemic, to provide virtual 24x7 assistance to customers who require benefits, many of them for the first time, when several field offices were physically closed. Putting AI, Cloud, Cyber Services together, the solutions effectively help over 20,000 Montanans a month with various services related to health and human services, and innovative services. Remote assistance and virtual have often been slow. Governments that have reached the stage of "being digital" are constantly using digital to achieve better results. Platforms: Produce or develop modern, agile and flexible digital technology platforms that enable organizations to iterate and evolve based on user feedback. And 79 percent of government executives say that in five years, all successful agencies will have ample capacity digital. The digital transformation is also shaking the leadership ranks of many government agencies, indicating that the digital transformation is a leadership imperative and not just the IT function. In fact, they found they were able to drive more' changes, faster than they thought possible. However, the results of

