

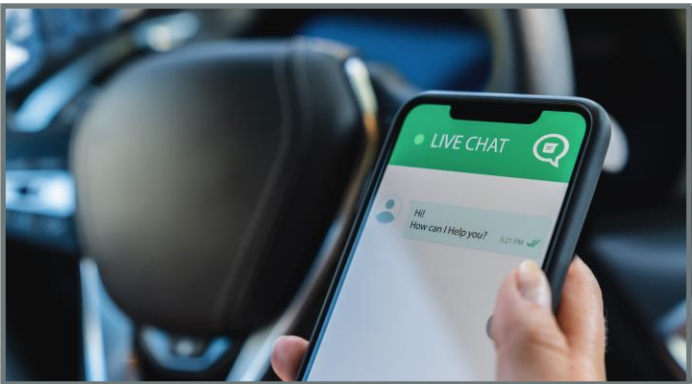
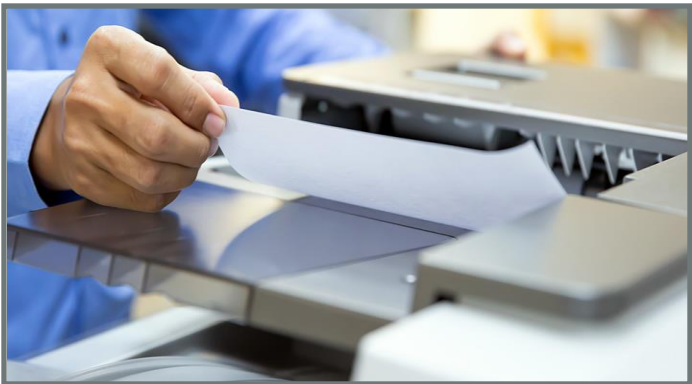
Government: Digital Government Is Over! Now What?

Dean Lacheca

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Digital Expectations Are Constantly Evolving

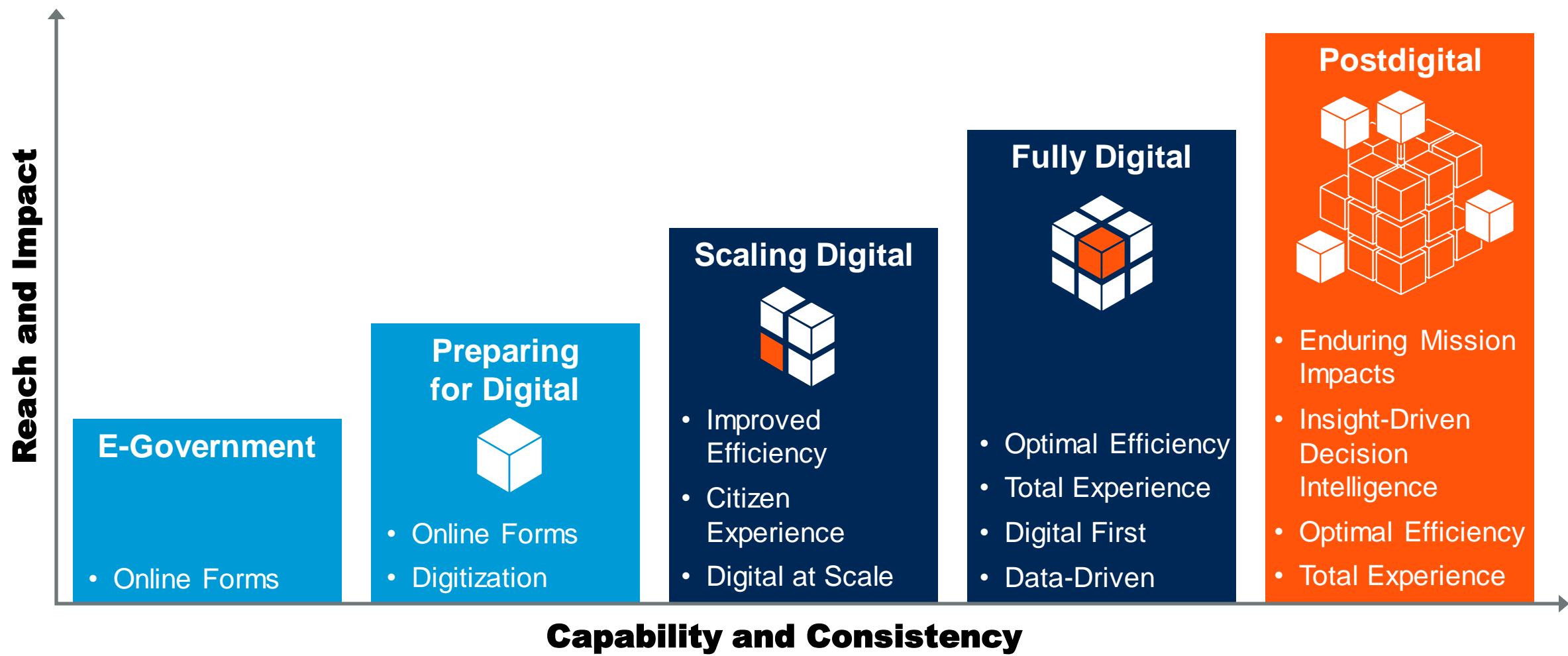


E-Government

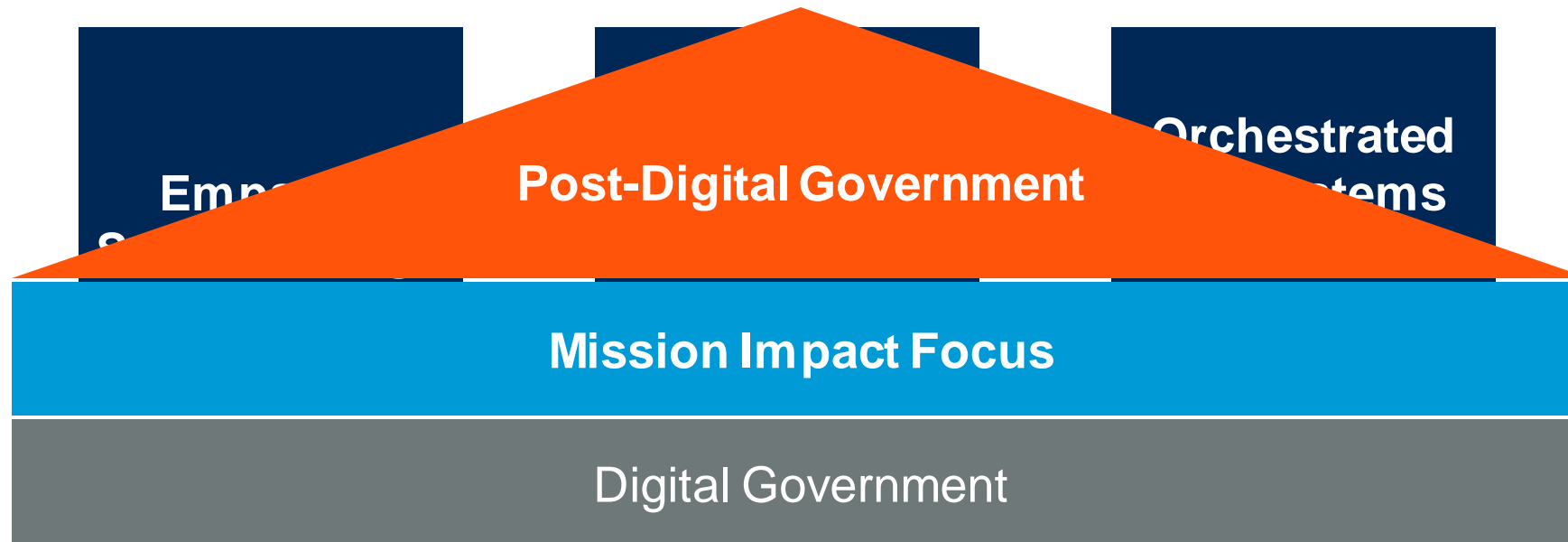
Digital Government

Postdigital Government

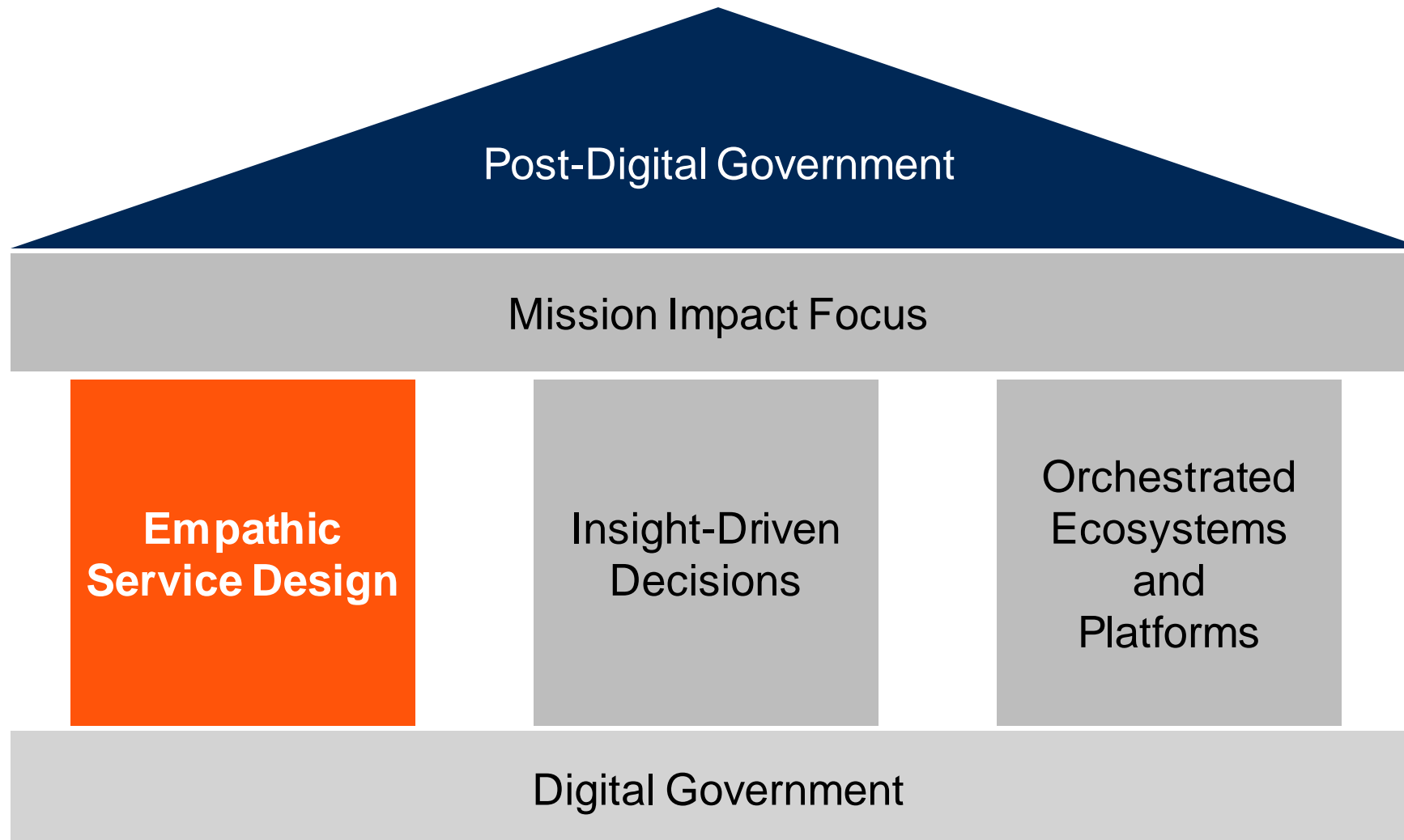
Raising the Bar for Digital in Government




Postdigital Government



Postdigital Government



Cognitive Empathy Progress Is Slow

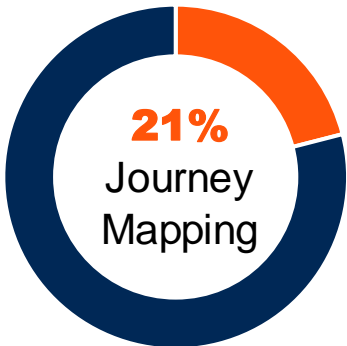
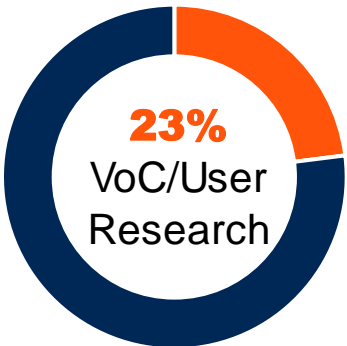


Cognitive Empathy

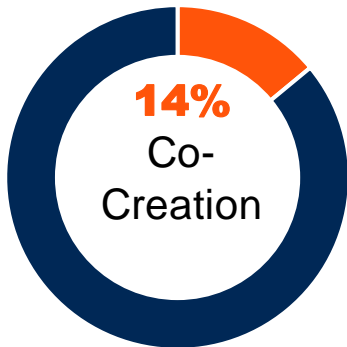
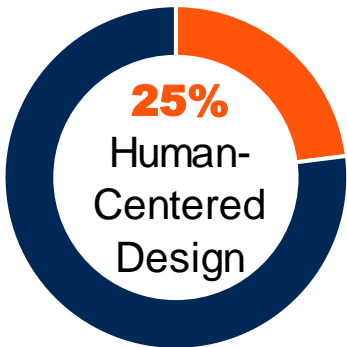
- Incorporating stakeholders' perspective
- Evidence-based approach to prioritizing what matters
- Understanding how they feel



Building Understanding



Design with Stakeholder



n = 155; % that have deployed and using widely
Q: What are your organization's plans in terms of the following practices and application delivery models?
Source: 2023 Gartner Transition to Digital Government

Human-Centered Design Is a Postdigital Government Essential

- Centers around the needs of all stakeholders
- Sharpens the focus on the problem to be solved
- Tests proposed solutions through the lens of stakeholder

Social Services Shift to Postdigital

Digital Government

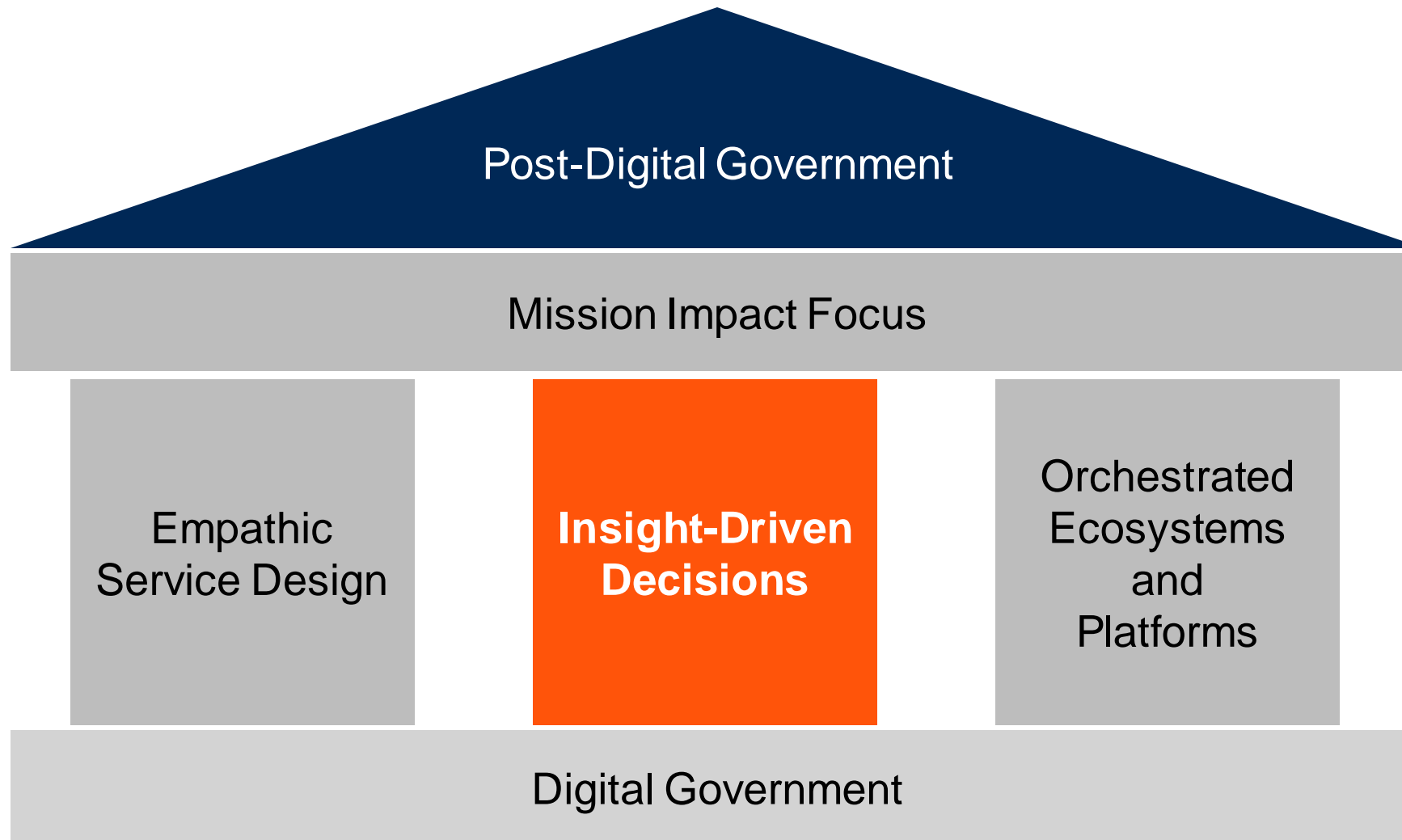
- Focused on digital-first service delivery and case management
- Measuring the efficiency gained through end-to-end digital case management
- Assessing citizen/stakeholder satisfaction with the service



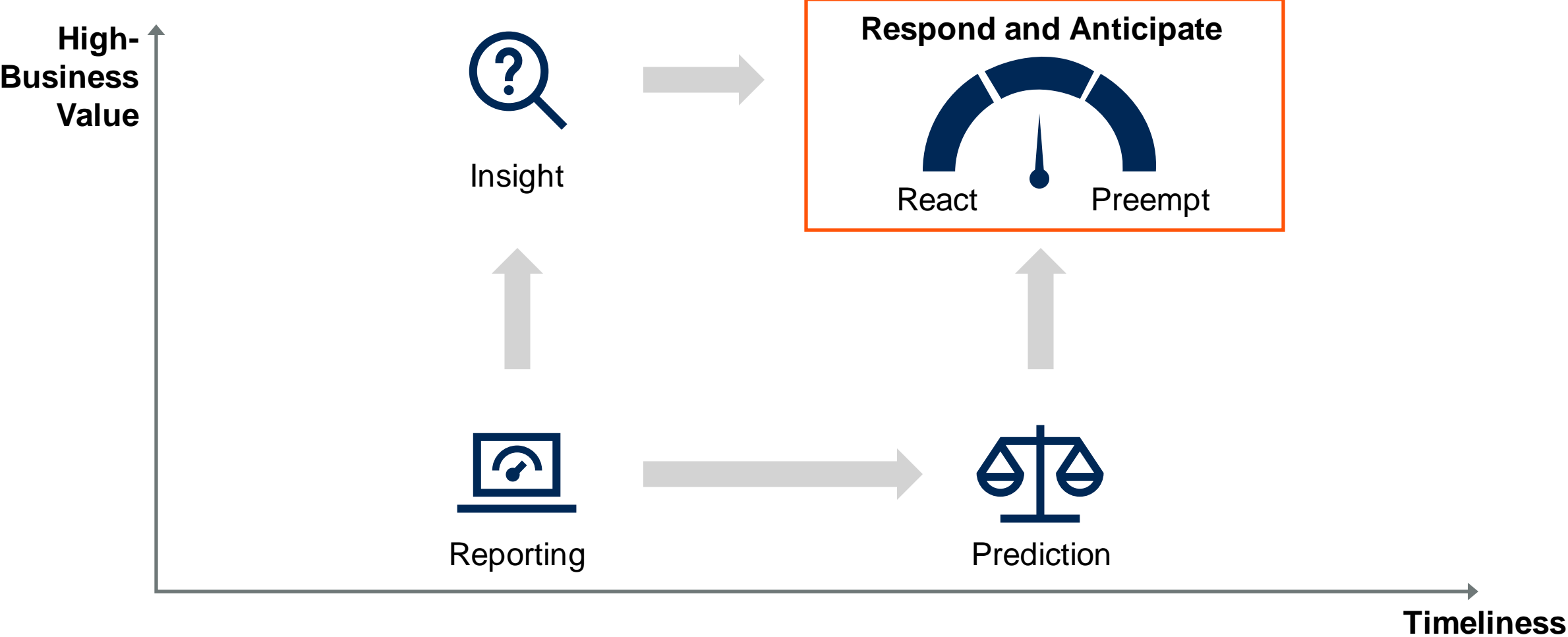
Postdigital Government

- Empathetic triaging to ensure **optimal case manager alignment** and case routing
- Improved case management decision making with continuous monitoring and recommendations for **reactive and proactive action plans**
- Measuring tangible improvement in case outcomes

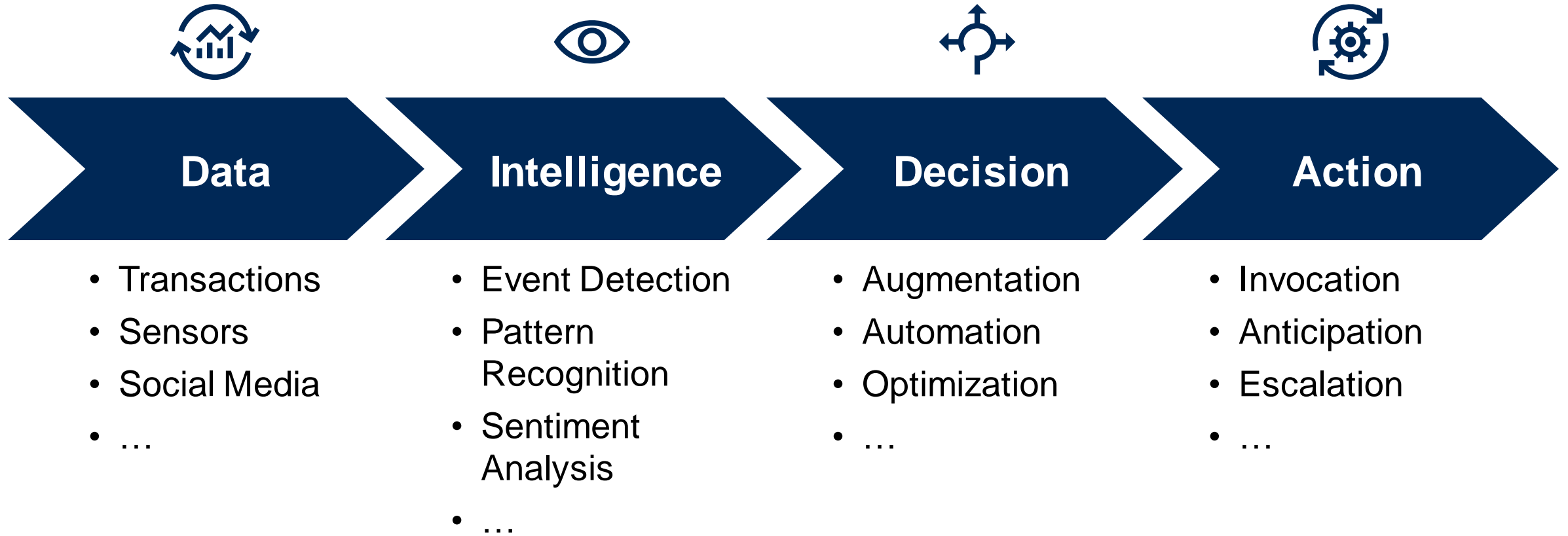
Postdigital Government



Move From “Data-Centric” to Insight-Driven Decisions



From Data to Insight to Action





By 2024, over 60% of government AI and data analytics investments will drive real-time operational decisions and outcomes.

Justice & Public Safety Shift to Postdigital

Digital Government

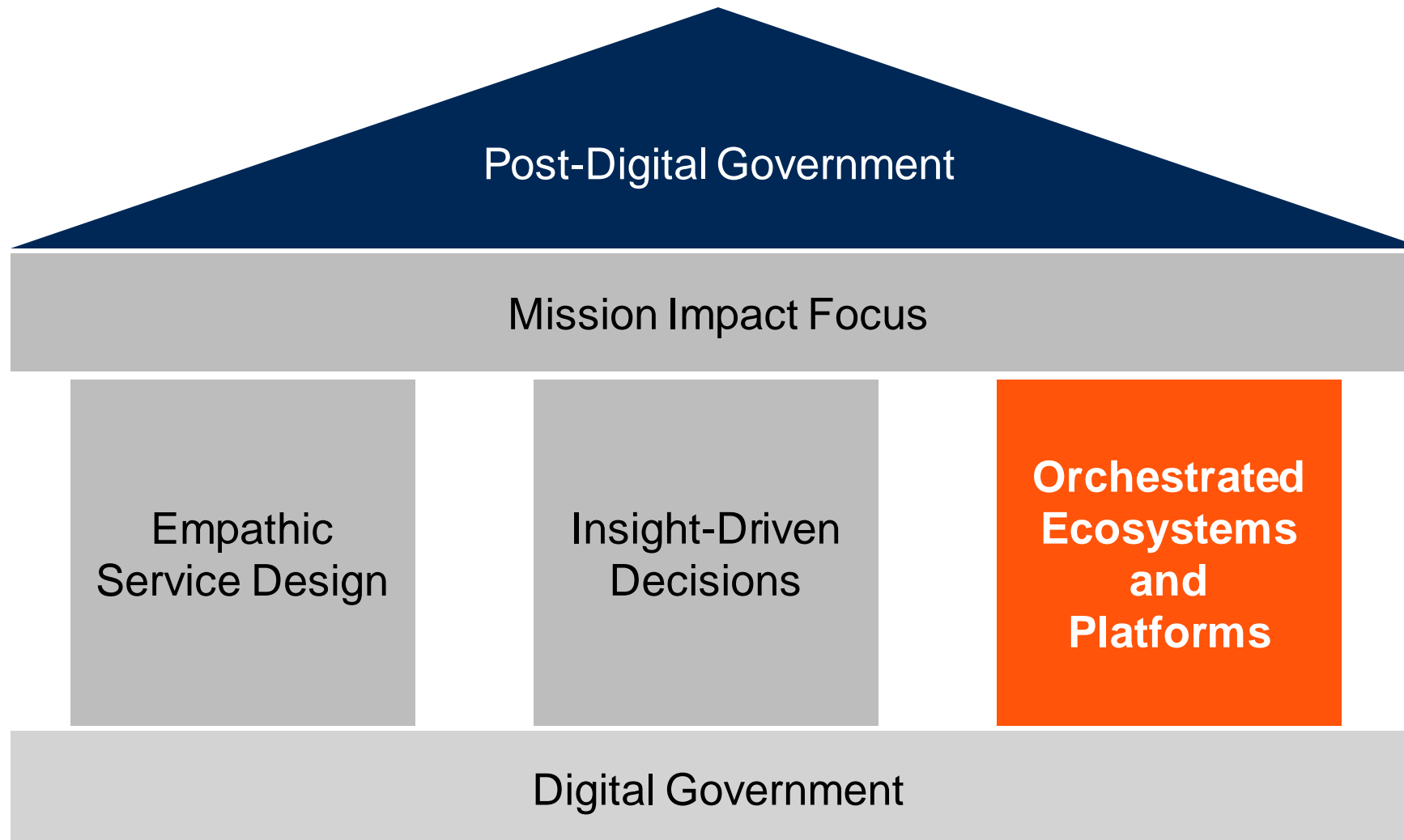
- Optimization of resource allocation and deployment
- Digital data/evidence capture and analysis
- Digital engagement and emergency service delivery for citizens and stakeholders



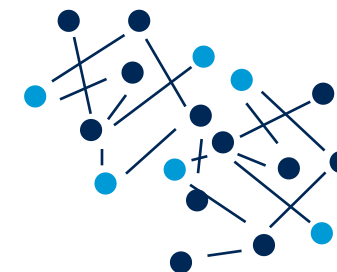
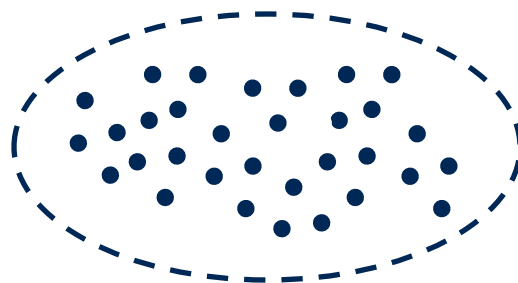
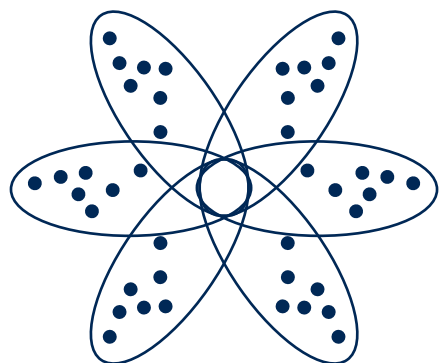
Postdigital Government

- Combining **digital twins and AI** to predict and test action response plans to natural and police incidents
- **Generative-AI-based** citizen advisory services
- Combining **drones and computer vision** to accelerated first response

Postdigital Government



Multiple Ecosystems Impact Governments



Government

- Talent
- Innovation
- Supply Chain
- IT Vendor
- Delivery Partner



Platform Aggregator

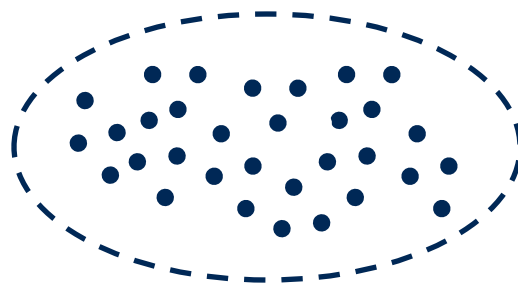
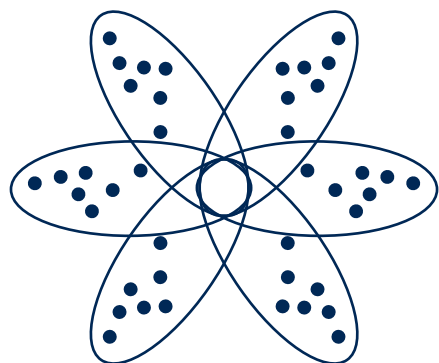
- Marketplace
- Developer
- App Store
- Social Network
- Customer/Citizen-Centric



Community, Decentralized

- Cross-Industry
- Community of Interest
- Asset Owner

Bringing Ecosystems Together



Government

Innovation Hubs

Connecting government, industry and startups around government challenges.



Platform Aggregator

Share Ecosystem Platforms

Connecting service providers, citizens and government around mission-focused challenges.



Community, Decentralized

Digital Alliances

Connecting government and solution providers around industries or community programs.

Local Governments Shift to Postdigital

Digital Government

- Creating a single view of citizen/ constituent to improve service delivery
- Creating digital destinations through connected services
- Digitally enabling field services teams to improve safety and efficiency



Postdigital Government

- **Orchestrating** government, vendor and academic ecosystems around local industries and community challenges
- Sharing **time-sensitive intelligence** with local stakeholders to improve decision making
- Using predictive analytics to **proactively support** at-risk community members

Recommendations

- ④ **Raise the bar to target enduring mission impact:** Revise your digital strategy to focus on mission impact by engaging leadership at all levels of the department to connect with their priorities and back the strategy with business-outcome-focused metrics.
- ④ **Build cognitive empathy:** Develop a future-focused approach to service design by using contemporary capabilities to develop empathy that shifts the focus to deliver optimal outcomes.
- ④ **Shift approach to data insights:** Build out real-time operational decision-making models and supporting capabilities that enable the steps from data, to insight, to decision, to action.
- ④ **Use orchestrate ecosystems to accelerate impact:** Map, model, engage and monitor ecosystems that underpin and enable mission outcomes.

Recommended Gartner Research

- 🔍 [Postdigital Government: Rethinking Technology's Role in Government](#)
Dean Lacheca, Bill Finnerty and Others
- 🔍 [Toward a Postdigital Government Maturity Model](#)
Arthur Mickoleit, Irma Fabular and Others
- 🔍 [Predicts 2023: Governments Heighten Focus on Mission Impact Amid Global Uncertainties](#)
Apeksha Kaushik, Neville Cannon and Others