Agile Government – Taking a Citizen-Centric Approach to Transformation

Today, within government, digitalization is no longer a choice but a priority. Faced with growing demands for more personalized, transparent, agile, secure, and engaging citizen experiences, government at all levels is turning its attention to leveraging digital platforms to improve service delivery, enable data-driven decisions and ensure greater transparency to meet citizen self-service expectations and reduce costs.

Within North America, government entities are responsible for delivering a wide array of essential services for millions of people every day. Delivering these public services, efficiently, safely and at speed can be a daunting task, but, just as digital technology is helping to transform the business sector, it has the power to transform government service delivery to provide a 21st Century consumer-style citizen experience.

shaping tomorrow with you

FUJITSU

Today, citizens used to highly effective digital services within business, now expect the same from the public sector and it is this demand for best-in-class digital services - access at any time, in any location and on any device, that is compelling government entities to act.

Imagine a future where:

- Government entities are empowered to deliver personalized citizen experiences that improve engagement and increase agility.
- Digital technology is used to expand access to education, improve healthcare and keep citizens safe and secure.
- Citizens are enabled to access seamless high-quality services, payment systems and data easily, safely and securely whenever and wherever they want.
- Employees are enabled to work in a connected and collaborative environment where they can work together to address citizens' needs.

This future is attainable - it's digital government working at its best.

Next-generation public services enabled by advanced capabilities

Faced with shrinking public service budgets and rising citizen expectations, the goal within government is to find new ways to increase customer self-service to lower costs and improve customer satisfaction. Through the end-to-end digitalization of systems, processes and services, government entities can be enabled to better connect with citizens and be more creative, efficient and transparent in their public service delivery.

Emerging technologies that enable digital government include:

- **Robotic Process Automation** - helping to automate processes 24/7 to increase efficiency and improve governance.
- **Internet of things** - helping to reshape government to provide better services, offering greater safety and smarter public infrastructure.
- **Artificial Intelligence** - helping to provide more personalized citizen experiences and reduce the time spent working on basic tasks.
- **Blockchain** - helping to streamline operations, reduce voting fraud by ensuring each citizen has one unchangeable vote, reduce tax fraud, and foster more transparent government-citizen relations.
- **Data Analytics** - helping to deliver actionable insight to tackle key issues and better identify areas of opportunity that could positively impact citizens' lives.
- **Quantum-Inspired Computing** - helping to solve real-time combinatory optimization problems, such as route optimization to improve traffic efficiency and reduce carbon emissions leading to better air quality for citizen wellbeing.

The challenges of transformation

Government is under pressure to rise to the challenge of meeting growing citizen expectations and capitalize on the opportunities new disruptive technology brings. However, digitalization is not just a matter of implementing new technology and automating processes. It's about adopting a citizen-centric approach to designing and delivering new digital services which includes ensuring data security. Trust in public service delivery is paramount, as citizens want to know how their personal data is being used and that it is being stored safely and protected from cyber theft and attack.

Emerging technologies - helping to transform public service delivery by

- **digitalizing paper-based processes** - reducing carbon footprints and lowering costs
- **automating and optimizing processes** - increasing efficiency and accuracy
- **cross-agency collaboration** - improving connection and service delivery
- **seamless omnichannel services** - enhancing the citizen experience
- **digital workplace services** - empowering employees to improve service delivery
- **big data analysis and insight on citizen feedback** - delivering greater insight to improve decision making
- **fostering transparent government-citizen relations** - increasing public trust

For government entities, the key to rising to the challenge of ensuring digital success is co-creation with a digital transformation partner with experience of designing and implementing secure, scalable customer-centric digital services.

By acting now to effectively manage digital transformation, government entities in North America can ensure that they will be well placed to weather the next phase of digital disruption - whatever form that may take.

Partnering with Fujitsu Americas

At Fujitsu Americas, we take a human-centric approach to innovation that puts people at the heart of our technology. As a world-leading IT services and solutions provider for the public sector, we deliver secure, efficient and reliable solutions that make the most of restricted government budgets and have experience transforming services for end-users within the areas of; healthcare, education, policing, social services, environment, public safety and defense.

We provide a complete portfolio of technology services, computing platforms, and industry solutions based on scalable, reliable and high-performance server, storage, software, and mobile technologies. We also offer end-to-end digital transformation drawing on the right skills and technologies, whether that's consultancy, testing, infrastructure, delivery, security, or ongoing managed services.

About Fujitsu Americas

Fujitsu America, Inc. is the parent and/or management company of a group of Fujitsu-owned companies operating in North, Central and South America and Caribbean, dedicated to delivering the full range of Fujitsu products, solutions and services in ICT to our customers in the Western Hemisphere. These companies are collectively referred to as Fujitsu Americas. Fujitsu enables clients to meet their business objectives through integrated offerings and solutions, including consulting, systems integration, managed services, outsourcing and cloud services for infrastructure, platforms and applications; data center and field services; and server, storage, software and mobile/tablet technologies. For more information, please visit: http://solutions.us.fujitsu.com/ and http://twitter.com/fujitsuamerica.

Contact Robert Lai, Head of Public Sector for Fujitsu Americas at robert.lai@fujitsu.com to find out more about how we can help you to digitally transform your public sector organization.

Author: **Robert Lai**
Head of Public Sector, Fujitsu Americas
Fujitsu Consulting (Canada) Inc.
For more information visit: https://www.fujitsu.com/us/microsite/public-safety

---