



PUBLIC SECTOR  
SUMMIT ONLINE

# Critical components for digital transformation within an international government context

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Amazon Web Services

# Digital transformation



Deliver great services to citizens  
Lower cost  
Mitigate risks and be future proof

# Municipal government of Cagliari, Italy

Regione Autonoma della Sardegna

 **Comune di Cagliari**

Amministrazione   Servizi   **Novità**   Documenti e dati

Home / Novità / Comunicati stampa / Sono già 464 i dipendenti comunali in smart working

## Sono già 464 i dipendenti comunali in smart working

Amazon Web Services riconosce al Comune di Cagliari crediti gratuiti per 20.000 dollari

Data:  
16 marzo 2020

“The municipal government of Cagliari has activated Virtual Desktop Interfaces (VDI) on AWS for 464 employees, securely connected from the AWS Region in Ireland on an encrypted VPN channel.”

[www.comune.cagliari.it](http://www.comune.cagliari.it)

Four components to digital  
transformation in government

# Leadership alignment

# Design thinking

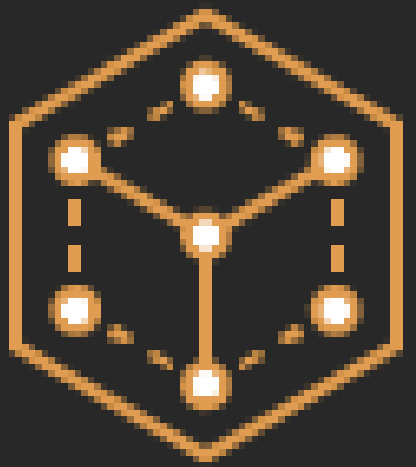
Work back from the user need



What is the citizen need?

Set goals

Identify the right technology



# Strategy for digital transformation

The collage features three overlapping documents. On the left is the Italian public administration cloud strategy page, titled 'Il cloud della PA' and 'Il Cloud della Pubblica Amministrazione'. In the center is the UK's 'Government Cloud Strategy' document, featuring the HM Government logo. On the right is a document titled 'Government of Canada Cloud Adoption Strategy: 2018 update' from the Treasury Board of Canada Secretariat, which includes a section on 'What is cloud computing?' and lists several key characteristics of cloud computing.

- State the motivations
- Public commitments
- Spend controls as a drivers
- Repeat often
- Repeat often



# GOV.BR - Brazil

## What are the services we deliver?

## How do we deliver them to citizen?

## 400 new digital Services

The screenshot displays the gov.br website interface. At the top left, the 'gov.br' logo and 'Governo do Brasil' are visible. A yellow banner on the right indicates 'VERSÃO BETA'. A green and yellow banner across the top contains the text 'Trabalhar para proteger a vida e os empregos. Esse é o nosso compromisso.' and the 'PÁTRIA AMADA BRASIL GOVERNO FEDERAL' logo. Below this, the main heading is 'Serviços para o Cidadão'. Underneath, a section titled 'SERVIÇOS EM DESTAQUE' features a grid of six service cards, each with a 'NOVO' (New) label and a right-pointing arrow. The services listed are: 'Outros Serviços', 'Solicitar Auxílio Emergencial de R\$ 600 (Covid-19)', 'Apoio e registro de ações', 'Encontrar informações atualizadas sobre o Coronavírus', 'Aviso! Fique atento a fraudes e informações falsas', 'Fazer registro de brasileiro com voo cancelado no exterior (COVID-19)', 'Pessoa Física (CPF)', 'Emitir Comprovante de Situação Cadastral no CPF (CPF)', and 'Para o cidadão' with the sub-service 'Solicitar o Seguro-Desemprego (SD)'.

gov.br  
Governo do Brasil

VERSÃO BETA ⓘ

Trabalhar para proteger a vida e os empregos.  
Esse é o nosso compromisso.

PÁTRIA AMADA  
BRASIL  
GOVERNO FEDERAL

### Serviços para o Cidadão

SERVIÇOS EM DESTAQUE ⓘ

- NOVO** ➔  
Outros Serviços
- NOVO** ➔  
Apoio e registro de ações
- NOVO** ➔  
Aviso! Fique atento a fraudes e informações falsas
- NOVO** ➔  
Solicitar Auxílio Emergencial de R\$ 600 (Covid-19)
- NOVO** ➔  
Encontrar informações atualizadas sobre o Coronavírus
- NOVO** ➔  
Fazer registro de brasileiro com voo cancelado no exterior (COVID-19)
- NOVO** ➔  
Pessoa Física (CPF)
- NOVO** ➔  
Emitir Comprovante de Situação Cadastral no CPF (CPF)
- NOVO** ➔  
Para o cidadão  
Solicitar o Seguro-Desemprego (SD)

A dark blue background with a field of yellow and white stars, resembling a night sky or a galaxy. The stars are scattered across the frame, with some appearing as bright points and others as faint trails.

# Executive Education Course in Government Transformation

More information at <https://pages.awscloud.com/GovExecEd.html>

The second critical component is...

Culture



In business, culture eats strategy  
for breakfast



Peter Drucker

Business Management Consultant



In the world of government technology, process eats culture for breakfast.

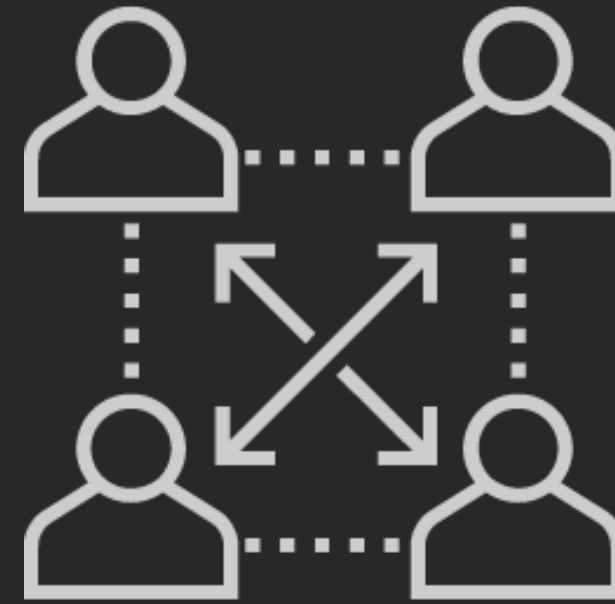


Mark Headd  
Medium.com

# Culture of innovation in government



Choose a project that delivers business value quickly and won't break anything important



Assemble a team of curious and motivated individuals

# UK Government Digital Services (GDS)



“The best startup in Europe we can’t invest in” – Saul Klein, [theguardian.com](https://www.theguardian.com)



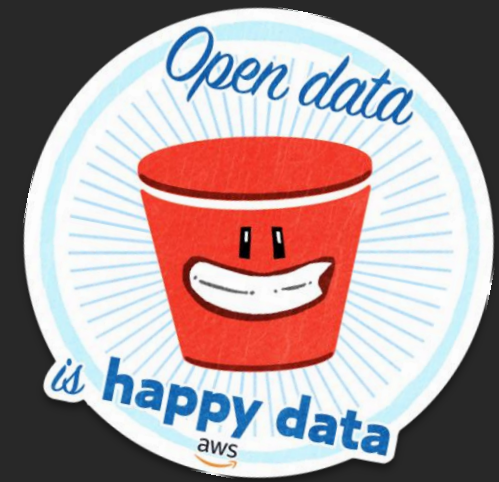
# Government of Brazil Performance Dashboard

- 1 year
- 68 public services digitally transformed
- 90% cost saving to government and society
- 7 positions gained in the UN E-government survey (2018; 44<sup>th</sup> rank)



# Open standards and open data

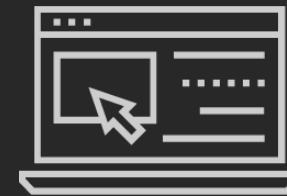
Harnessing collective intelligence



Electricity



Worldwide web



Linux, etc.



Amazon ES

# Open government solutions

New!

## Open Government Solutions

Learn from the research and experience of other government organizations with open source code, standards, and practices implemented by governments around the world.

These resources help government agencies at the local, regional, and national levels find solutions that have worked for other governments so that they can accelerate their digital transformation. Reusing what works enables governments to realize the benefits of open source, like increased agility and innovation, reduced costs, and improved efficiency.

### Explore solutions by category

#### Introducing digital reform



Accelerate your government's digital transformation using these international public sector policies including spend controls, technology code of practice, cloud-first, and procurement.

#### Digital delivery



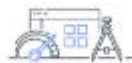
Find out about agile practices and project phases as well as the roles, skills, and capabilities that make up a digital team.

#### Design patterns



For designers and coders: get best practices, reusable design solutions with written guidance, coded examples, accessibility standards, and content style guides.

#### Prototype kits



Find here all the tools you need to build interactive prototypes that look like government websites and services. Share ideas with stakeholders and do user research.

#### Digital services and code



Re-use open source code and digital services developed by governments to fast track your own development.

#### Emergency responses



Tap into the resources and solutions used by public sector bodies around the world to combat the impact of emergencies like COVID-19.

Check it out: <https://aws.amazon.com/government-education/government/open-government-solutions/>

The third critical component is...

Breaking down barriers

# Data classification



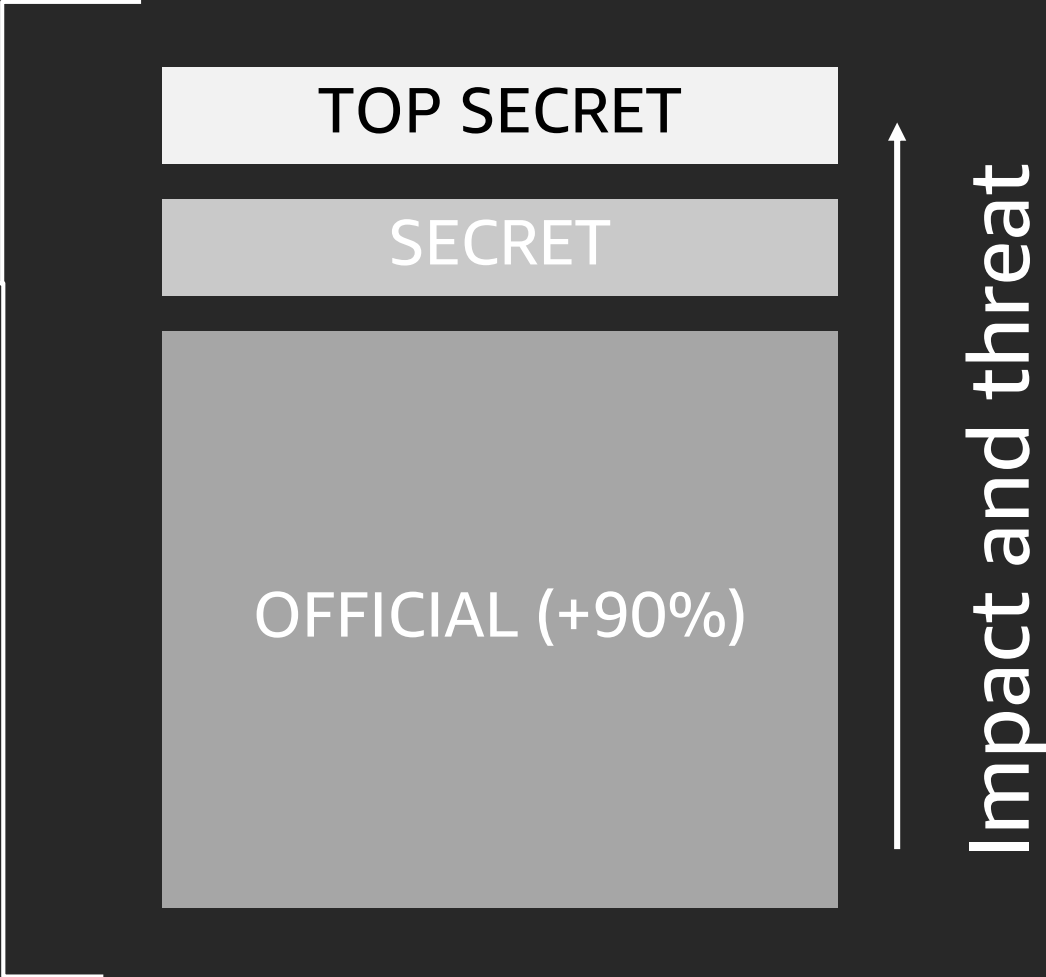
Tagging



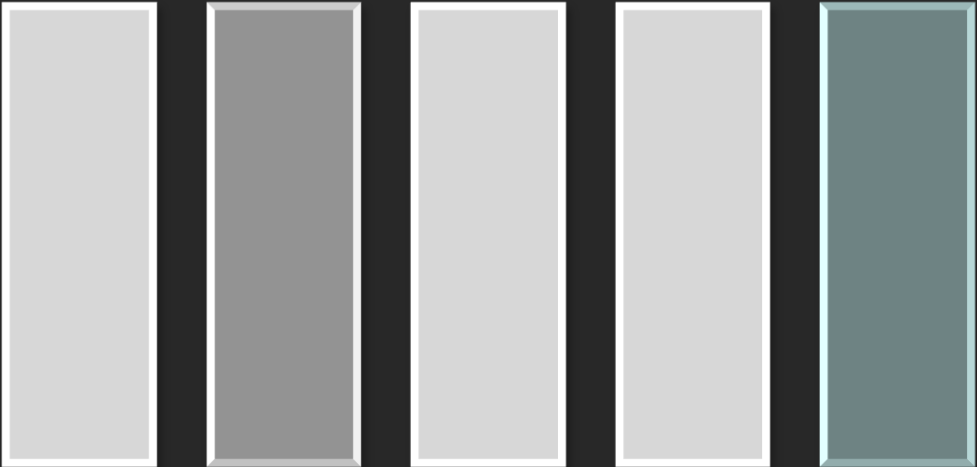
Securing



Operational efficiency



# Procurement is the gateway to innovation



Antiquated legacy contracts mean antiquated legacy technology



# UK and Italy

- Digital marketplace
- Standardized contract terms
- Pre-approval that suppliers meet privacy and security requirements
- SME-friendly

Agenzia per l'Italia Digitale

FAQ

 **AGID** Cloud Marketplace

## Catalogo dei servizi Cloud per la PA qualificati

### Cloud Marketplace AgID

**CHE COS'È**

Il Cloud Marketplace di AgID è la piattaforma che espone i servizi e le infrastrutture qualificate da AgID secondo quanto disposto dalle Circolari AgID n. 2 e n.3 del 9 aprile 2018. All'interno del Cloud Marketplace è possibile visualizzare la scheda tecnica di ogni servizio che mette in evidenza le caratteristiche tecniche, il modello di costo e i livelli di servizio dichiarati dal fornitore in sede di qualificazione.

**IMPORTANTE**

**NOTA BENE:**

di cui sopra è riferito esclusivamente alle  
azioni Pubbliche e ai loro processi di  
ne. I fornitori di servizi Cloud possono  
la qualificazione dei propri servizi in  
nomento. Le procedure di qualificazione  
o a sportello e non prevedono alcun

ne commerciale, è possibile contattare il  
zio.

o puramente indicativo e per poter far  
o. Tale prezzo non comporta alcun vincolo né

# Digital Marketplace

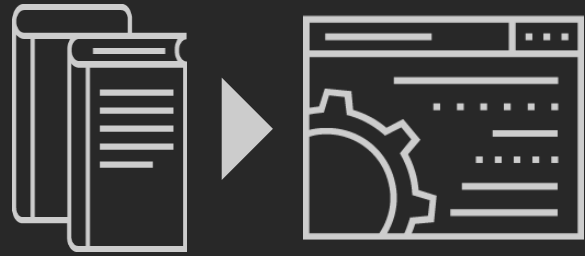
Helping those transforming public services by making it simpler, clearer and faster for them to buy what they need



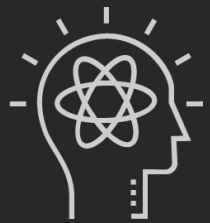
The fourth critical component is...

Build capabilities

# Building capability



Cloud computing isn't difficult, but it's different



Retain valuable institutional knowledge



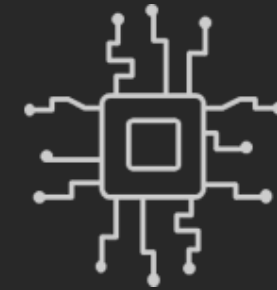
Reduce friction and convert sceptics

# What does the government of the future look like?

Leadership alignment



Culture of innovation



Breaking down barriers



Build capabilities



# Thank you!

Céline Degrauwe