



At the edge of digital innovation

eGov Conference 2024

# Smart Governance with GovTech

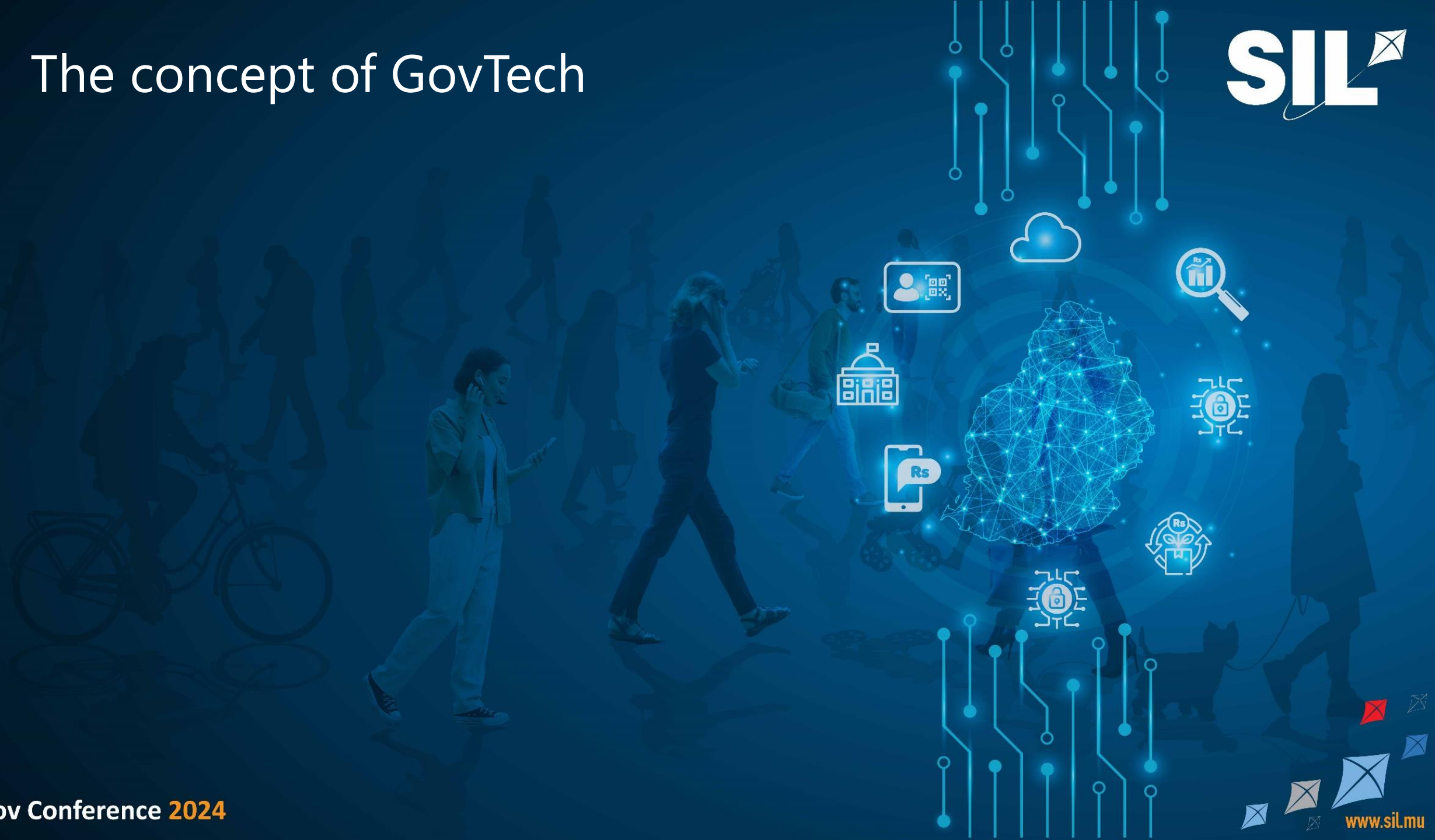
Enhancing Citizen Experience and Engagement

08<sup>th</sup> April 2024

[www.sil.mu](http://www.sil.mu)



# The concept of GovTech



# GovTech – Another Buzzword?



Context

GovTech components and enablers

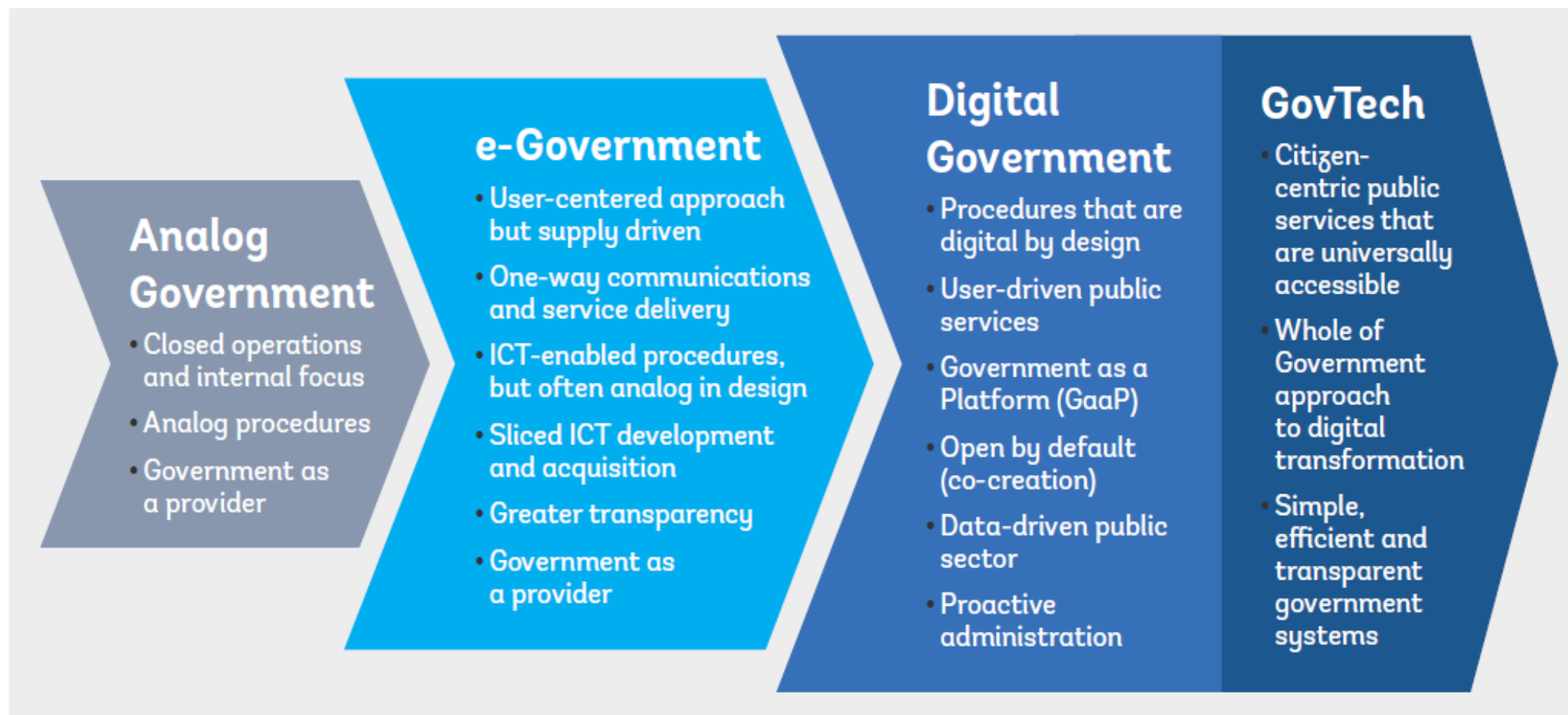
What changes for you?

- The world is facing a reversal of fortunes in its fight against extreme poverty because of the COVID-19 pandemic
- The capacity of governments to respond to the COVID-19 related challenges is stretched
- In parallel, citizens' expectations of their governments are rising, with potential for social unrest and instability
- These developments have led to consistent decline in the public trust
- Governance issues are at the heart of this growing mistrust

GovTech offers unprecedented opportunities to address mistrust and improve governance by addressing the ability of the government to deliver to citizens the public services they need at the quality standards they expect

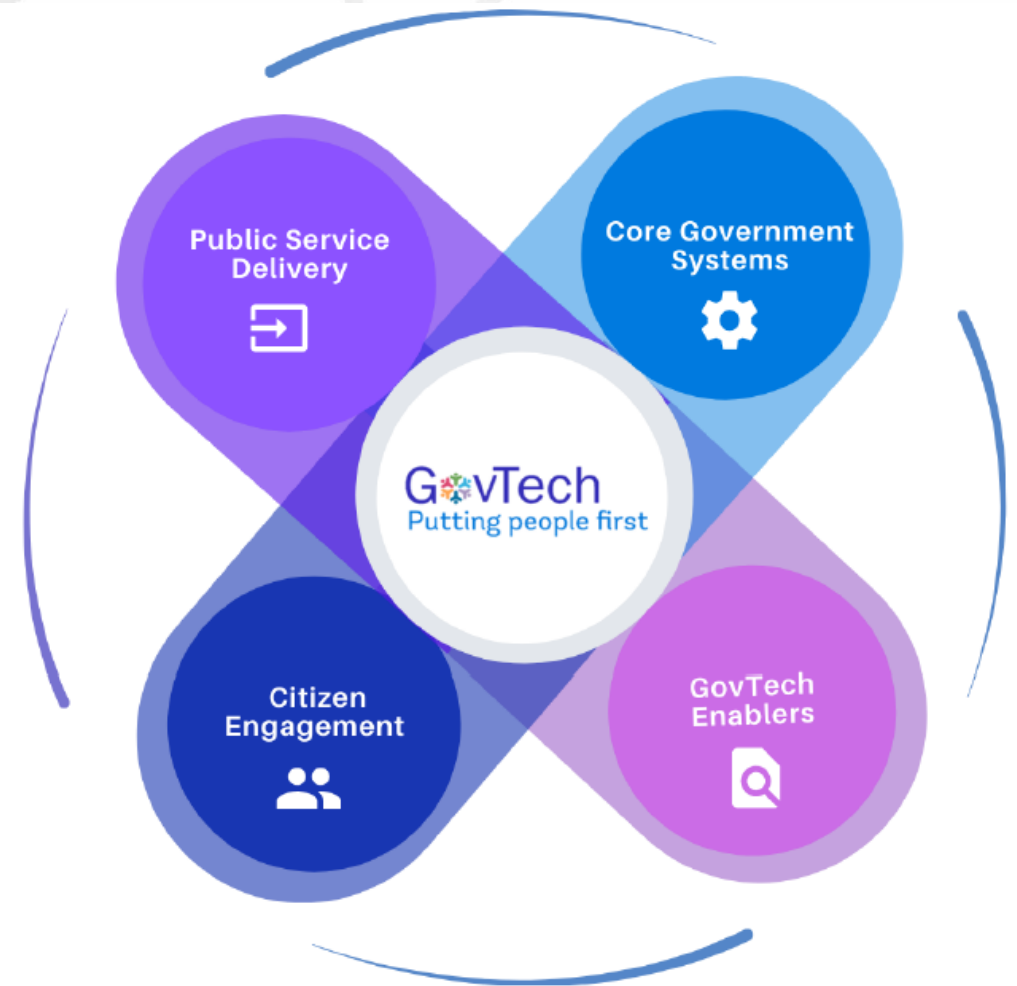
*Source: World Bank 2022*

# GovTech is an evolution of Digital Transformation of the Public Sector



Source: UN EGD, 2020.

- Citizen-centred **online services** that are simple, transparent, and universally accessible
- Modernization and integration of core government systems using **digital platforms** and data that are interoperable and secure
- Leadership, institutions, regulations, and skills are critical enablers for the GovTech
- Developing and deploying CivicTech tools for citizen feedback and complaint handling mechanisms



# GovTech maps Digital Government components



## Digital Government Whole of Government Approach



### Modernizing Core Government Systems

IFMIS, e-Procurement,  
Tax admin systems  
Payroll, HRMIS CoG,  
Sectoral MIS, National  
Statistical Systems



### Digital Public Service Delivery

On-line Services  
(e-Services G2C, G2B),  
Mobile apps, Portals, Civil  
Registration and ID



### Citizen Engagement

CivicTechm,  
Open Government,  
Open Data



### GovTech Enablers

Leadership, skills,  
institutions, innovation  
in the public sector, Data  
generation privacy and  
security

Source: UN EGD, 2020



# GovTech involves a paradigm shift



- Procedures that are **Digital-by-Design**
- **Government as a Platform** - create seamless interactions for citizens across agencies at the national level.
- **Data-driven Public Sector** – use data and intelligence to improve policy making

Please Print **Red ID#** \_\_\_\_\_ **Date** \_\_\_\_\_

Name \_\_\_\_\_ Employee # \_\_\_\_\_  
Last First Middle Issued by HR

Home (\_\_\_\_) \_\_\_\_\_ Cell (\_\_\_\_) \_\_\_\_\_ Email \_\_\_\_\_ @ \_\_\_\_\_

Social Security Number \_\_\_\_\_ Driver's License # \_\_\_\_\_  
Valid Social Security number required for employment State issued

Address \_\_\_\_\_  
Number Street City State Zip

What position are you applying for? \_\_\_\_\_

Please list the names of any near relatives\* or friends that work for Aztec Shops: \_\_\_\_\_

\*For the purpose of this question near relatives shall be interpreted as including parent, child, wife, husband, brother, sister, brother-in-law, sister-in-law, mother-in-law, father-in-law, son-in-law, daughter-in-law, and step relatives.

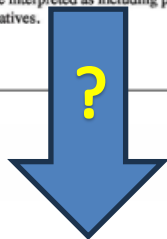
Emergency Contact \_\_\_\_\_  Home  Work  Cell  
Name Phone Number

CONTACT

First Name: \*

Last Name: \*

Email: \*



# Thank You

**SIL**

**2, Saint Georges Street, Port Louis**

**Republic of Mauritius**



**207 8000**



**silmail@sil.mu**

