Sri Lankan Approach for Collaborative Governance and WoG for Connecting National eGovernment Strategies with Local Service Delivery

Wasantha Deshapriya

Director
Re-Engineering Government Programme
Information and Communication Technology Agency of Sri Lanka
www.icta.lk
wasantha@icta.lk
at http://twitter.com/Wasanthadesha

Sri Lankan Digital Profile

Internet Penetration = 15%

IT literacy = 40%

Land Phone Lines = 2 mn

Mobile connections = 22 mn

Mobile Penetration = 110%

Unique subscribers = 49%

Smart Phones = 15%

Six Forces that push government agencies to Collaborate!

Six significant forces are simultaneously reshaping societies and governments around the world.

1. Changing demographics
2. Accelerating globalization
3. Rising environmental concerns
4. Evolving societal relationships
5. Growing threats to social stability and order
6. Expanding impact of technology

Source: IBM Institute for Business Value.

ICTA
ideas actioned
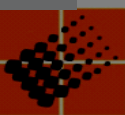
# Strategy (2005) for Collaborative Service Delivery

- Seamless service delivery through Single Window

- "Seamless" intended "<u>many government organizations working across portfolio boundaries</u> to achieve a shared goal and an integrated government attempt in service provision".

ICTA
ideas actioned

Policies for Collaborative Services

- As per the eGovernment Policy, all government agencies should
- Use government common information infrastructure
- Use common middleware
- Adhere to open standards and Lanka Interoperability Framework (LIFe)
- Adhere to SOA principles and many more.

ICTA
ideas actioned

Collaborative Governance Model

6
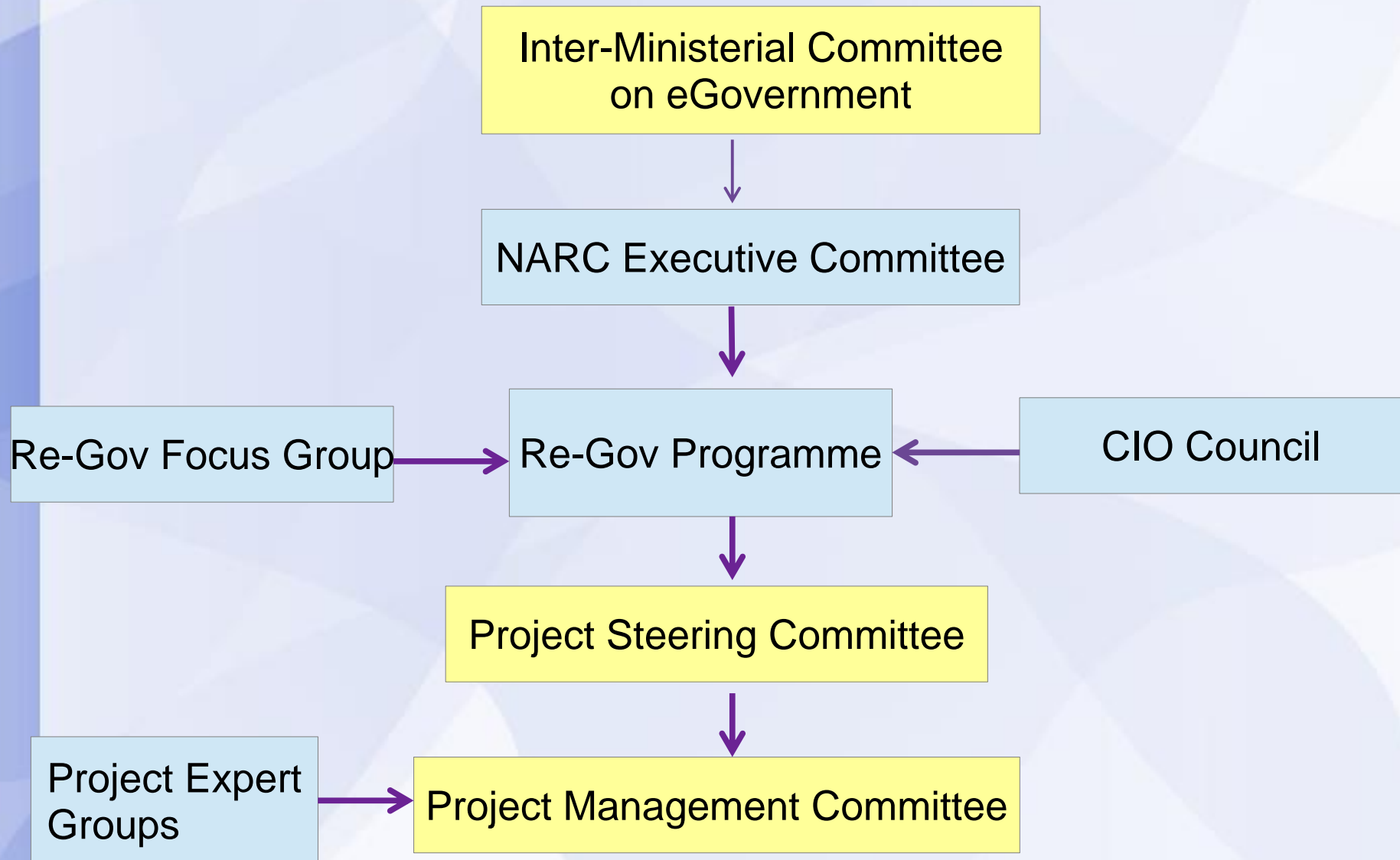
Best Practices for Collaborative Governance

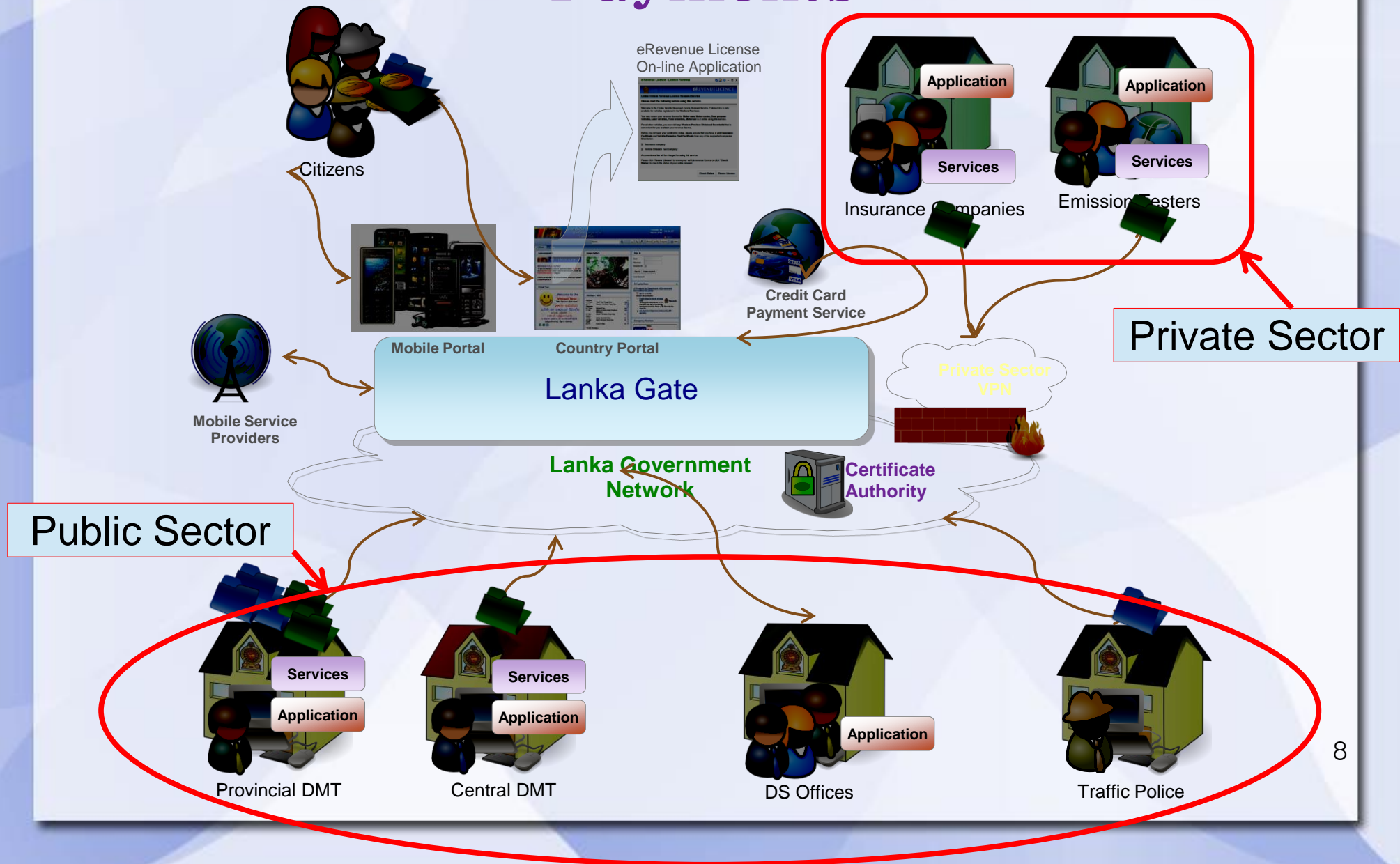Collaboratively develop policies, Design Programs and Deliver Services

Culture and Philosophy

Best Practices for Collaborative Governance

Shred Leadership and Capacity Building

Collective Accountabilities and Incentives

Collaborative Government: Road Tax Payments

Citizens

eRevenue License
On-line Application

Application

Application

Services

Services

Insurance Companies

Emission Testers

Credit Card
Payment Service

Private Sector

Mobile Portal

Country Portal

Lanka Gate

Private Sector
VPN

Mobile Service
Providers

Lanka Government
Network

Certificate
Authority

Public Sector

Services

Services

Application

Application

Application

Provincial DMT

Central DMT

DS Offices

Traffic Police

8

Government Information Centre; "One-For-All

Box 1.4. Sri Lanka's One for All

Sri Lanka's e-government policies have been geared towards including all segments of the population and offering services to everyone, regardless of their IT literacy levels or access to the internet. With mobile usage rates in the country exceeding 100 per cent and even the poorest people today having cell phones, albeit basic, Sri Lanka offers many m-government services.

The Government Information Center (GIC) is now providing more than 65 online services through basic phones calls, such as train schedules, job opportunities abroad, flight schedules, exam results, economic indicators, medical services and contact details.

Even though the IT literacy rates jumped from 9.7 per cent in 2004 to 40 per cent in 2012, the numbers are still not high enough to allow maximum utilization of the e-services the government provides. With the GIC, all-inclusive e-services can be delivered to the rich and poor alike and hence everyone can become a beneficiary of the digital advancement in government.
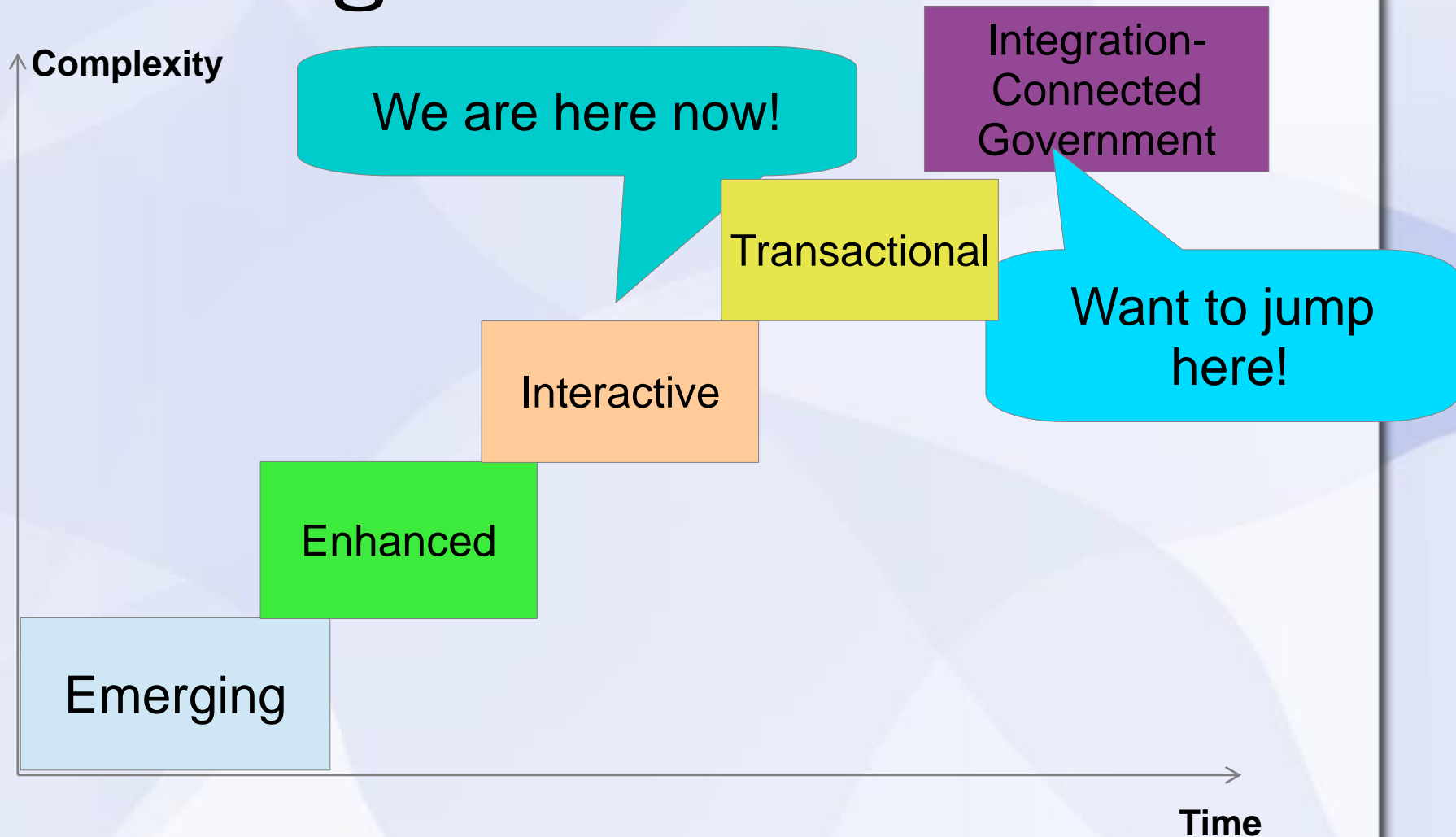
This new policy of inclusiveness and outreach towards the general population helped Sri Lanka improve in e-government service delivery and to jump from 115th rank in EGDI in 2012 to 74th in 2014.
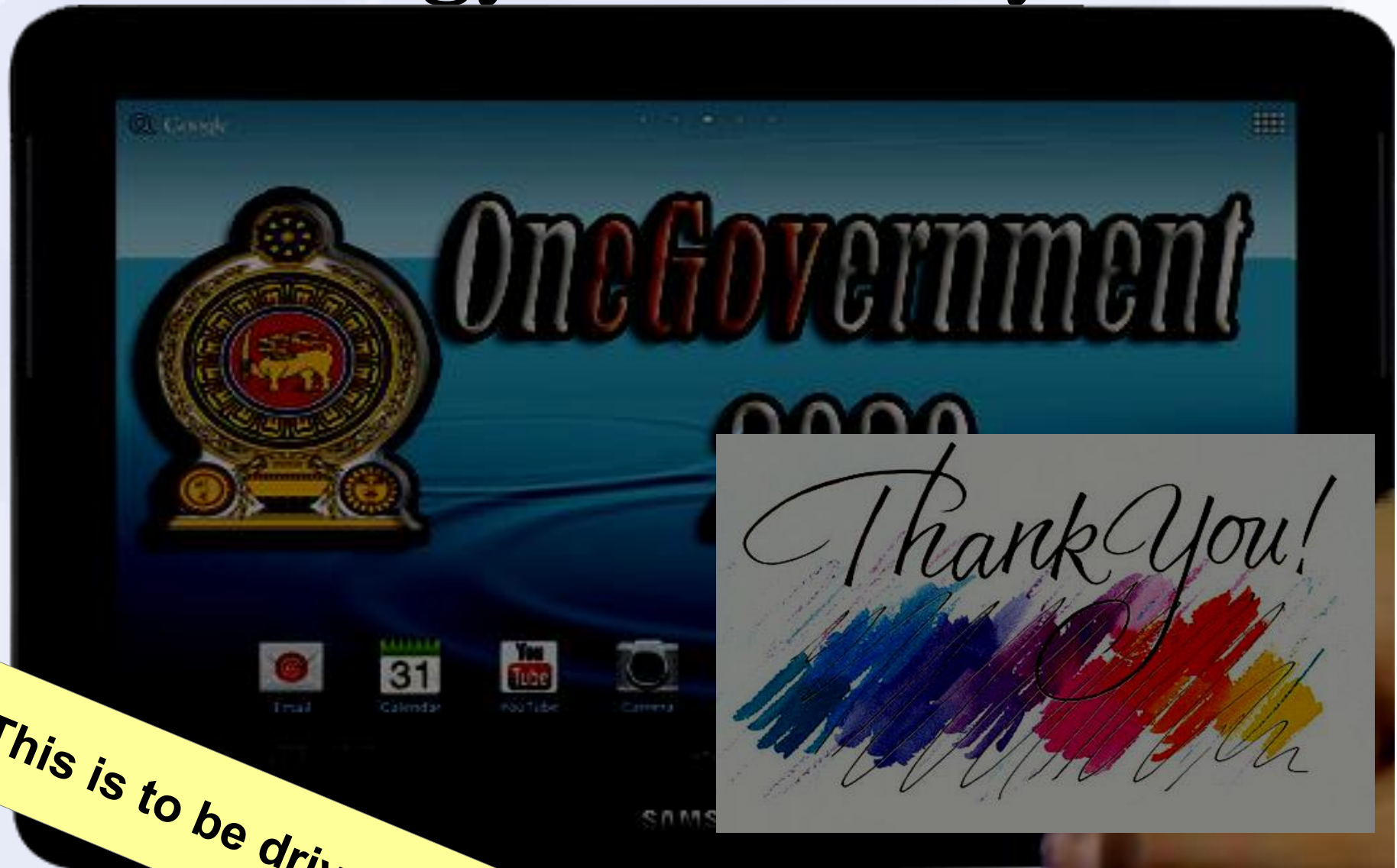
Source: http://www.gic.gov.lk/
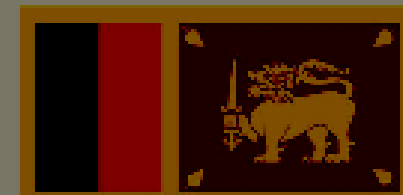
- ●210 govt
- ●organizations
- ●Over 1500
- ●services

Journey towards connected government

Collaborative eGovernment Strategy for next 6 years

This is to be driven complete