



At the edge of digital innovation

eGov Conference 2024

Smart Governance with GovTech

Enhancing Citizen Experience and Engagement

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GovTech Integration to sustain economic growth



Explore the concept of creating a unified platform for government ministries, departments, and parastatals to enhance collaboration and efficiency in the public sector.



Agenda



Concept of Unified Platform

Key Challenges

Case Study: Business Registration

Stakeholders

Framework

Technology

Benefits



Unified Platform: Concept

The concept of a **unified platform** involves **integrating** various ministries, departments, and parastatals (150+ organizations) onto a **single digital platform** to **streamline operations**, **enhance collaboration**, and **improve service delivery to citizens**.



Key Challenges for implementing a Unified Platform



Multiple and Complex stakeholders

- Government initiatives involve a wide range of stakeholders, including various ministries, departments, agencies, and external partners. Coordinating and aligning the interests and priorities of these stakeholders can be challenging, requiring effective communication and stakeholder engagement strategies.

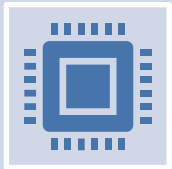
Data Governance and Security

- Consolidating sensitive government data onto a single platform raises concerns about data governance, security, and privacy. Ensuring robust cybersecurity measures, compliance with regulations, and protecting against data breaches and unauthorized access are critical priorities.

Data Standardization

- Data residing in different systems may have varying formats, structures, and quality. Standardizing data across the platform to ensure consistency is crucial but can be challenging.

Key Challenges for implementing a Unified Platform



Legacy systems

Many organizations have legacy IT systems that may be outdated or incompatible with modern technologies. Migrating data and functionalities from these legacy systems or integrating to the unified platform while minimizing disruptions can be a significant challenge.



Public Trust

Building public trust and confidence in the unified platform is crucial for its acceptance and success. This means being clear about what's happening, having ways to make sure things are fair, and protecting people's privacy and rights.



High Cost & Technical expertise

Implementing and maintaining a unified platform has a very high cost in terms of infrastructure and skilled resources. Budgetary constraints and the availability of qualified staff can pose challenges to the successful implementation and maintenance of the platform.

Key Challenges for implementing a Unified Platform



Integration

Integrating disparate systems and databases from various ministries and departments can be challenging due to differences in data formats, standards, and protocols. Ensuring seamless integration is essential for enabling effective communication and data sharing across the platform.



User Adoption and Training

Users may require training to adapt to the new platform, especially if it involves changes to their familiar workflows and interfaces. Ensuring adequate training and support resources are available can facilitate smooth user adoption.



Scalability and sustainability

The unified platform must be designed to accommodate future growth, changes in technology, and evolving requirements and priorities.

Business Registration Unified Platform



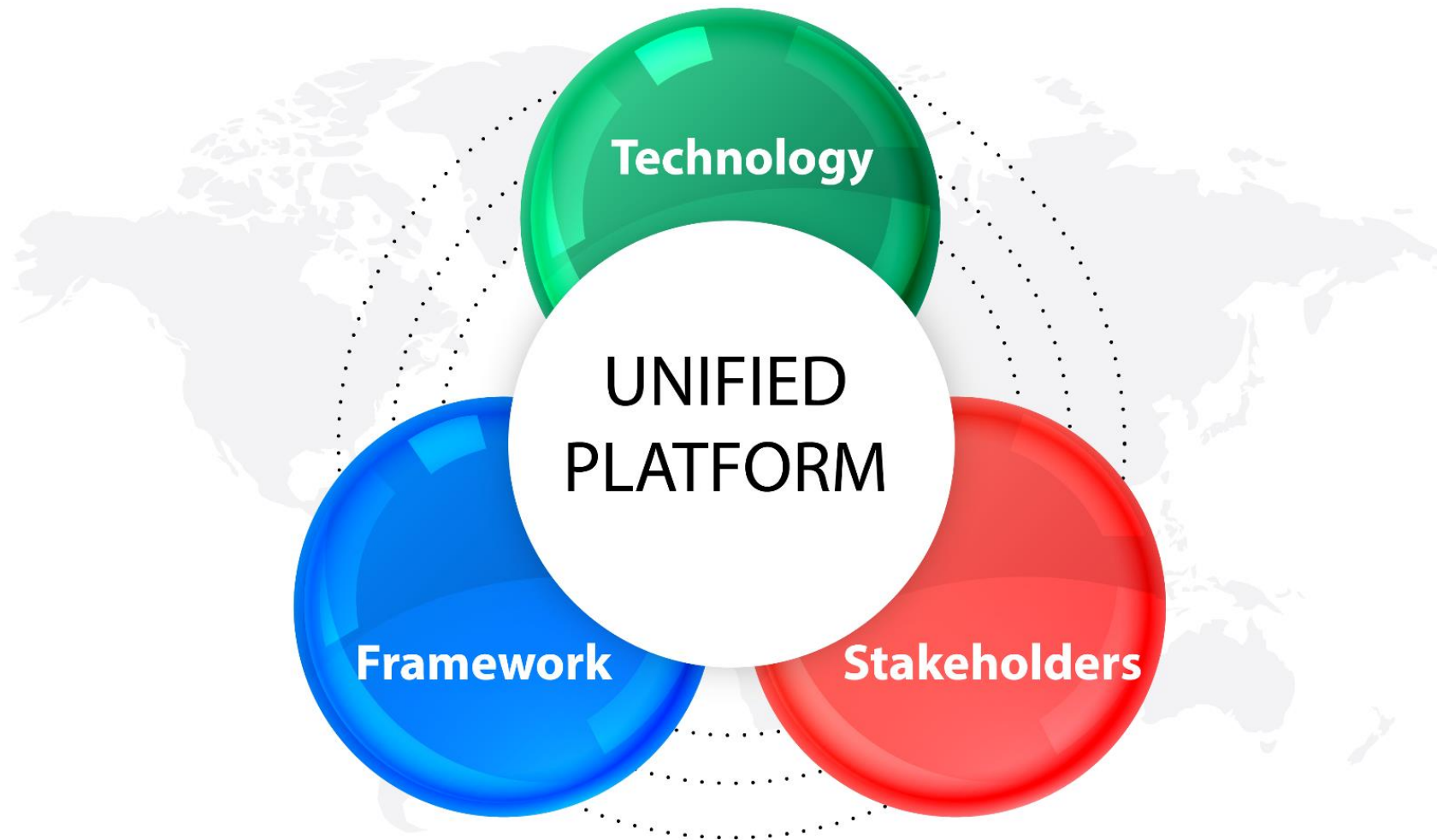
Business Registration Unified Platform



- The Business Registration unified platform is an investor-friendly, **one stop online** business registration **platform accessible from any device** that provides multiple and diverse stakeholders **easy access to services, certificates, licenses** and **information**.
- It also provides a **central repository** for an up-to-date, single version of the truth for any business.



Business Registration Unified Platform



Business Registration Unified Platform: Stakeholders



Business Registration Unified Platform: Stakeholders



Business Registration Authority

The Business Registration Authority (CBRD, EDB) will act as an interface with investors and relevant authorities for registration of businesses



Business Community

The business community (potential investors, existing business owners) will access the unified business platform to perform transactions



Public

Members of public may access information related to business entities as per current legislation and as per their needs. The information may be related to shareholders, directors, office bearers or any other information related to an entity.



Regulatory bodies

Regulatory bodies (eg Revenue authority, FSC, FIU) will access information on businesses and the central repository of business-related Certificates, Registration, Permits, licenses from different stakeholders for decision making

Business Registration Unified Platform: Stakeholders



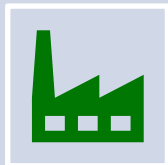
Licensing bodies

Issue of business-related Certificates, Registration, Permits, licenses and which will be accessible by other stakeholders Eg of licensing bodies include Tourism authority, local authorities, SMEs.



Investigating bodies

Investigating bodies (eg Independent commission against corruption office) will access information on businesses and the central repository of business-related Certificates, Registration, Permits, licenses from different stakeholders for investigation.



Data consumers

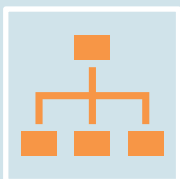
Data consumers will retrieve current statistics, statistics at point in time, aggregated statistics, information search etc and which will be packaged as different Data Sale Product or Services for the paid-users, such as commercial banks or non-paid users, such as Government or selected Enterprises.

Business Registration Unified Platform: Stakeholders



Foreign entities

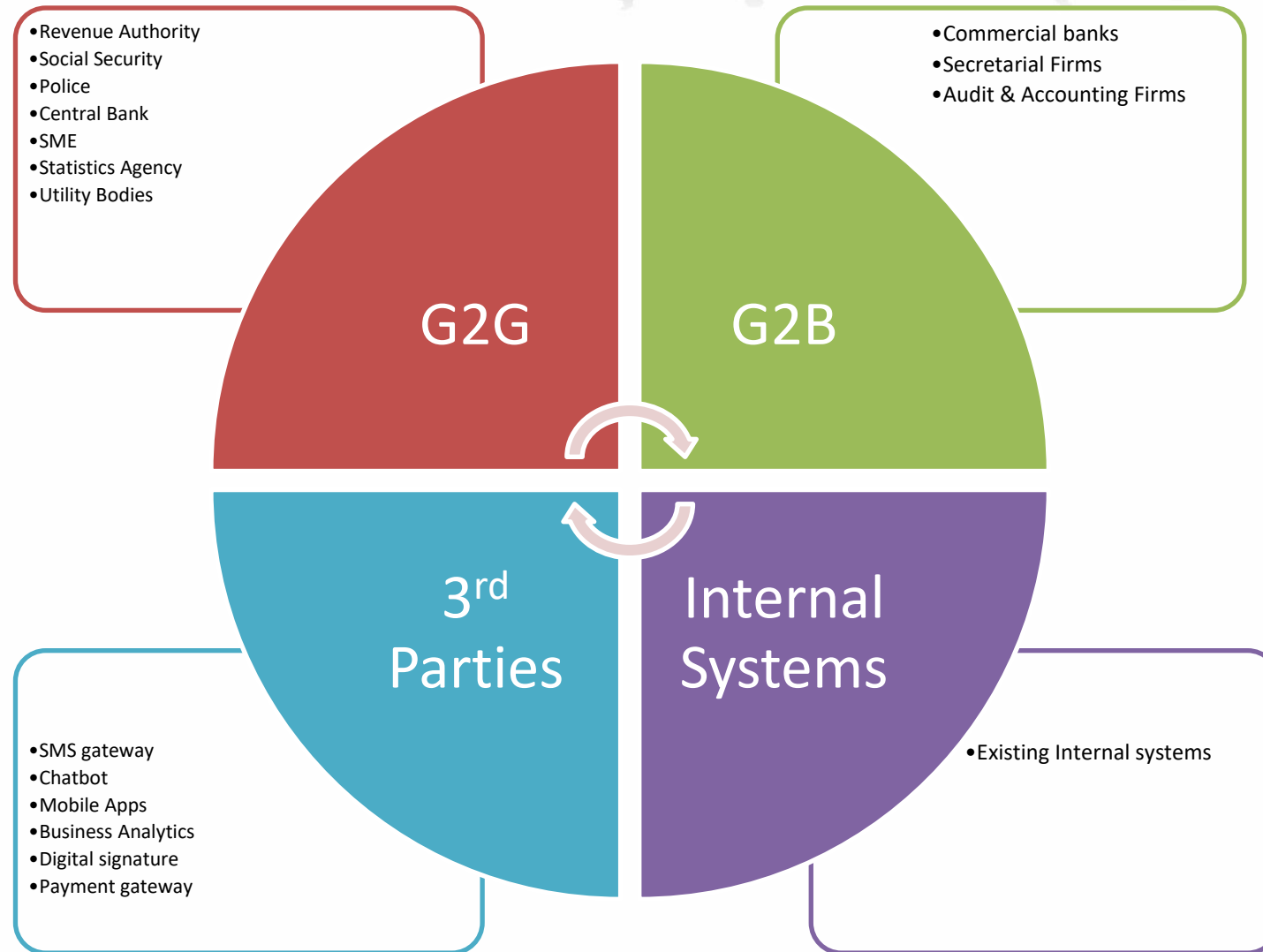
Foreign entities (World bank, IMF, prospective foreign investors, Financial Action Task Force (FATF) can access information on businesses and the central repository of business-related Certificates, Registration, Permits, licenses, Ultimate Beneficial Owners (UBO) from different stakeholders for statistical purposes, investment and/or decision making.



Utility Bodies

Utility Bodies (CWA, CEB) will access information on newly created businesses and the central repository of business-related Certificates, Registration, Permits, licenses from different stakeholders to provide access to utility services

Business Registration Unified Platform: Integration



Business Registration Unified Platform: UNCTAD model



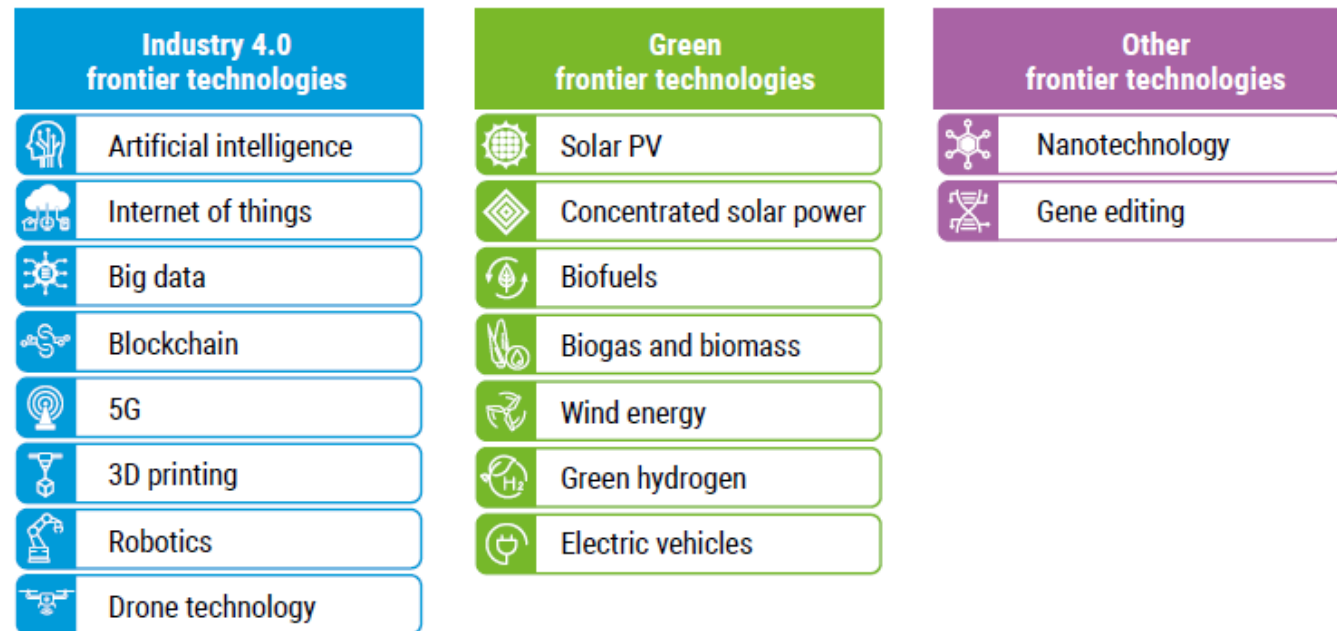
- The **United Nations Conference on Trade and Development (UNCTAD)** digital Government Platform is designed to facilitate investment by helping governments to simplify and automate administrative procedures. In addition, it helps everyone, everywhere to access the services they need.

➤ UNCTAD Approach:



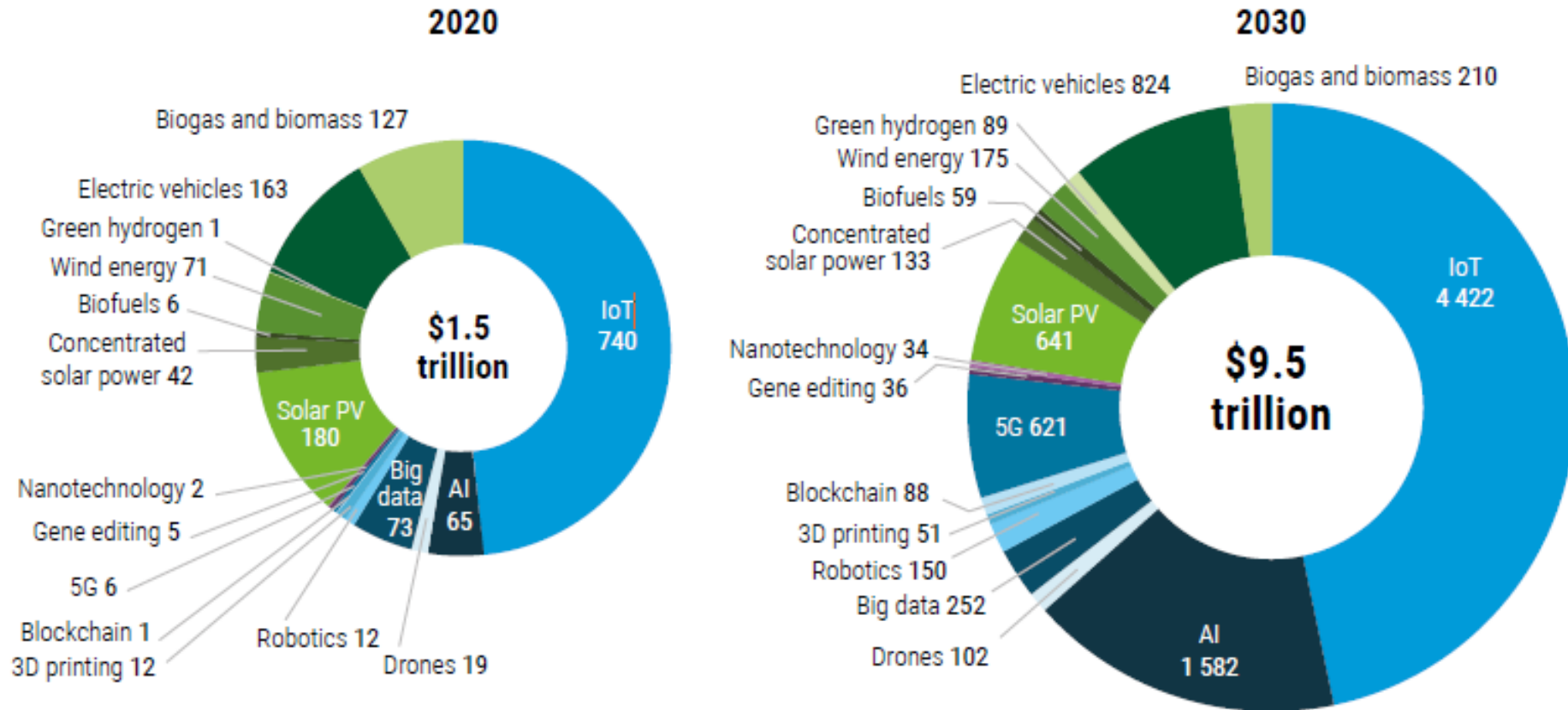
Frontier technologies

- In the Technology and Innovation Report 2023 by UNCTAD, much emphasis is laid on frontier technologies. Frontier Technologies are new and rapidly developing technologies that take advantage of digitalization and connectivity and have huge potential economic benefits

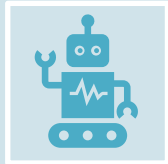


Frontier technologies

Market size estimates of frontier technologies, \$ billion



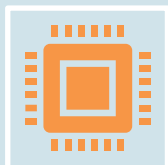
Use of AI in the Business Registration Unified Platform



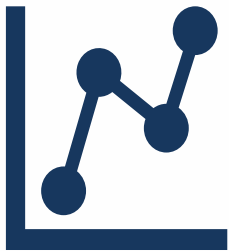
User Assistance: AI-powered chatbots and virtual assistants can provide real-time assistance and support to users throughout the registration process. These virtual assistants can answer questions, provide guidance, and offer personalized recommendations to streamline the user experience.



Data Extraction and Verification: AI algorithms automatically extract information from documents businesses provide and check if it's correct. This includes getting data from IDs, business plans, and financial statements, making sure all needed information is accurate.



Strengthen Fraud Detection and Compliance Monitoring: AI algorithms can detect fraudulent activities and ensure compliance with regulatory requirements throughout the registration process. By analyzing data for unusual patterns or discrepancies, AI can pinpoint potential risks and flag suspicious activities for closer inspection.



Predictive Analytics

AI can analyze past registration data and trends to predict future demand, processing times, and regulatory changes. This can help optimize resource allocation, improve planning, and enhance the overall efficiency of the registration process.

Benefits of the Unified Platform



Improved citizen services: A unified platform can offer citizens a single point of access for various government services, simplifying their interactions with the government. This can include services such as tax filing, business registration applications, and accessing public records.



Improved Streamlined Processes: By implementing standardized workflows and procedures, we can cut down on obstacles and delays. This can lead to faster response times and better service delivery to citizens.



Enhanced analytics and insights: Centralizing all data onto one platform allows the leveraging of analytics and AI for valuable insights. This enables the identification of trends, anticipation of needs, and informed policy decisions based on data.

Benefits of the Unified Platform



Centralized data management: With a unified platform, data storage and management become centralized, making information more accessible across departments. This eliminates silos and duplicated efforts, resulting in more efficient decision-making processes.



Stakeholder engagement: Collaboration with various stakeholders, including government agencies, private sector partners, and citizens, is essential for the success of a unified platform initiative. From the very beginning, involving stakeholders fosters buy-in and support, laying a strong foundation for successful implementation

Thank You

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