

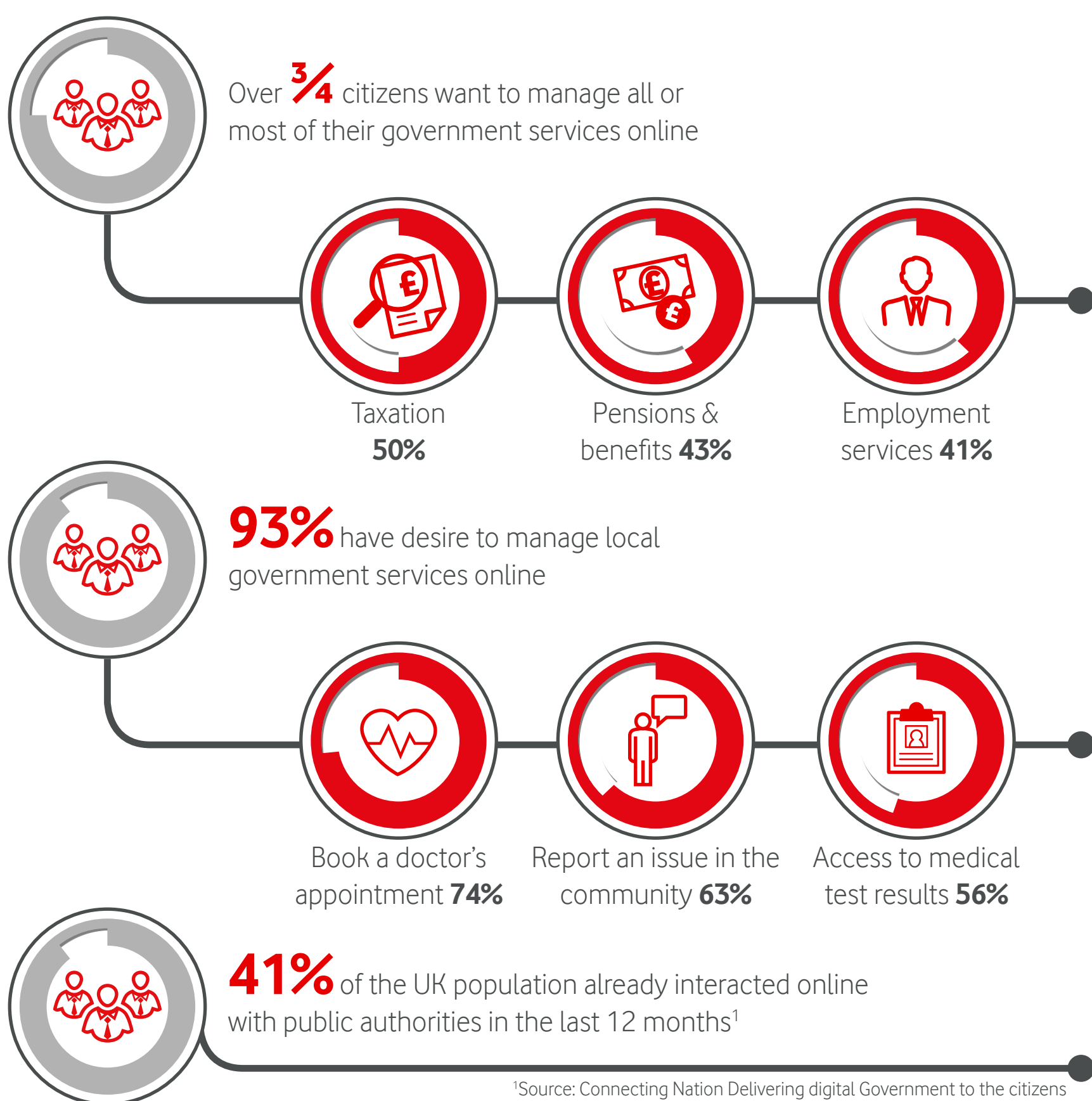
Driving digital government in Northern Ireland

The future is exciting.

Ready?



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.



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**.

5 trends driving digital government

1 Facilitating social integration

Digital tools have the potential to help citizens and civil servants come together in a shared vision of success. But training and investment is needed to ensure that those who need them can make best use of the services.

2 People-centric services

Meet citizen's expectations by adopting always-on, omni-channel services. But understand that not all citizens are in a position to run their lives digitally.

3 Greater operational agility

Thanks to new standards in security, it's becoming easier for government to facilitate co-operation with and between partners.

4 Managing a shifting workforce

With Northern Ireland's civil service headcount shrinking by 17% in the last two years, government needs to meet employee's expectations of work.

5 Delivering on potential

There needs to be a shift from traditional to digital tools, but also the larger cultural change that comes with such a move.

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.

To gain a deeper insight into the challenges of becoming a digital government, download the full report.

[Click here to download the full report](#)

