

# eGovernment Enablement

Enabling a connected government to provide whole-of-government services to citizens and customers



## CREATING VALUE THROUGH EGOVERNMENT TRANSFORMATION

eGovernment Enablement focuses on helping government customers adopt whole-of-government approach to transform the public services with ICT through efficiency & excellence, integration, collaboration and good governance.

Our eGovernment consultants work with government agencies to provide strategic review of the national ICT landscape, the eGovernment maturity in terms of its government-to-citizen, government-to-business-customers, government-to-employees eservices and perform gap analysis against a well-articulated eGovernment/ICT vision. The final outcome would be the development of an integrated eGovernment framework to manage ICT investment through portfolio management, business value quantification, eservice prioritisation, innovative solution options and action plans.

## WHY NCS?

- Our 30 years of experience in Singapore eGovernment transformation, implemented more than 2,000 enterprise-scale, mission critical projects.
- Leveraging on NCS' Digital Nation Architecture (DNA) Framework for eGovernment strategic ICT planning and eGovernment blueprint formulation, we have successfully advised and enabled eGovernment for other countries in Middle Eastern and Asia-Pacific regions.
- We leverage on our patented Bizval™ methodology to deliver stakeholder-centric, outcome-focused, time-to-value assessments, recommendations and action plans to meet the eGovernment objectives.

## CHALLENGES

- Complex government structures that require careful planning and implementation of ICT
- Quality and timeliness of government services delivered via multiple channels
- Connectivity and collaboration within and amongst government agencies
- Maturity of ICT industry
- Quality of national data resources
- Optimisation of limited ICT budget

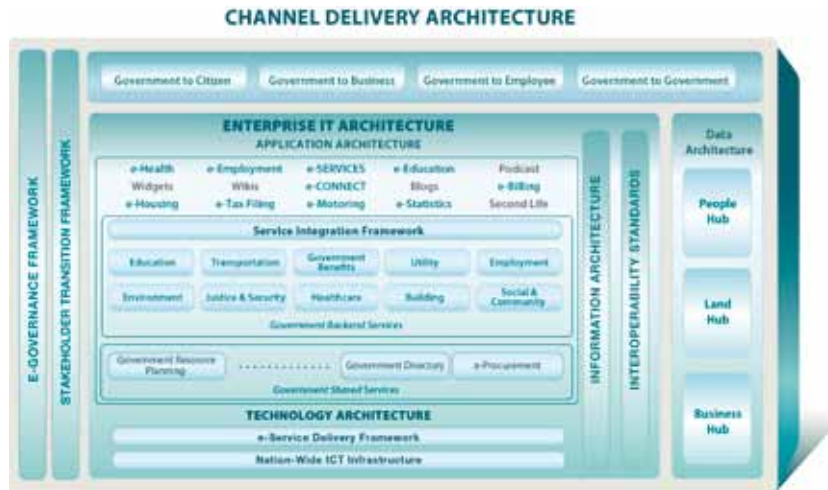
## SOLUTIONS

Consulting services for eGovernment ICT planning and eGovernment blueprint formulation encompassing:

- eGovernment visioning
- eServices identification & prioritisation
- Whole-of-government reference model
- Transition management - people, processes, applications & infrastructure
- Data hubs
- Interoperability standards
- Governance models

## BENEFITS

- Sustainable ICT development
- Engaged stakeholders
- Increased efficiency and productivity
- Improved service accessibility and convenience
- Reduced operating costs
- Upgraded ICT competency and capabilities



Digital Nation Architecture (DNA)

Strategic Business / IT Activities		Deliverables
<b>1 Strategic Review</b>		
Define Vision & Objectives	<ul style="list-style-type: none"> <li>Define vision, strategic objectives, measurable success criteria</li> <li>Define / Review governance structure, roles &amp; responsibilities</li> </ul>	<ul style="list-style-type: none"> <li>Vision statement, quantified objectives</li> <li>Governance structure, roles &amp; responsibilities, stakeholders' map</li> </ul>
<b>2 Current State Assessment &amp; Blueprint</b>		
Assess e-Readiness	<ul style="list-style-type: none"> <li>List services provided to citizens, businesses, agencies, etc.</li> <li>Assess / review readiness of agencies' organisation structures, IT infrastructures, interfaces within / across agencies</li> </ul>	<ul style="list-style-type: none"> <li>List of services &amp; current status</li> <li>Current readiness state report</li> </ul>
Prioritise Services	<ul style="list-style-type: none"> <li>Define prioritisation criteria, conduct management interviews, surveys with stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>List of prioritisation criteria &amp; ranked services</li> </ul>
Propose eGovernment Blueprint	<ul style="list-style-type: none"> <li>Perform process mapping of as-is, to-be of the prioritised services, propose high level IT (apps &amp; infra) requirements, propose ICT related policies, timeline and budget for implementation</li> </ul>	<ul style="list-style-type: none"> <li>To-be processes, high level recommendations of IT requirements, ICT related policies, proposed blueprint for implementation</li> </ul>
Quantify Business Value	<ul style="list-style-type: none"> <li>Define the business case for implementation of eGovernment blueprint</li> </ul>	<ul style="list-style-type: none"> <li>Business Case</li> </ul>
<b>3 Implementation Planning</b>		
eService Implementation Planning	<ul style="list-style-type: none"> <li>Plan the eServices / system(s) rollout</li> <li>Recommend related governance structure, roles &amp; responsibilities, policies and business processes</li> </ul>	<ul style="list-style-type: none"> <li>eService / eGovernment implementation plan</li> </ul>
Stakeholder Transition Planning	<ul style="list-style-type: none"> <li>Plan management activities</li> <li>Plan communication activities based on NCS BizVal™ Stakeholder Transition for Value activities</li> </ul>	<ul style="list-style-type: none"> <li>Change management plan</li> <li>Communication plan</li> </ul>