

20<sup>TH</sup> ANNIVERSARY EDITION

**WSO2CONASIA**

— PLATFORMLESS MODERNIZATION

# Towards a Digital Government Blueprint



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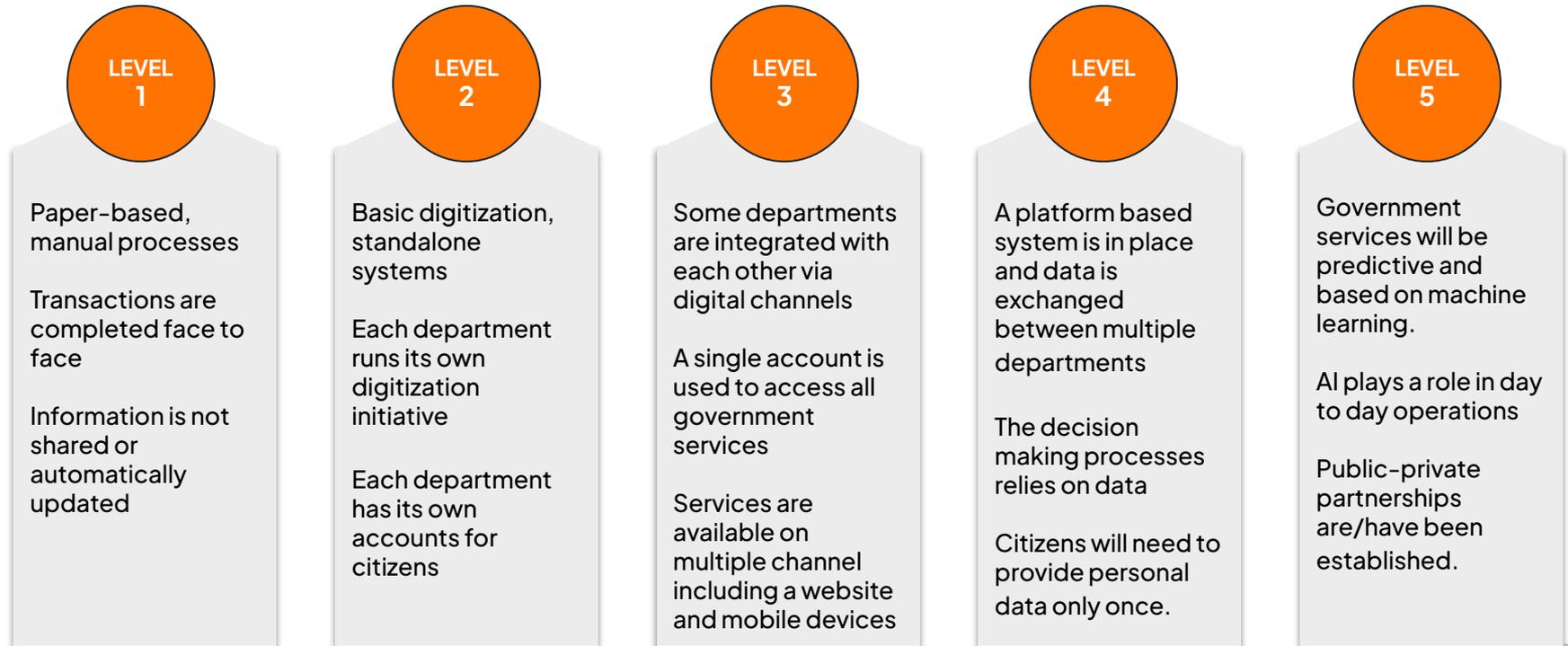
# Breakdown

- Maturity levels
- Core Principles
- Why We Need Digital Government
- Prerequisites
- The Foundations
  - Digital Identity and API-first Design
- Sample Landscape & Implementation Plan
- Sustainable Development Goals
- Q and A



# Digital Maturity Levels

Moving from traditional government models that are slow, siloed, and not meeting citizen expectations to a government that is efficient, citizen-centric, transparent, and resilient



# Core Principles



**User Centricity:** Services designed around the citizen and internal users, not internal silos. Focus on ease of use



**Seamless, Integrated Services:** Breaking down departmental boundaries. Focusing on simplicity



**Adaptive and Innovative:** Ability to evolve and incorporate new technologies



**Data Driven Decisions:** Leveraging data for policy, service improvement, and resource allocation.



**Secure and Trustworthy:** Protecting citizen data and ensuring reliable services. Auditability – knowing who accessed your data and when. Consent – approving who can access your information

*A blueprint provides the strategic direction and foundational principles for the digitisation initiative. It's about designing a coherent ecosystem, not just isolated digital projects. It requires a holistic view.*

# The Need for Digital Government

## Citizen Experience

- Meet rising expectations for convenient, 24/7 digital services
- Enabling self-service capabilities that reduce service delivery costs and time.

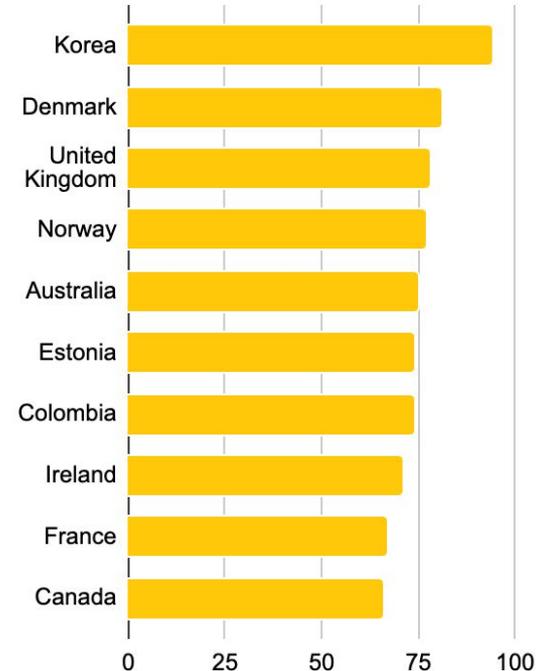
## Operational efficiency and cost reduction

- Elimination of paper-based workflows
- Automation of manual processes
- Reduce administrative costs

## Transparency and Accountability

- Increase public trust through real-time reporting, audit trails, and citizen engagement mechanisms
- Reducing corruption risks through automated, traceable processes.

## Digital Government Index Top 10



Source: OECD Digital Government Index 2023

# Prerequisites

To ensure successful adoption of a government digitisation initiative, there are a number of prerequisite that need to be in place prior to kick-off

## Governance Framework

A centralized authority with executive sponsorship and cross-departmental mandate is required to own the project.

## Security and Compliance

Define security models with comprehensive threat detection, prevention, and response capabilities.

## Change Management

An overarching change management plan needs to be defined. It'll cover user training, support documentation and customer service initiatives.

## Ecosystem for Vendors and Partners

Establish thorough vendor evaluation, selection, and management processes that ensure value delivery.

# Foundational Elements

The successful rollout of a digitisation initiative is dependent on a number of key items being established up front.



## Digital Identity

A digital identity is required to ensure that the user is authenticated and authorised prior to transacting on a platform.

This applies to both citizens as well as government employees.

## Identifying the Source of Truth

Currently the same data element may be stored across several government departments. Which of these is the source of truth?

Custodians and data owners need to be clearly identified for every data element

## API First Design Approach

Without standardized APIs, sharing information becomes a laborious, custom, and often insecure process, leading to data silos and operational inefficiencies.

Foster an ecosystem of third-party developers & businesses to build innovative applications & services.

# Digital Identity

A digital identity is a collection of attributes, credentials, and characteristics that uniquely identify an individual or entity online

The identity is backed by authoritative sources and verified through robust authentication mechanisms, minimizing the risk of impersonation and fraud

The digital identity is key to enabling personalised experiences and identity aware APIs.



# The Power of API-First Design

API first design is treating APIs as a "first-class citizen" and defining/designing them before or in parallel with the user interface. They are treated as products themselves.

It's a foundation for digital government as it

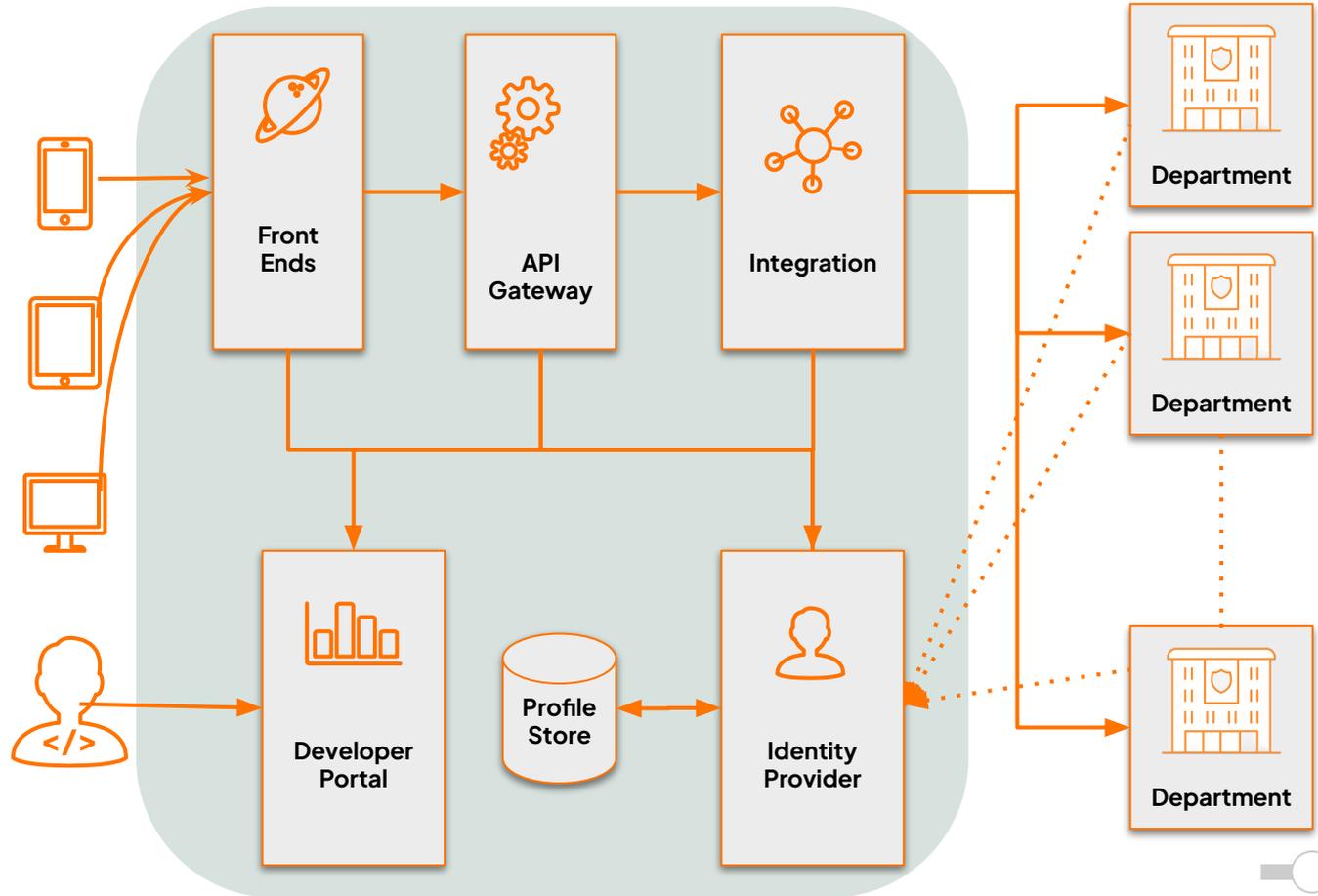
- **Breaks data silos:** Seamless information exchange
- **Legacy systems:** Acts as an abstraction layer
- **Enabling services:** Multi-agency, integrated services.
- **Innovation:** Allows external parties to build on the data.



# High Level Landscape

*This sample hub and spoke architecture supports a distributed model where the data continues to reside with each department. It is dependant on a central hub for integration.*

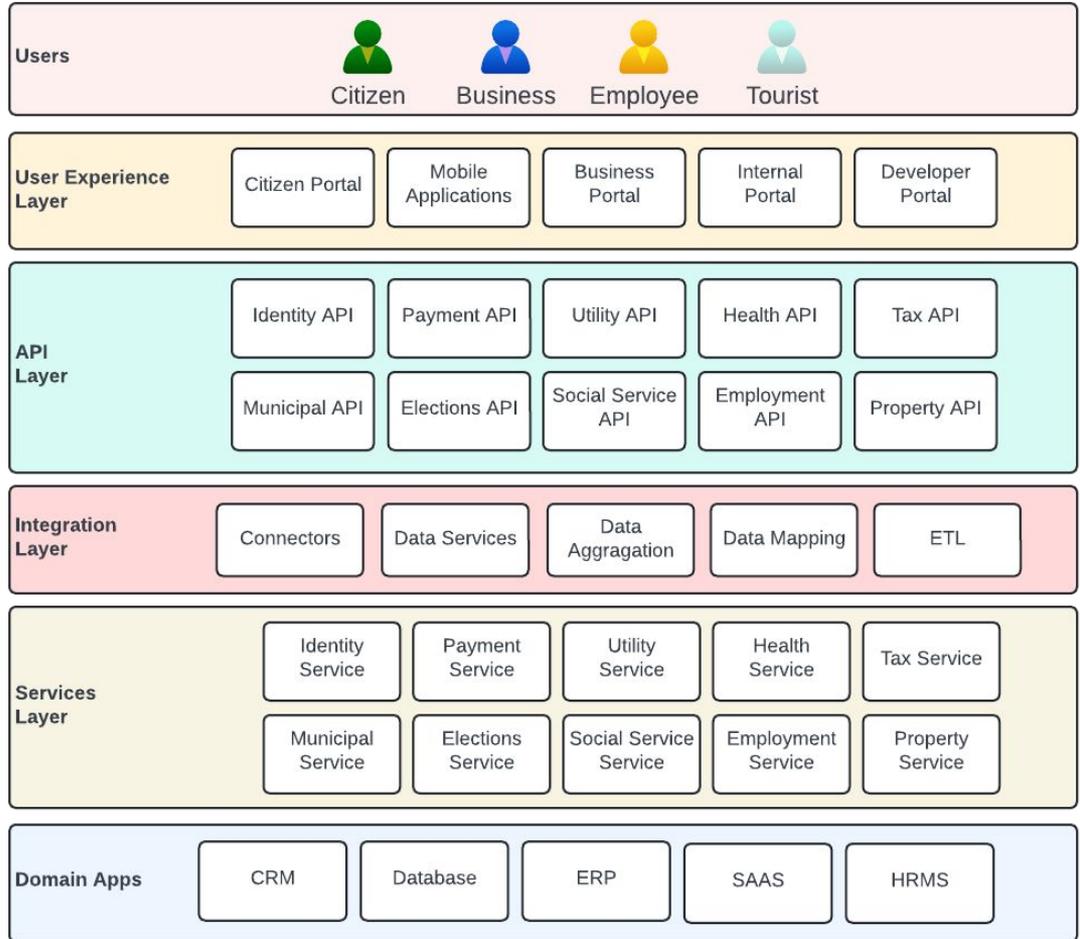
*Privacy is maintained and authentication and authorisation is handled centrally.*



# Reference Architecture

This reference architecture is a standardized, comprehensive blueprint that defines the technical framework and components necessary to transform traditional government operations into integrated digital services

Capabilities and objectives have been excluded.



Identity and Access Management

# High Level Implementation Plan

## 1. Foundation:

Setup the core infrastructure including the digital identity platform, API gateway and profile store

## 3. Partnerships:

Make the developer portal available and expose selected APIs to 3rd parties.

Integration of other agencies and use cases continues

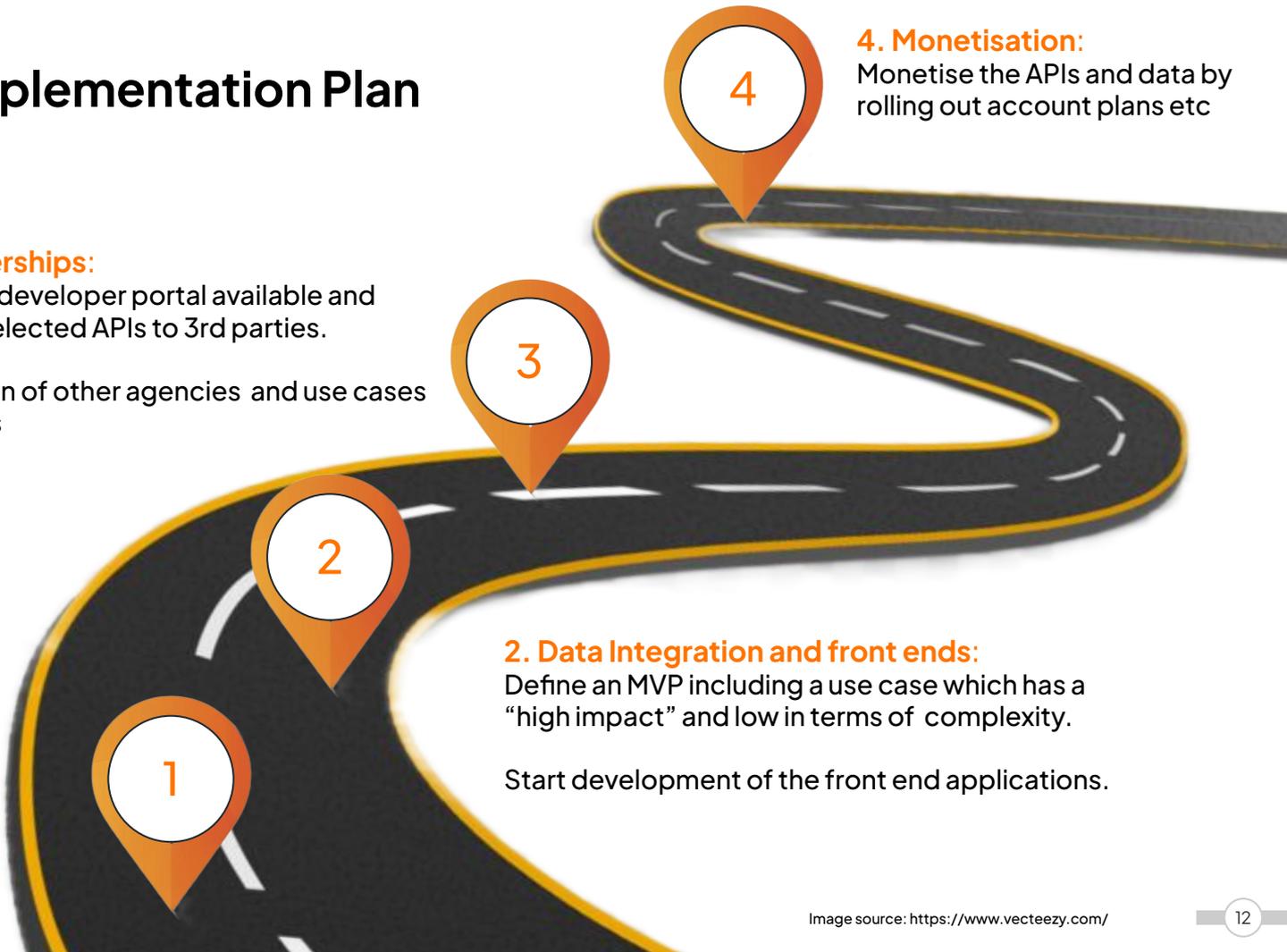
## 2. Data Integration and front ends:

Define an MVP including a use case which has a “high impact” and low in terms of complexity.

Start development of the front end applications.

## 4. Monetisation:

Monetise the APIs and data by rolling out account plans etc



# Sustainable Development Goals

**3** GOOD HEALTH  
AND WELL-BEING



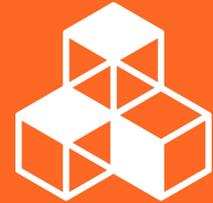
**4** QUALITY  
EDUCATION



**8** DECENT WORK AND  
ECONOMIC GROWTH



**9** INDUSTRY, INNOVATION  
AND INFRASTRUCTURE



**10** REDUCED  
INEQUALITIES



**11** SUSTAINABLE CITIES  
AND COMMUNITIES



**16** PEACE, JUSTICE  
AND STRONG  
INSTITUTIONS



**17** PARTNERSHIPS  
FOR THE GOALS



**Today's technology is a strategic driver not only for improving public sector efficiency, but also for making policies more effective and governments more open, transparent, innovative, participatory and trustworthy."**

- Tim O'Reilly (*Government 2.0* pioneer)-



A dark blue background featuring a silhouette of a city skyline at night. The skyline includes various skyscrapers and a prominent tower with a spherical top. The sky is filled with small white stars and a few larger, brighter stars. In the bottom left corner, there is a small white icon of a heart with an ECG line. In the bottom right corner, the number '15' is visible.

# Question Time!





Thank you!

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