Driving digital government in Scotland

The future is exciting.
Ready?

vodafone

Greater connectivity between citizens, organisations and government is an **inevitable reality.** As the pace of change continues to snowball, expectations of connected-citizens and employees will consequently increase, meaning interagency collaboration across government will become essential.

Over ¾ citizens want to manage all or most of their government services online

Taxation **50%**

Pensions & benefits **43%**

Employment services **41%**

93% have desire to manage local government services online

Book a doctor's appointment **74%**

Report an issue in the community **63%**

Access to medical test results **56%**

41% of the UK population already interacted online with public authorities in the last 12 months[1]

[1]Source: Connecting Nation Delivering digital Government to the citizens

The challenge facing government

Digital transformation is top of the agenda for the public sector; however government is faced with the **dual challenge of delivering smarter services to citizens while simultaneously reducing cost.**

6 trends driving digital government

1 Inclusive growth

Government want to deliver prosperity for all of Scotland, and promise that no one will be left behind. The commitment to provide 100% coverage of superfast broadband by 2020 is indicative of this promise[1].

[1]BBC News

2 Think digital act, digital

Digital isn't just a set of technologies – it's also a mindset. Laying this groundwork promises to increase returns on infrastructure investments.

3 Shifting workplace

Creating a workplace that meets the expectations of a new generation – who want more flexible working – without alienating more experienced employees.

4 Citizen-centric service

Citizens want smart, simple and user-centric services that are always-on and omni-channel.

5 Service redesign

Digital tools can help departments work more efficiently; they can also determine where change is needed and how it can be accelerated.

6 More efficient, effective services

Departments need to respond to budgetary pressures by enabling services that offer enhanced experiences to end-users and unlock new ways of working for departments.

Achieving readiness through digital transformation

Adopting digital and mobile innovation can lead to increased engagement, greater efficiency of service delivery and a more ready government.
It can help you achieve readiness in three key areas:

Better citizen engagement

Vodafone's communication expertise enables direct interaction between citizens and government through a huge range of channels – putting users at the heart of what departments do.

Better operational agility

We're experts in helping organisations become more flexible, both in terms of how they manage resources and react to changes in the landscape.

Better connected employees

Helping you close the public sector's digital skills gap by attracting the next generation of employees with the right skills.

Cutting paper and costs for Fife council

When it comes to social housing it's important that accurate records are kept. We helped Fife council keep track of huge amounts of information efficiently and effectively. We gave repair teams ruggedised devices equipped with TotalMobile app to cut paperwork.

Results

Productivity has increased by **20%**

Timesheets, billing and stocktake can be done on the move