

# GOVERNMENT AS A PLATFORM



# GOVERNMENT AS A PLATFORM



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Accenture

Global Managing Director

Health and Public Service Consulting

Public Service Strategy



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## NAO

Accenture Technology Labs

# 52% OF THE S&P 500 FIRMS SINCE 2000 ARE GONE

# 15% OF BUSINESSES TODAY

are platform based and we expect this to increase to

# 50% BY 2025

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**DIGITAL PLATFORM:  
A TECHNOLOGY-ENABLED  
BUSINESS MODEL**

**THAT CREATES VALUE BY  
FACILITATING EXCHANGES**

**BETWEEN INTERDEPENDENT  
GROUPS**



# IT'S TIME FOR GOVERNMENT TO OFFER **THE PLATFORM EXPERIENCE** TO THEIR CONSTITUENTS

**85%**

**OF CITIZENS HAVE  
THE SAME OR HIGHER  
EXPECTATIONS**

for government digital services as  
they do from the private sector

**76%**

**OF CITIZENS WOULD  
BE MORE WILLING  
TO ENGAGE**

with government if digital  
services were improved

# PUBLIC SERVICE EXECUTIVES BELIEVE DISRUPTION IS HAPPENING NOW...

77%

believe their industry  
is experiencing  
ecosystem disruption

89%

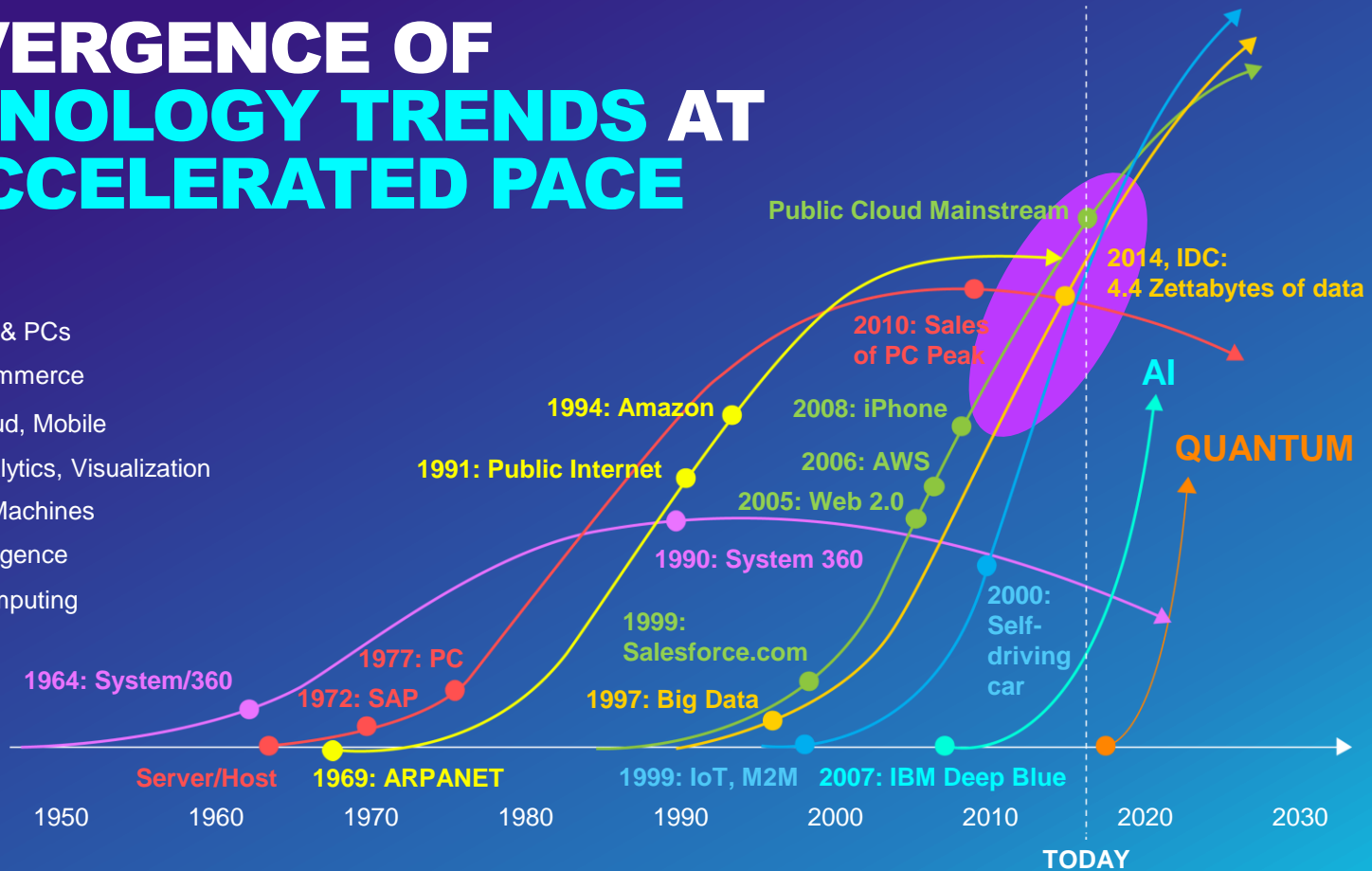
believe adopting a  
platform-based model  
is important

ONLY  
48%

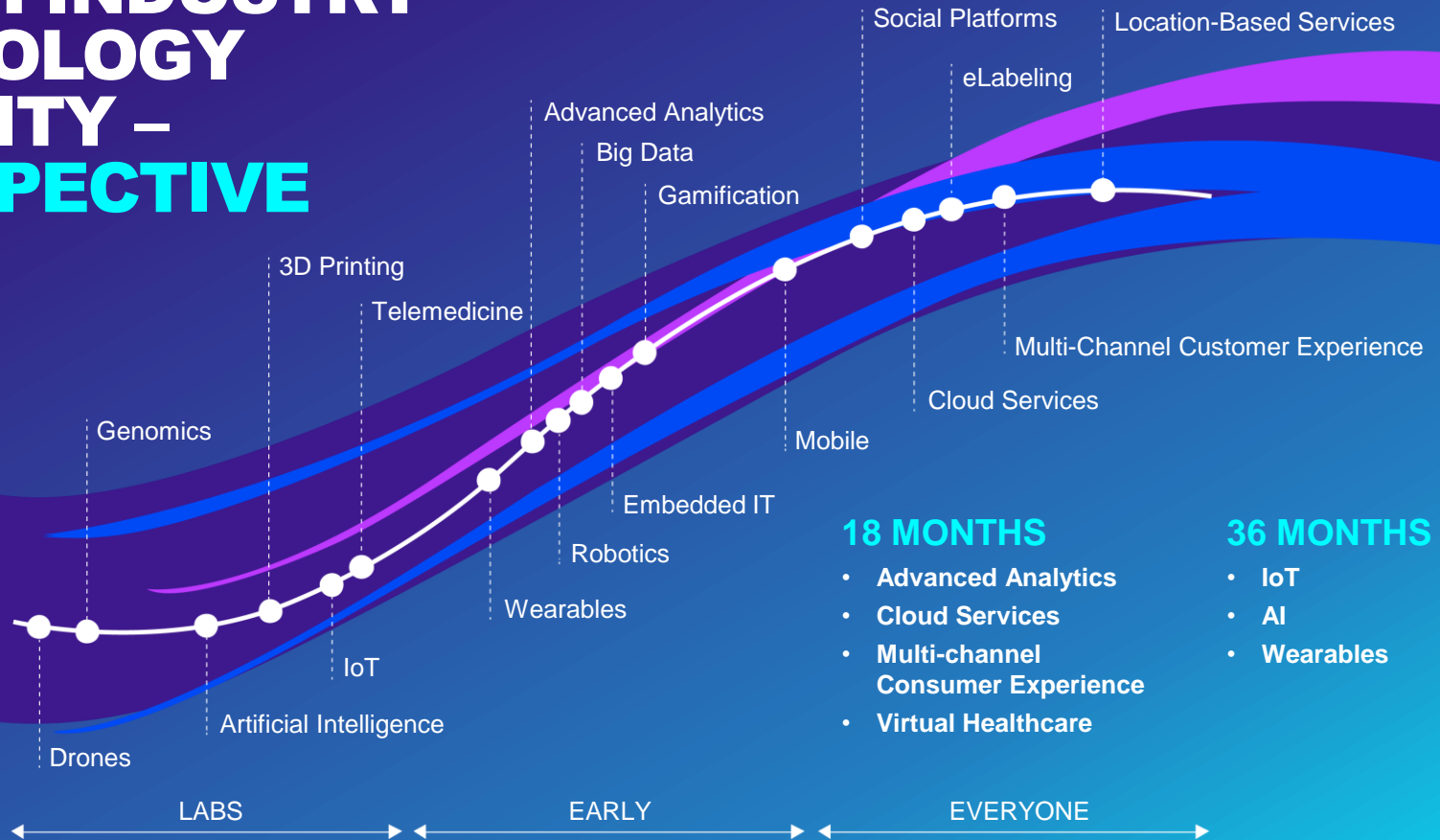
are planning  
to pursue digital  
initiatives with  
new partners

# CONVERGENCE OF TECHNOLOGY TRENDS AT AN ACCELERATED PACE

- Mainframe
- Client-Server & PCs
- Web 1.0 eCommerce
- Web 2.0, Cloud, Mobile
- Big Data, Analytics, Visualization
- IoT & Smart Machines
- Artificial Intelligence
- Quantum Computing



# HEALTH INDUSTRY TECHNOLOGY MATURITY – A PERSPECTIVE







**WE BELIEVE  
THERE ARE 10  
TECHNOLOGIES  
THAT HAVE A  
MAJOR IMPACT  
ON PUBLIC  
SERVICE  
BUSINESS  
MODELS**

**MOVING BEYOND  
THE DATA CENTER**

Cloud

Internet of Things

**INTELLIGENT  
SOFTWARE**

Blockchain

Artificial Intelligence

Augmented  
Virtual Reality

Cyber  
security

Robotics

Mobility

Interactive

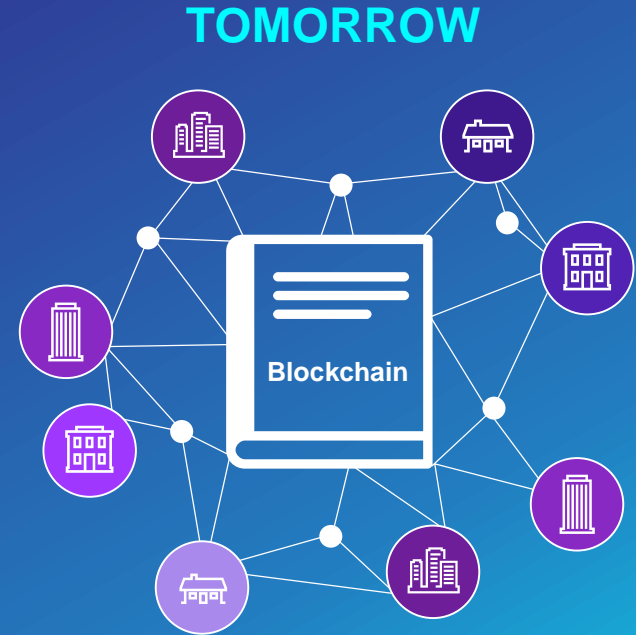
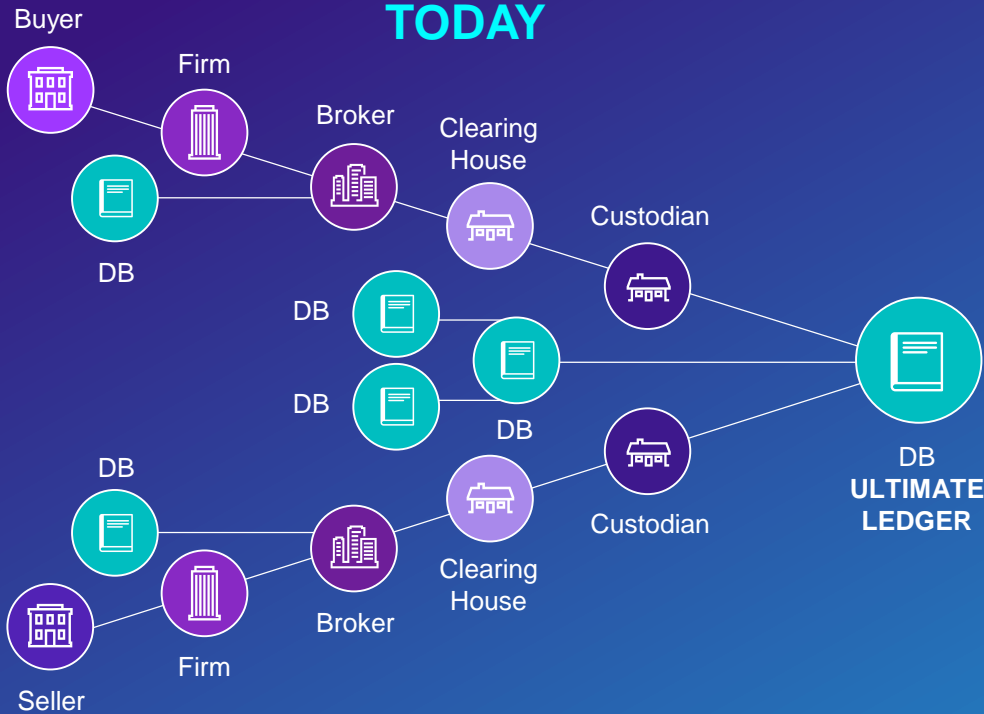
**BIG DATA SPANNING  
CROSS INDUSTRIES**

Big data /  
advanced analytics



**NETHERLANDS**  
**TAX AGENCY**

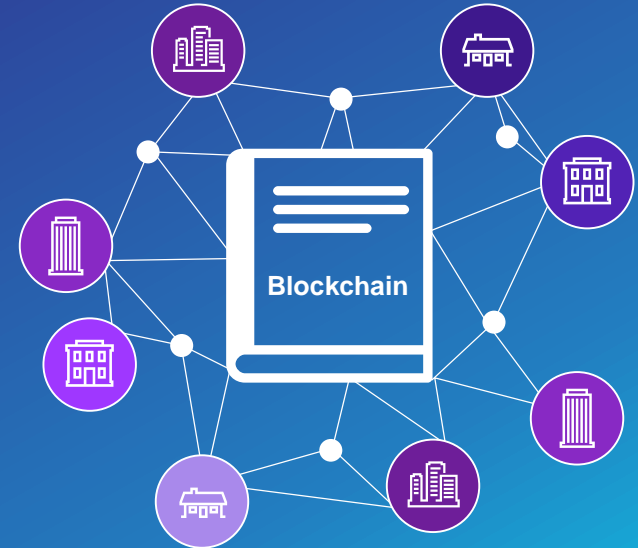
# BLOCKCHAIN: FLATTENING OF BUSINESS MODELS



# BLOCKCHAIN IN THE PUBLIC SECTOR

<b>HEALTHCARE</b>	
<ul style="list-style-type: none"><li>• Healthcare record</li><li>• Global 'health' ID</li><li>• Health insurance</li></ul>	<ul style="list-style-type: none"><li>• Recording patient consent</li><li>• IoT/Healthcare data</li></ul>
<b>REVENUE</b>	
<ul style="list-style-type: none"><li>• Identity Management</li><li>• Shorter administrative processing</li></ul>	<ul style="list-style-type: none"><li>• Fraud reduction</li><li>• Confirming digital identities</li></ul>
<b>POLICE, JUSTICE &amp; DEFENSE</b>	
<ul style="list-style-type: none"><li>• Global criminal record</li><li>• Asset tracking</li><li>• Identity Management</li></ul>	<ul style="list-style-type: none"><li>• Document sharing and protection</li><li>• Travel documents</li></ul>
<b>LOGISTICS</b>	
<ul style="list-style-type: none"><li>• Managing the flow of goods and related payments</li><li>• Enable manufacturers to share production logs with OEMs</li></ul>	<ul style="list-style-type: none"><li>• Enable regulators to reduce product recalls</li><li>• Supply chain</li></ul>
<b>CENTRAL GOVERNMENT</b>	
<ul style="list-style-type: none"><li>• Smart Elections</li></ul>	<ul style="list-style-type: none"><li>• Census / Population dynamics</li></ul>

## TOMORROW



# Caseload Reduction

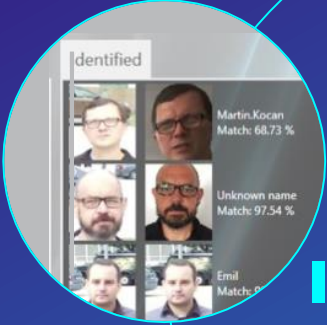


Customer Service



## ARTIFICIAL INTELLIGENCE AGENTS

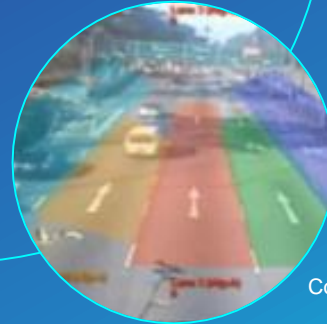
Biometric Identity

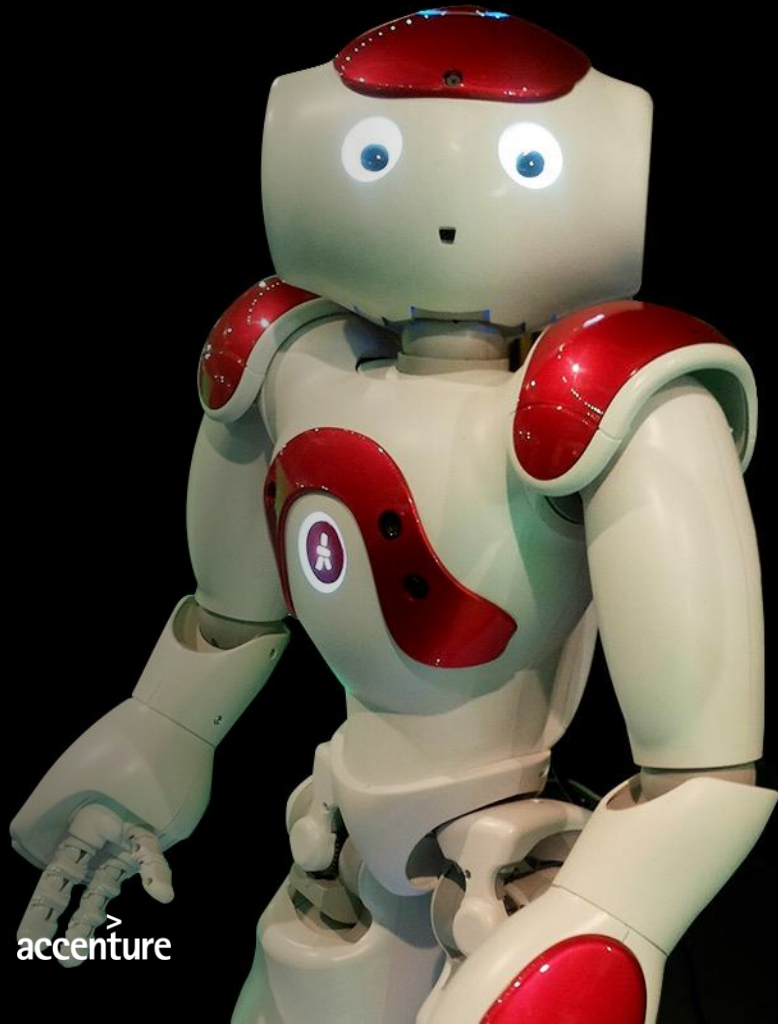


Inference Engines



Constant Monitoring





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DATA



IoT



ROBOTICS



VIRTUAL  
REALITY



INTERACTIVE



BLOCKCHAIN

# GOVERNMENT AS A PLATFORM



MOBILE



ARTIFICIAL  
INTELLIGENCE



ANALYTICS



SECURITY



CLOUD

A photograph showing two individuals, likely students or professionals, sitting at a table. They are both looking at a tablet computer. The tablet screen displays a world map with green highlights on several continents. Below the map, there is a list of text, possibly a quiz or a set of instructions. The person on the left is pointing at the screen, and the person on the right is also looking at the screen. There are books and papers on the table around the tablet. The background is slightly blurred, showing more of the table and some papers.

# CITIZEN MAPATHON

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# CITIZENS CO-PRODUCING PUBLIC GOOD







#PSHACK100

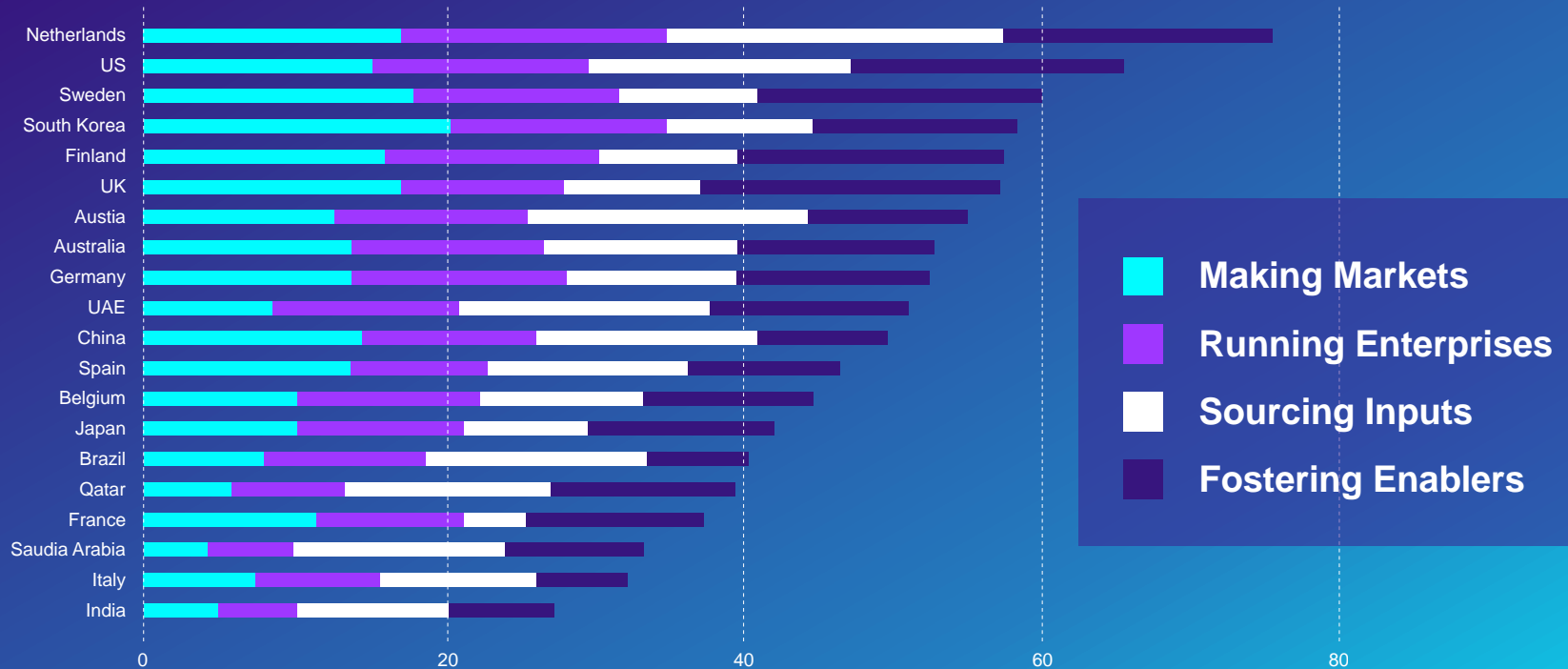
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# CITY OF PARIS PARTICIPATORY BUDGET PROGRAM

# DIGITALIZATION FOR ECONOMIC GROWTH

## Digital Density Scores (1 – 100)





# QATAR SMART NATION

# DIGITAL TRANSFORMATION BENEFITS FOR SOCIETY

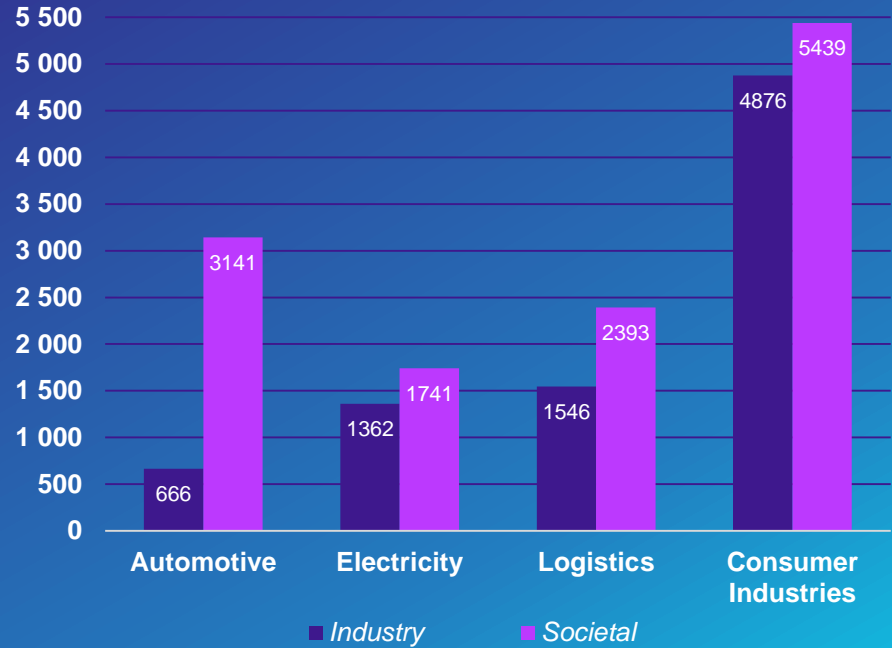
**\$8.4 TRILLION  
FOR INDUSTRY**

Potential value created for industry  
(to 2025) from digital transformation

**\$12.7 TRILLION  
FOR SOCIETY**

Potential value created for society  
(to 2025) from digital transformation

Total value from digital transformation (\$bn)  
Analysis estimate for 4 Industries



# A CHALLENGE FOR PUBLIC OFFICIALS

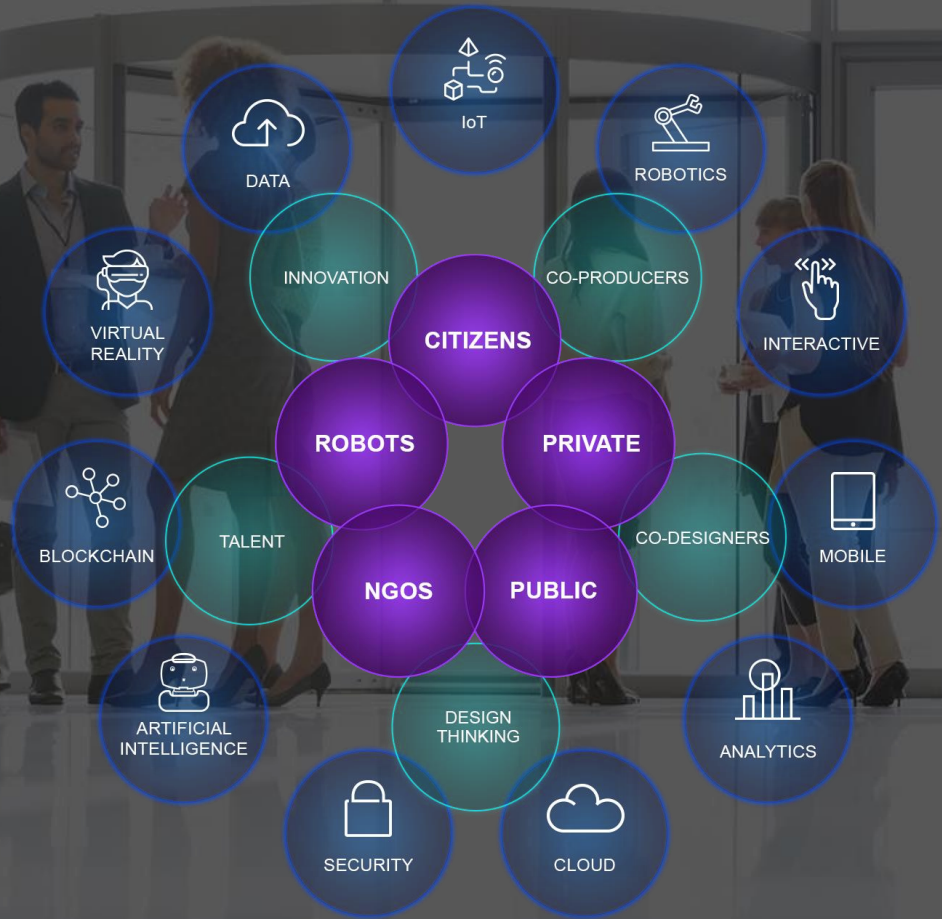
Will governments and administrations be “left out” of the platform economy that is being set up?

Reconciling  
bottom-up and  
top-down  
approaches

A radical  
rethinking of  
public services,  
with citizens and  
businesses

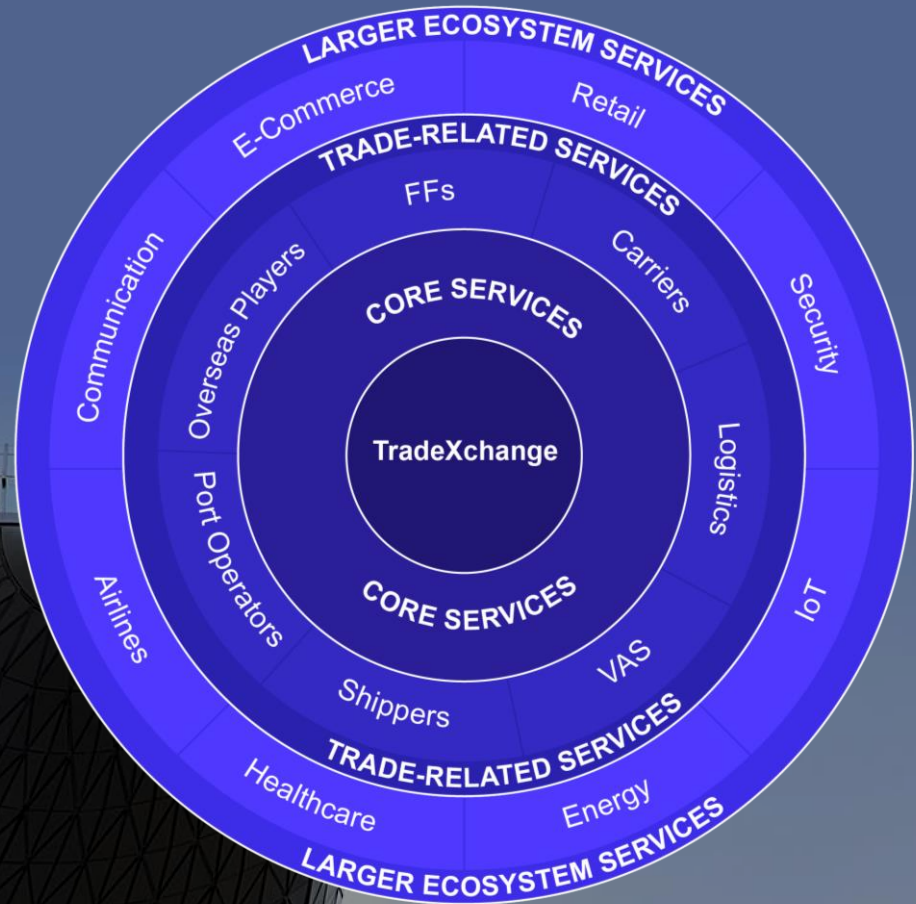
Personalization,  
Predictive,  
Preventive,  
Participative

# GOVERNMENT AS A PLATFORM



# SINGAPORE TRADEXCHANGE

A transformation of the administration designed as a Public Platform serving the Singaporean ecosystem





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# REFUGEES WELCOME

# GOVERNMENT AS A PLATFORM

Data

Digital

Emerging Tech

Ecosystems

Co-producers

Design Thinking

Talent

Innovation

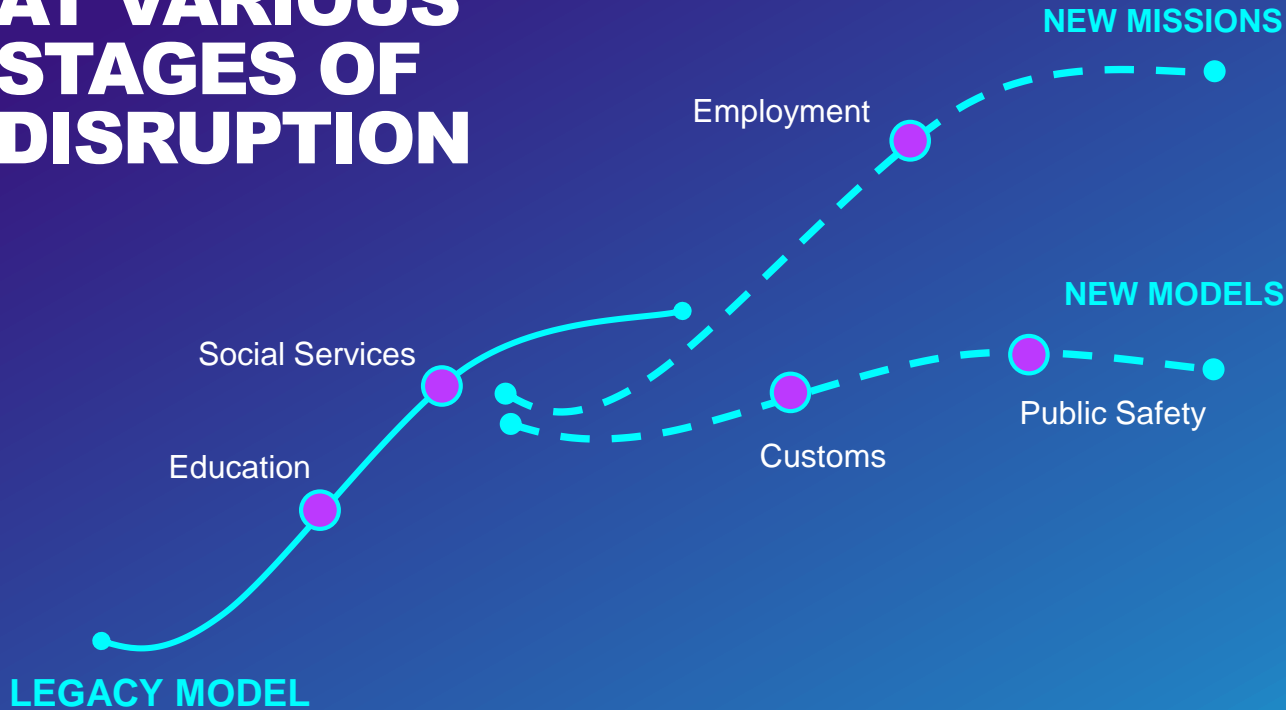
A woman with blonde hair, wearing a white button-down shirt, is seated at a conference table in a meeting room. She is looking towards the right and gesturing with her hands as if presenting. In the background, several other people are seated around the table, looking towards her. The room has large windows with a grid pattern. Overlaid on the image is a diagram consisting of three cyan circles connected by horizontal lines. The circles contain the words 'LEAD', 'PARTNER', and 'FACILITATE' from left to right.

**LEAD**

**PARTNER**

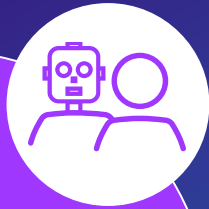
**FACILITATE**

# PUBLIC SERVICE DOMAINS ARE AT VARIOUS STAGES OF DISRUPTION



DOMAIN	DISRUPTION INTENSITY
Employment	
Social Services	
Revenue	
Defense	
Public Admin	
Health	
Pensions	
Cities	
Postal	
Borders	
Education	
Public Safety	

# DIGITAL TRANSFORMATION MAKING A POSITIVE CONTRIBUTION TO SOCIETY



Creating a workforce for the machine age



Transitioning to a sustainable world

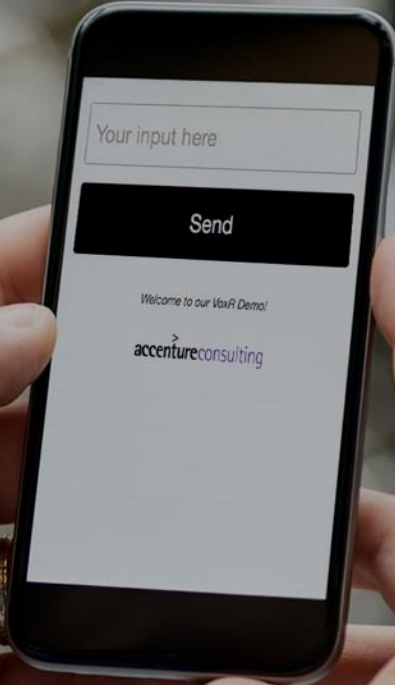


Building trust in the digital economy

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**USE YOUR MOBILE  
PHONE TO GO TO:  
[VOXR.ORG/ACCENTURE](https://voxr.org/accenture)**

**PLEASE PROVIDE ONE  
WORD TO DESCRIBE  
WHAT GOVERNMENT  
AS A PLATFORM  
MEANS TO YOU.**





**GOVERNMENT  
NEEDS TO ACT NOW...  
OR RISKS BECOMING  
IRRELEVANT**

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# DATA





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# TECHNOLOGY



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# TALENT & CULTURE

A photograph of three business professionals—two men and one woman—collaborating in an office setting. They are gathered around a table, looking at a tablet held by one of the men. A laptop is open on the table to the left. The scene is dimly lit, with a warm, focused light on the subjects. The woman on the left has long dark hair and is wearing a grey blazer over a light-colored top. The man in the center is wearing a blue and white plaid shirt. The man on the right is wearing a grey suit jacket over a light-colored shirt and tie. The background shows office furniture and a window with blinds.

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# COLLABORATION



# ACTIONS FOR POLICY MAKERS

- Address standards and rules on **data**
- Adapt regulations and organizations to encourage **innovation**
- **Invest** in digital and in **transformation** of organizations
- Build **capabilities**
- Protect users and create **trust**

# GOVERNMENTS ARE BEING DISRUPTED IN THE WAY THEY DELIVER THEIR CORE SERVICES

	PAST	FUTURE
Citizen Perspective	Government centric, one size fits all services	Citizen centric, personalized services
Government Perspective	Central control, siloes service provision	Networked control, Government as a platform
Workforce Perspective	Bureaucratic	Public Entrepreneurs

**Policy Changes are required to move from Past to Future**

**THANK YOU FOR  
YOUR ATTENTION**



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