

Examples of e-Governments

Building Smart - Reliable Governments

Jomari Mercado
National Technology Officer



Cities are facing complex challenges



Demands on public services are growing

Support mobility



7.3B

worldwide mobile subscriptions¹

Embrace social



2.3B

active social media users worldwide²

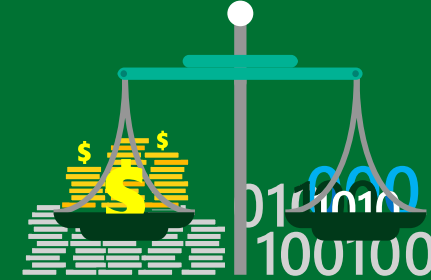
Ensure security



169M

personal records exposed in 2015 (US)³

Control costs



62%

of leaders list budget as a top barrier to technology adoption (US)⁴

¹Ericsson Mobility Report, Feb 2016

²We Are Social: 2016 Digital Yearbook, Jan 2016

³ITRC Data Breach Reports – 2015 Year-End Totals, Dec 2015

⁴National Academy of Public Administration & ICF International: Federal Leaders Digital Insight Study, Feb 2016



Meeting today's demands is not easy



Empower government digitally





Vision for CityNext

Partners in building a Liveable future for our Cities and Urban Environments

Engage Citizens

To provide timely, high-quality, and personalized information and services to citizens

Improve Efficiency

To help improve collaboration and productivity of city employees, automate processes, and reduce costs

Gain Insight

To understand citizens and the city ecosystem to support better planning and decision making as well as command and control

Increase Transparency

To provide for greater transparency and improved compliance



The Scenarios

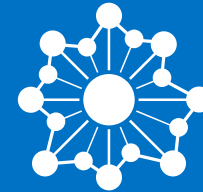
Engage with
Citizens



Empower City
Employees



Optimize City
Operations and
Infrastructure



Engage with Citizens



Imagine if...

Imagine if citizens and businesses received responsive and personalized services from city leaders and departments to improve citizen engagement, improve the quality of service, and deliver more value for less.



Citizen Services

Improve citizen engagement and city responsiveness

Current State

Citizens complain that they can't easily find the information and services they need.

Citizens have difficulty finding the people and resources they need.

City employees are slow in routing and processing citizen requests, and citizens frequently contact us for progress

Desired Future State

Our citizens have a single point of access to city information and services.

I have improved our citizens' ability to work with city agencies.

City services are part of our citizens' lives, communicating and interacting in new ways, including self-service portals, social media, and mobile devices.

City Officials



I am always looking to...

- Make it easier for citizens to interact with city agencies and obtain information and assistance.
- Provide a high level of service to our citizens
- Promote citizen engagement
- Be an integral part of our citizens lives

Engage and serve citizens more effectively to increase trust, engagement and participation



Give today's mobile citizens secure, easy ways to connect with government

with on-demand access to information and services through mobile devices and other channels

Provide citizens excellent customer service

by equipping government employees with more efficient tools and seamless access to the right information

Enable faster response times and quicker issue resolution

by empowering employees with comprehensive, step-by-step workflows and connecting IoT-enabled assets

Legazpi Vision 2020



ETRACS (Enhanced Tax Revenue Assessment & Revenue Collection System)

BOSS (Business One Stop Shop)

Documentary requirements – 13 to 4

Process reduced from 10 to 3 steps

CityNext

Empower City Employees

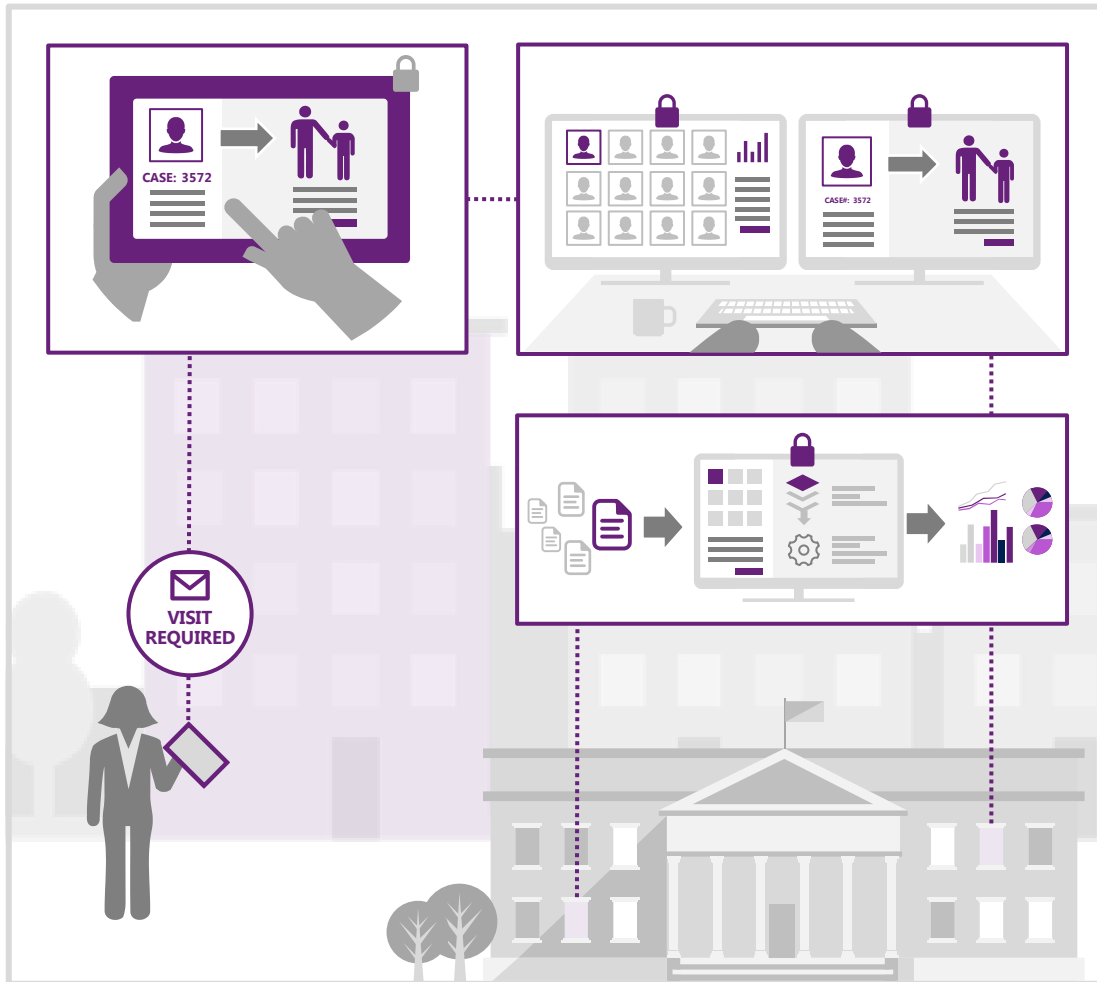


Imagine if...

Imagine if you could optimize the way the built environment was used, maintained, and powered to improve user productivity, reduce energy consumption, and improve operational effectiveness.



Empower employees to deliver more effective and efficient service



Enable cross-organization collaboration to streamline case management

by providing a unified user experience with real-time updates and secure access to citizen data and case information

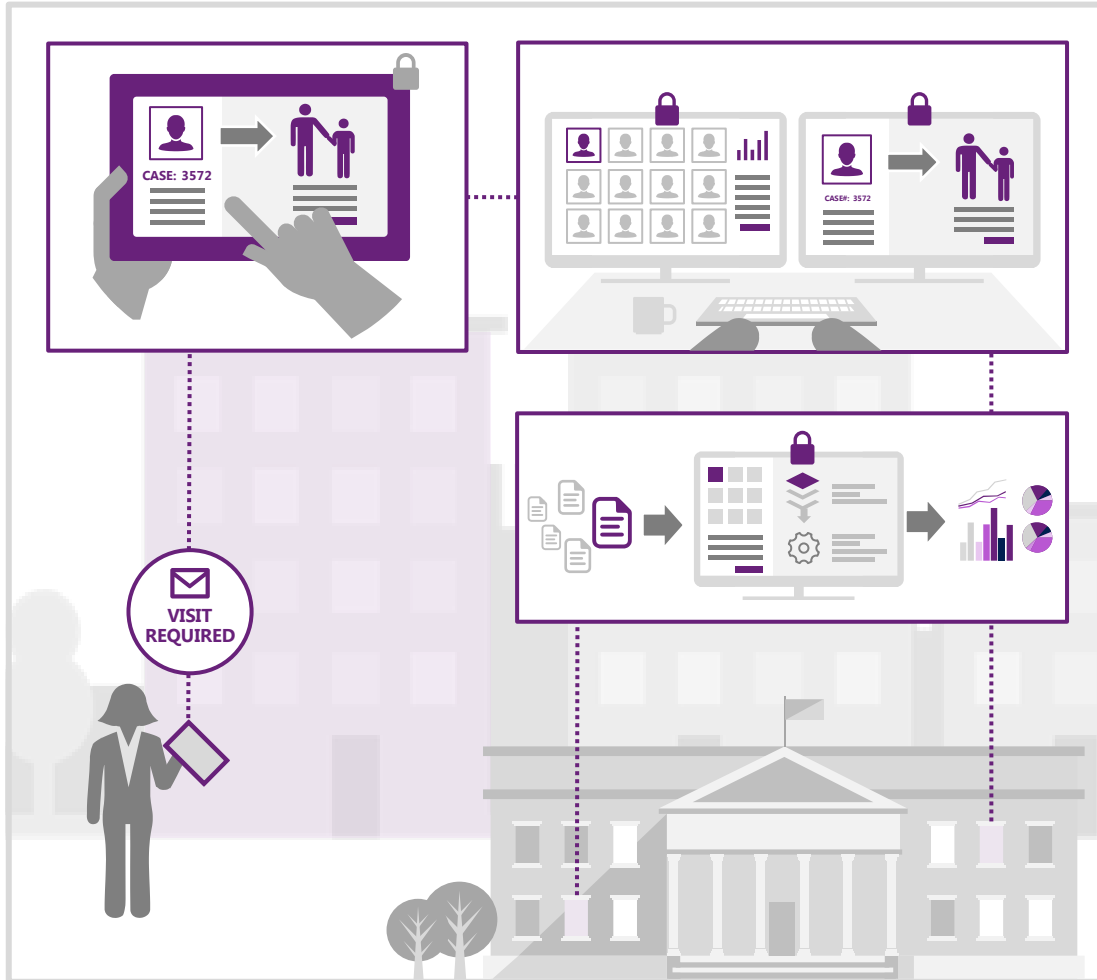
Increase agility and equip employees to stay connected from anywhere

with secure access on any device and cloud applications that offer the information and insight needed

Simplify compliance and auditing needs

through a full regulatory framework to meet varied requirements, with access to dashboards, reports and other tools

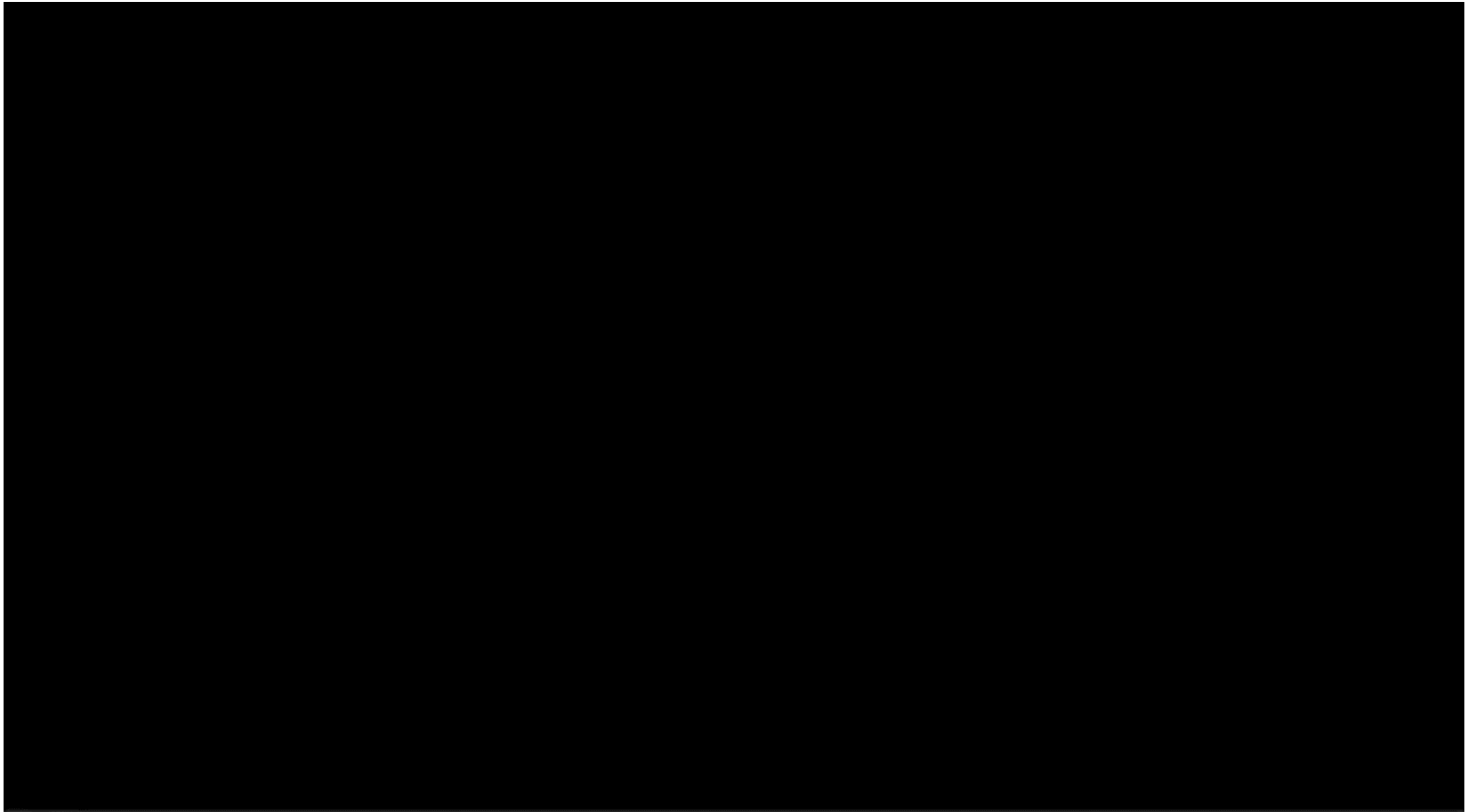
Tagum BPLS & Taxmapping



Enhanced Business Permits & Licensing System

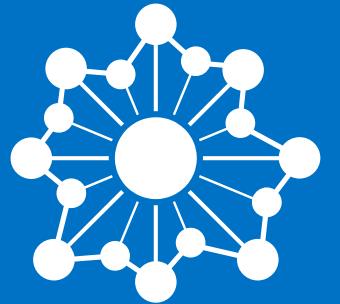
Improved taxmapping & inspection process

Inspectors have portable map plotters (tablets) for on the spot tax map updates



CityNext

Optimize City Operations and Infrastructure



Imagine if...

Imagine if you could take the pulse of a city anytime and anywhere and use that information to respond better and faster to incidents by improving the flow of data between multiple agencies.



Optimize government operations and make the most of limited resources



Automate manual, time-intensive processes

by adopting new tools that quickly integrate with existing infrastructure, enhance usability and provide insight into current systems

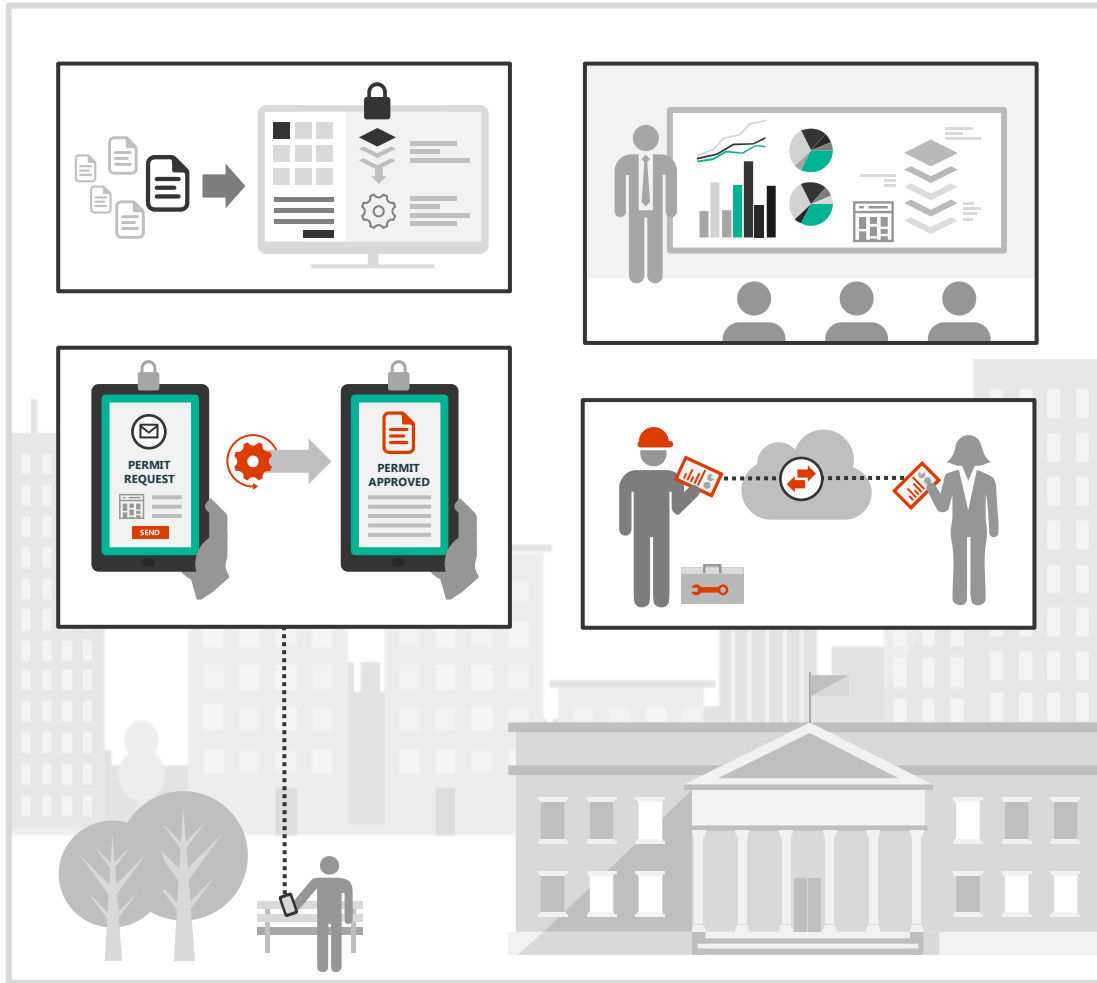
Find ways to operate more efficiently

with visibility into spending impact against desired outcomes and inefficiencies in the way organizations work

Support increased service demand

by taking advantage of the speed, scale, flexibility and economics of the cloud to deliver always-on digital services

Marikina Business Portal

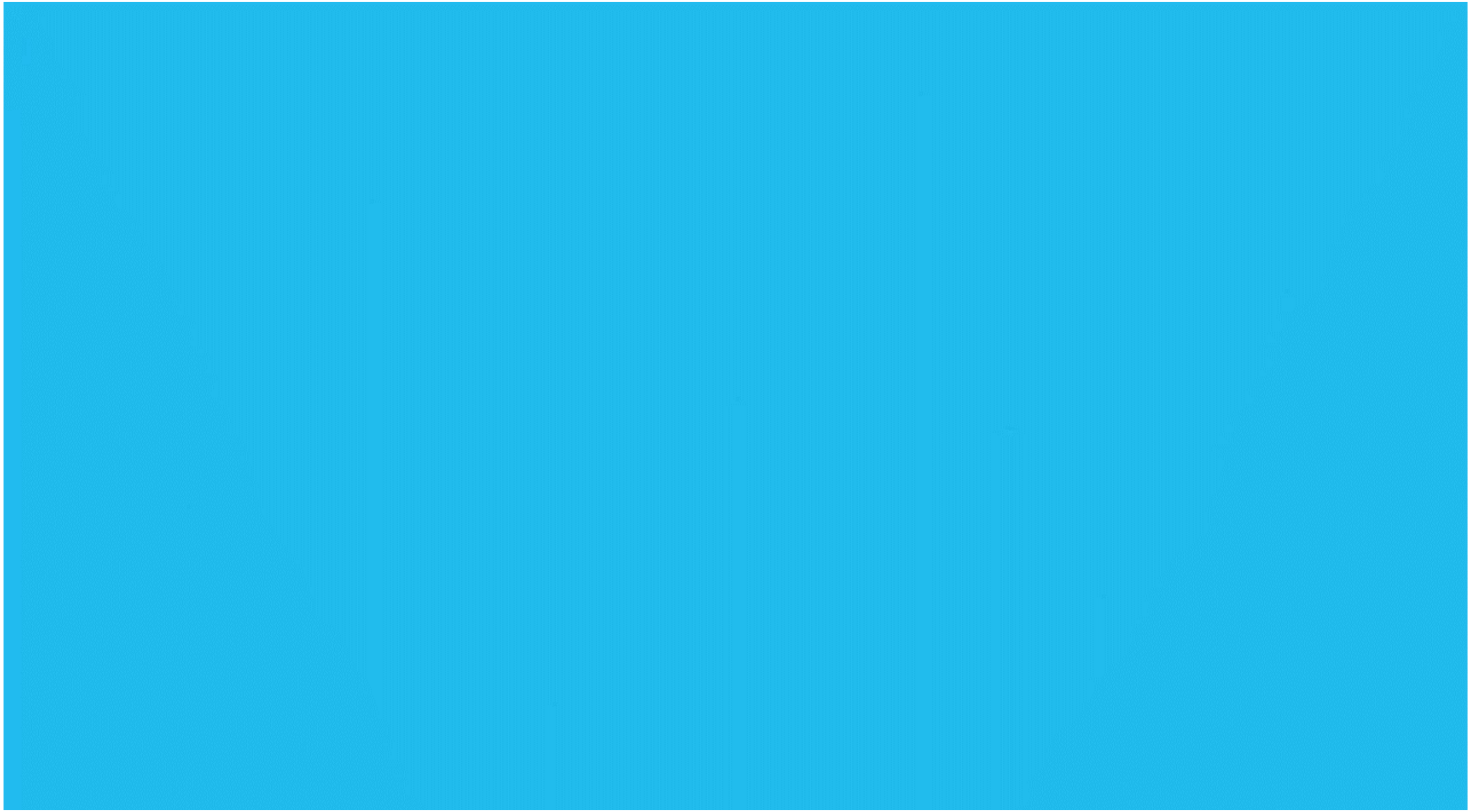


Electronic workflow across four agencies

Created database of registered businesses

One Map project – easily locate businesses for inspection

Almost 7000 applications



CityNext

TRANSFORM
Operations & Infrastructure

ENGAGE
Citizens & Businesses

ACCELERATE
Innovation & Opportunity



Broad portfolio of familiar, secure consumer to business software, devices & services

Diverse and vast Partner Ecosystem that scales and replicates offerings worldwide

Citizen focused education and social programs with a history of delivering real impact for a better tomorrow




Cities are the hearts and souls of our nations.....70% Urbanization 2050

Government



facing a new wave of challenges... solving aging infrastructure, health & safety etc.

Citizens



and have more opportunities to re-imagine their future – do new with less.

Business

People First Approach



