GovTech
Putting people first

GovTech in the Public Sector
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PULSAR

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Content

- Digital Revolution

- GovTech Maturity Index – World Bank

- Impact on the accounting profession

- Relevance and benefits of GovTech in the public sector

- Linking GovTech with accountants

- Country experiences

Digital Revolution

What happens in 60 seconds ?

Some important facts:

If Facebook were a country, it would be the third most populous in the world, ahead of the United States.

Only China and India have more population.

500 BILLION. The number of minutes spent on Fac...

25 BILLION is the amount of content s... ...ebook (web links, news, blogs, notes, photos, etc.).

The numbers clearly show how we are using our time in the digital space.
The integration of the digital and real world is inevitable.

2 BILLION. The ... ...e videos viewed per day.

27 MILLION. The a...age number of "tweets" per day on X (formerly twitter).

Source: beon sytems

Exponential growth of tax returns
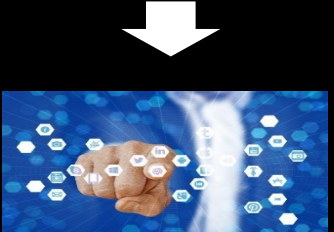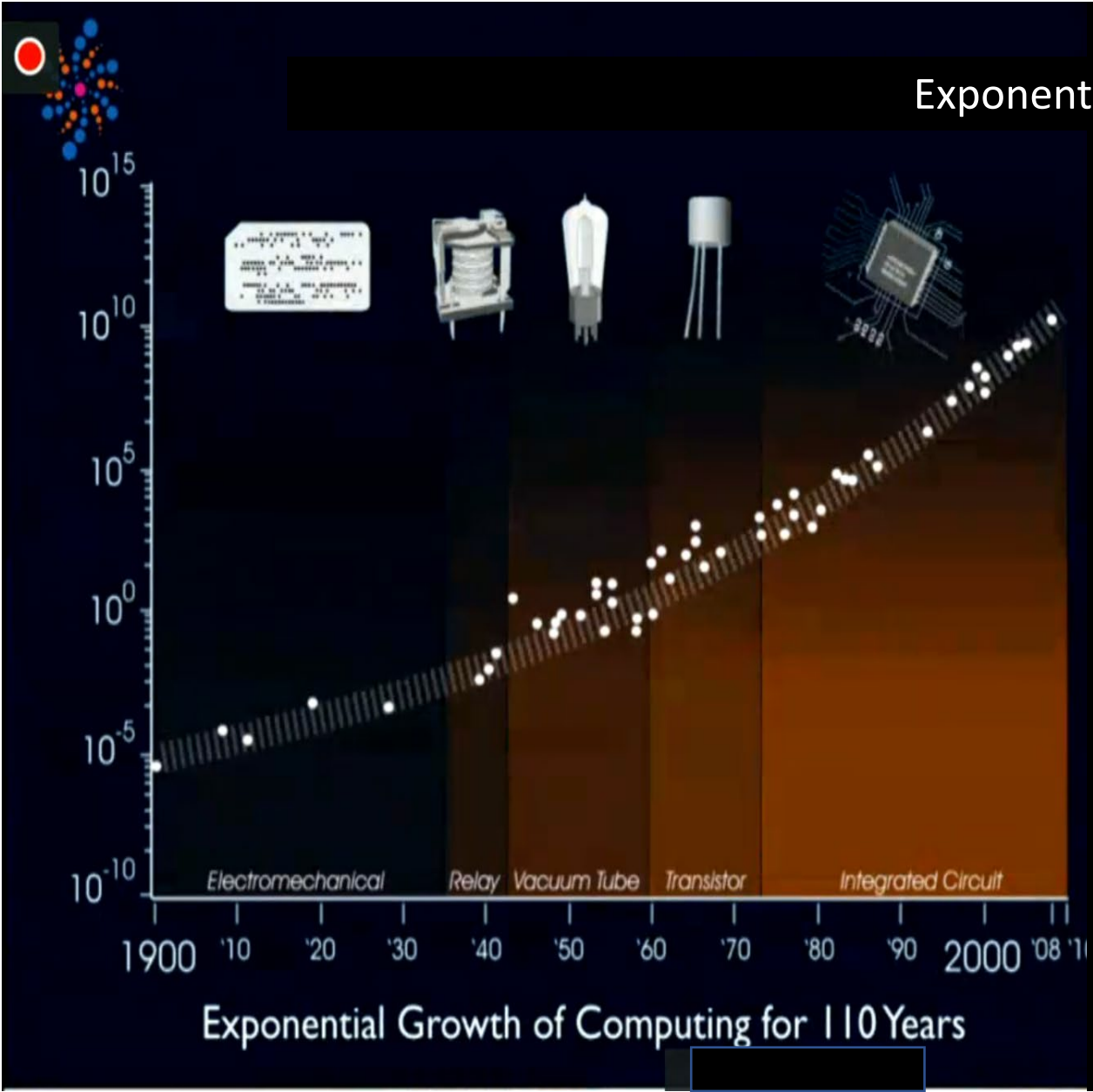
Exponential Growth of Computing for 110 Years

GovTech Maturity Index – World Bank

Govtech
(World Bank)

GovTech is a comprehensive approach to public sector modernization. It emphasizes three aspects:

- **Citizen-focused**

- **Universally accessible public services**

- **Comprehensive approach to digital transformation of government.**

What is GTMI?

GovTech Maturity Index (GTMI)
measures the state of four GovTech focus areas
in 198 economies
using 48 key indicators
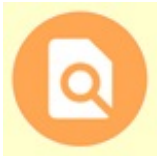to inform operations, research & analytics

Core Government Systems Index (CGSI)
17 indicators

Public Service Delivery Index (PSDI)
9 indicators

Digital Citizen Engagement Index (DCEI)
6 indicators

GovTech Enablers Index (GTEI)
16 indicators

A **CITIZEN- FOCUSED** Government

offering a more enjoyable journey

Key elements about GTMI

GTMI

▶ GTMI aims to present the state of the digital transformation of the public sector.

▶ GTMI is not intended to create a ranking or assess a country's readiness for or performance of GovTech; it is intended to complement existing tools and diagnostics by providing a baseline for GovTech maturity and identifying areas for improvement.

▶ The GTMI is not comparable to the UN EGDI or other indexes..

▶ Countries (economies) are grouped into four categories, from A to D.

Main topics to highlight about the GTMI

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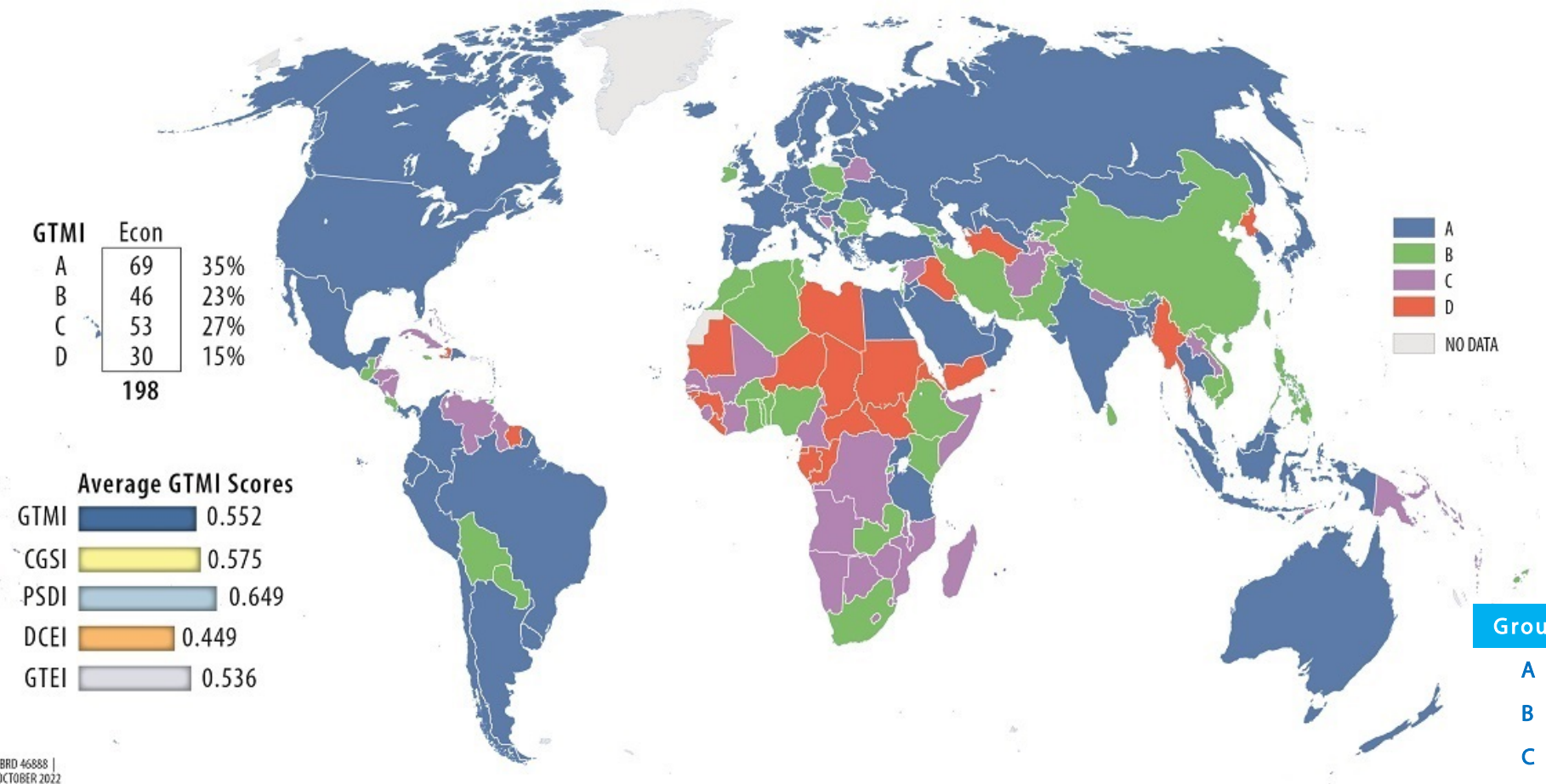|	
Consultations	Consultations with 9 relevant int'l organizations and 10 WBG groups involved in DG/GovTech
Online Survey	Central Gov (CG) GTMI Online Survey
Inclusion	CG GTMI > 850+ officials from different economies/countries
Privacy	WBG DPO accreditation to maintain the GTMI contact list. Protection of personal data.
Participation	CG GTMI > 135 economies submitted directly + Remote data collection for remaining 63
Validation	Sufficient time for data collection (Mar-Jun/2022) and validation (Jul-Aug/2022)
Transparency	Regular updates + All participants informed about 2022 GTMI groups before public release
Data Dashboard	Maps and graphs to digest and explore GTMI findings and GovTech projects database

2022 GTMI: International Outlook

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There are 154 established Digital Government/GovTech entities around the world, and **good practices are highly visible in 69 economies** out of 198.

2022 GovTech Maturity Index

GTMI	Econ	
A	69	35%
B	46	23%
C	53	27%
D	30	15%
	198	

Legend: A, B, C, D, NO DATA

Average GTMI Scores

GTMI	0.552
CGSI	0.575
PSDI	0.649
DCEI	0.449
GTEI	0.536

IBRD 46888 | OCTOBER 2022

2020 GTMI is based on remotely collected data

2022 version is mainly based on online survey data provided by government officials

Based on the GTMI component scores, each economy is grouped into one of four categories (A to D)

Group	Score	GTMI
A	0.75-1.00	Very High > GT Leaders
B	0.50-0.74	High > Significant Focus
C	0.25-0.49	Medium > Some Focus
D	0.00-0.24	Low > Minimal Focus

GTMI showcases a country's overall advancement in digital transformation.
GTMI is not intended to create a ranking or assess a country's readiness for or performance of GovTech.
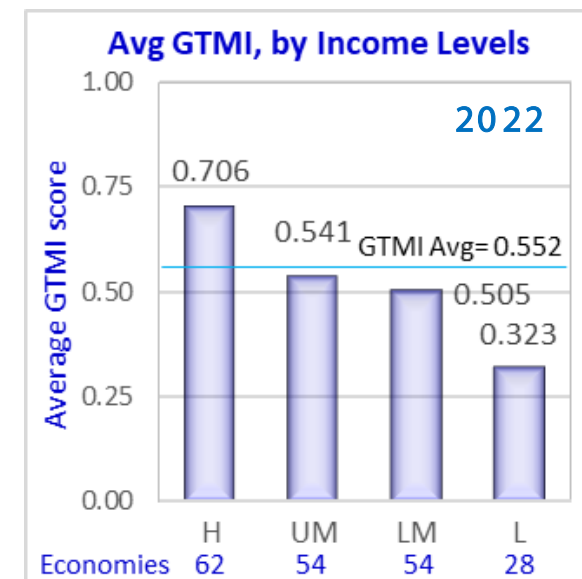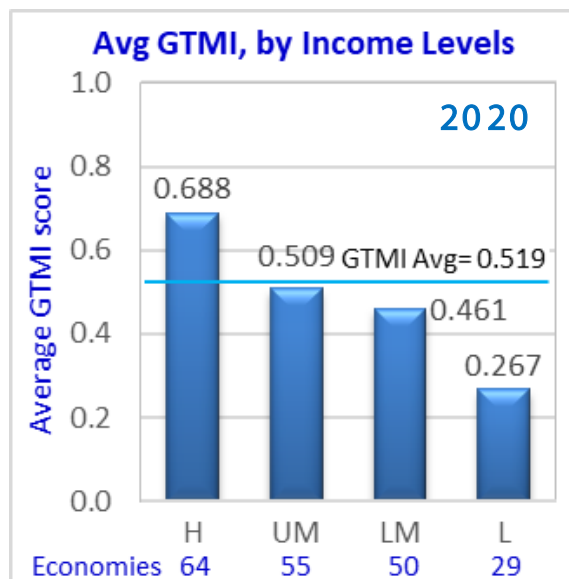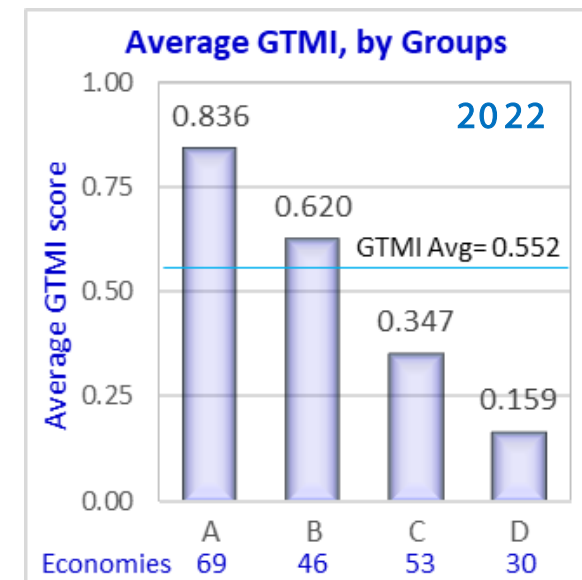
GovTech
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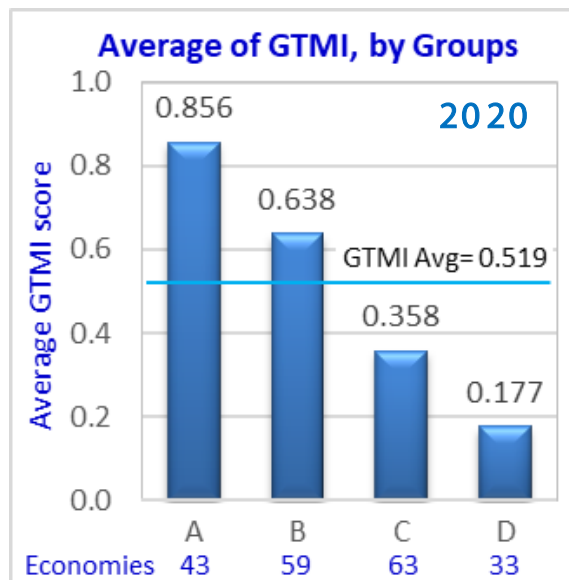
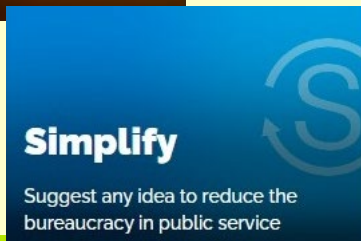*Despite progress in online service delivery and underlying shared platforms, the digital divide persists.*
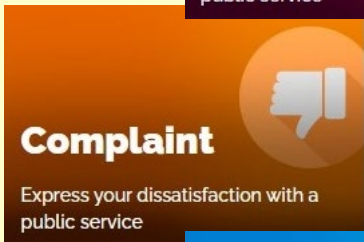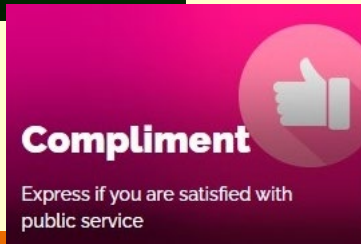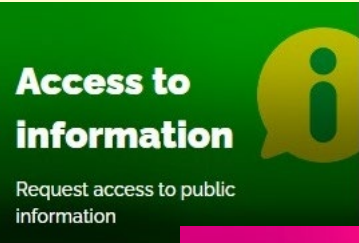
The GTMI global average value has risen from 0.519 in 2020 to 0.552 in 2022.

There is an overall improvement in GovTech maturity across economies.

- **136** economies (69 %) **remained** in their GTMI group compared to the 2020 data.
- **52** economies (26 %) **moved up** one level (B to A = 29, C to B = 16, D to C = 7)
- **10** economies (5 %) **moved down** one level (A to B = 3, B to C = 3, C to D = 4).

Average of GTMI, by Groups — 2020

	A	B	C	D
Score	0.856	0.638	0.358	0.177
Economies	43	59	63	33

GTMI Avg = 0.519

Average GTMI, by Groups — 2022

	A	B	C	D
Score	0.836	0.620	0.347	0.159
Economies	69	46	53	30

GTMI Avg = 0.552

Avg GTMI, by Income Levels — 2020

	H	UM	LM	L
Score	0.688	0.509	0.461	0.267
Economies	64	55	50	29

GTMI Avg = 0.519

Avg GTMI, by Income Levels — 2022

	H	UM	LM	L
Score	0.706	0.541	0.505	0.323
Economies	62	54	54	28

GTMI Avg = 0.552

2022 GTMI: Main Findings

What do you want?

Access to information
Request access to public information

Compliment
Express if you are satisfied with public service

Complaint
Express your dissatisfaction with a public service

Simplify
Suggest any idea to reduce the bureaucracy in public service

Solicitation
Request a call or a service

▶ Progress amidst a persistent digital divide

▶ 26% of economies improved their GovTech maturity levels

▶ Dedicated GovTech entities are visible in 154 economies (78 %)

▶ Public Service Delivery Index (PSDI) > highest avg score (0.649)

▶ **Citizen Engagement Index (CEI) > lowest avg score (0.449)**

▶ ECA, MNA, LCR, SAR regions > higher GTMI component scores

▶ AFR and EAP > recorded the lowest scores

▶ HIC (58 %) and UMIC (26 %) dominate Group A

▶ Only 16 % of both LMIC and LIC are in Group A

▶ GovTech foundations are weak in 86 % of FCV economies

Impact on the accounting profession
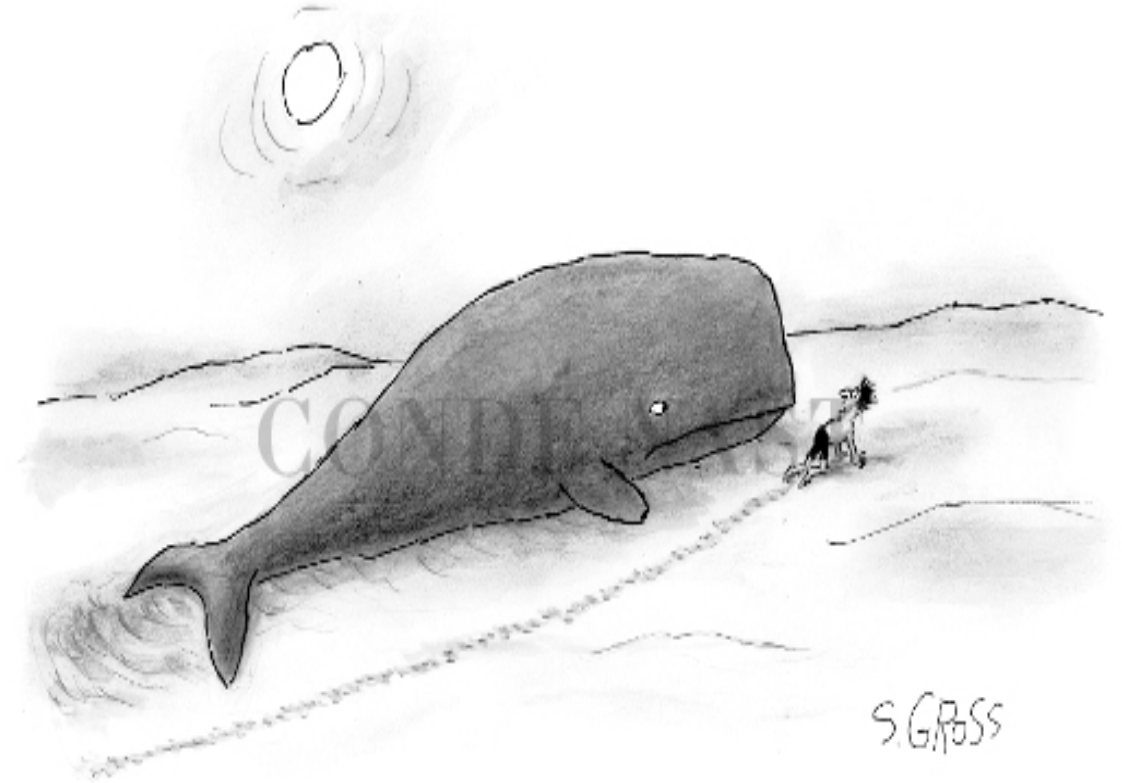
Impact on the Accounting Profession

81% OF ACCOUNTANTS RECOGNIZE THE IMPACT OF TECHNOLOGY ON THEIR PROFESSION

Digitalization of the public institutions (tax authorities for example) is very significant for their profession (58.8%)

Management systems help in anticipating client needs (61.3%)

Accounting professionals use a computer program to perform their tasks (64%).

No or limited software currently in place, but plan to do so in one and six months (47%)

"First, let's concentrate on water. Then we'll worry about krill."

Source: Thomson Reuters - Argentina

Impact on the Accounting Profession

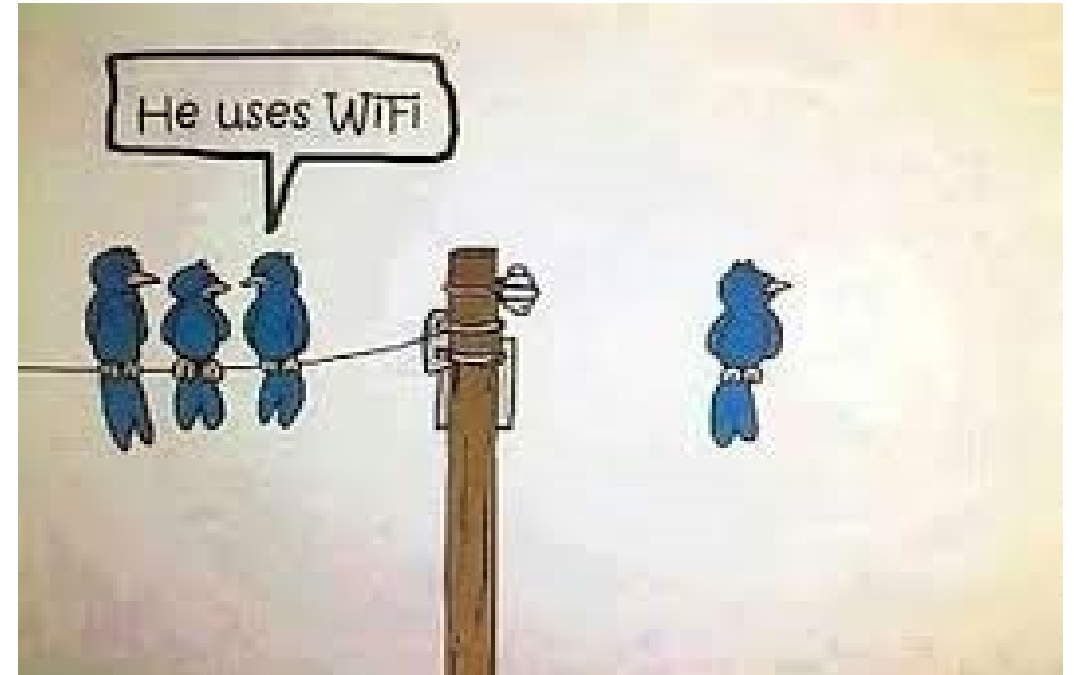**90% OF JOBS (PROFESSIONS) WILL UNDERGO ADDITIONAL TRANSFORMATIONS IN THE NEXT 10 YEARS**

NEW JOB SKILLS

New profiles, skills or even professions

A transition from an operational role to a more analytical one.

NEW TOOLS OR CHANGES TO EXISTING ONES

Artificial Intelligence, ChatGPT, Machine Learning, etc.
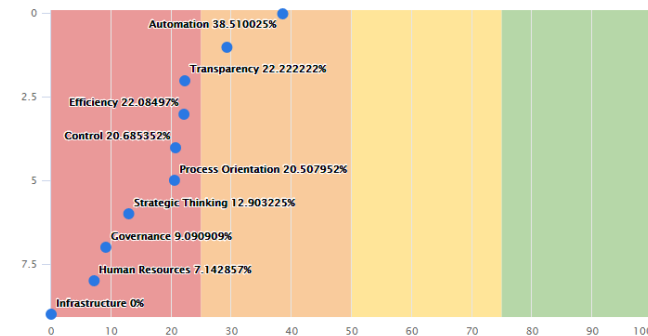

He uses WiFi

Source: F Gates (2022-2023)

Impact on the Accounting Profession

Three main technological advances that will change your role in the next 10 years are:

1. Cloud-based systems including mobile applications

2. Real-time data usage, data mining and deeper analytics

3. Software (specialized computerized management applications)

Assessment Results by Cross-Functional Groups
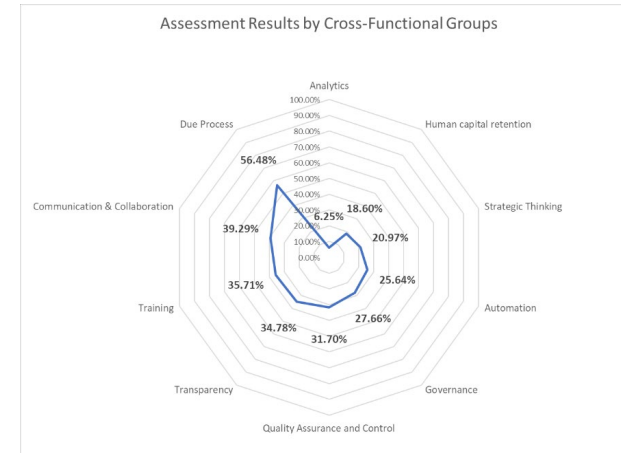
Assesment Results by Cross-Functional Groups	
Analytics	6.25%
Human capital retention	18.60%
Strategic Thinking	20.97%
Automation	25.64%
Governance	27.66%
Quality Assurance and Control	31.70%
Transparency	34.78%
Training	35.71%
Communication & Collaboration	39.29%
Due Process	56.48%
Performance management	65.58%

Automation 38.510025%
Transparency 22.222222%
Efficiency 22.08497%
Control 20.685352%
Process Orientation 20.507952%
Strategic Thinking 12.903225%
Governance 9.090909%
Human Resources 7.142857%
Infrastructure 0%

Digital Transformation

What should we achieve with this?

Improve functionality:
Improve times for collecting accounting and financial information

Massive and almost instantaneous processing:
Process extremely large amounts of financial information and analyze it using an accounting system that has statistical and analytical modules

Greater accuracy:
Through internal review functions that ensure that all transactions and accounts are properly recorded before financial statements or reports are prepared

Improve communication through automated reports:
Improve communication through automated reporting:
Stakeholders receive better reports with relevant information (faster)

Tax returns, customs forms, fees, etc.:
The system prepares the bases to declare, carry out procedures and pay and minimize manual tasks
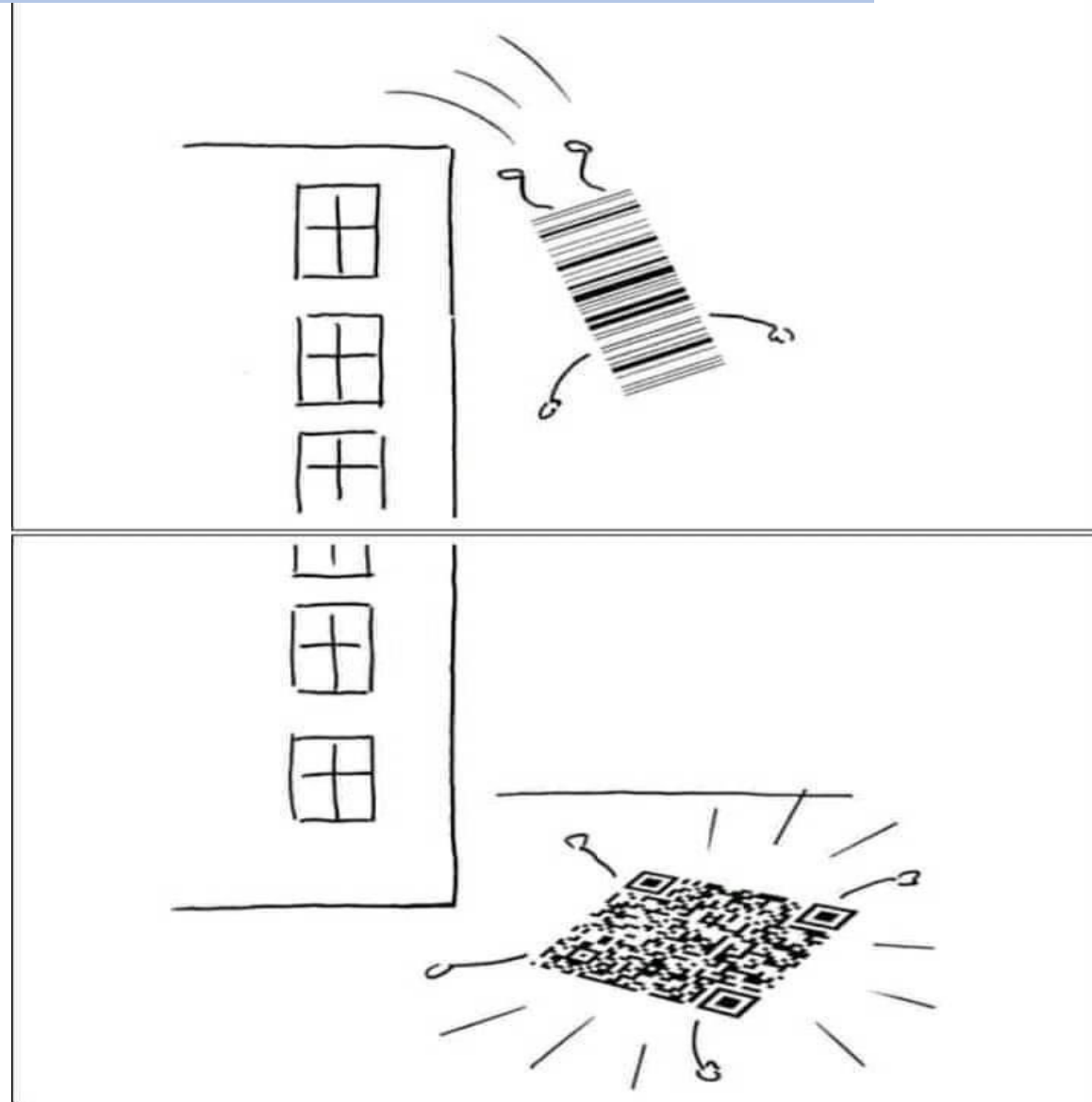
THANK YOU!!

Source: Unknown

Relevance and benefits of GovTech in the public sector
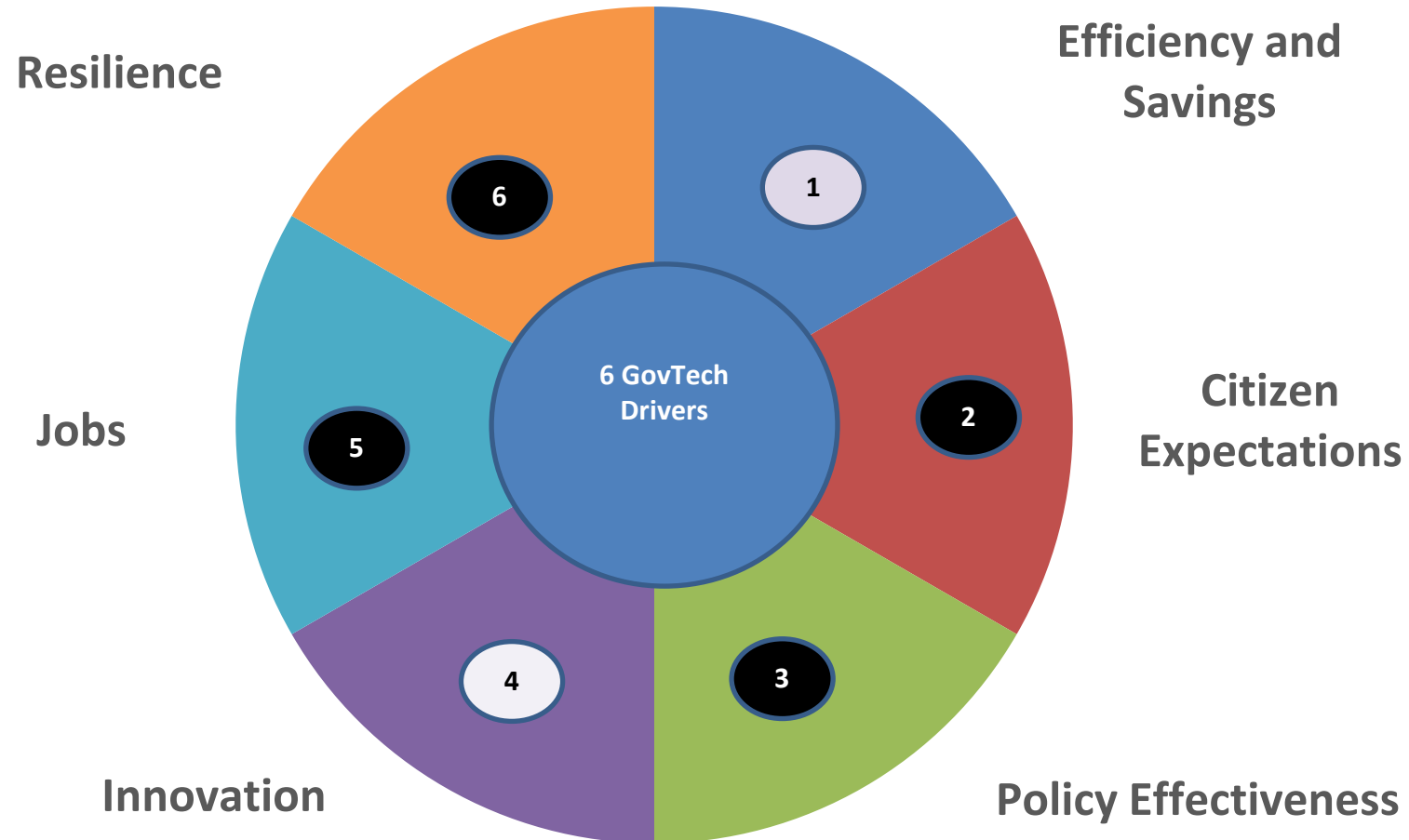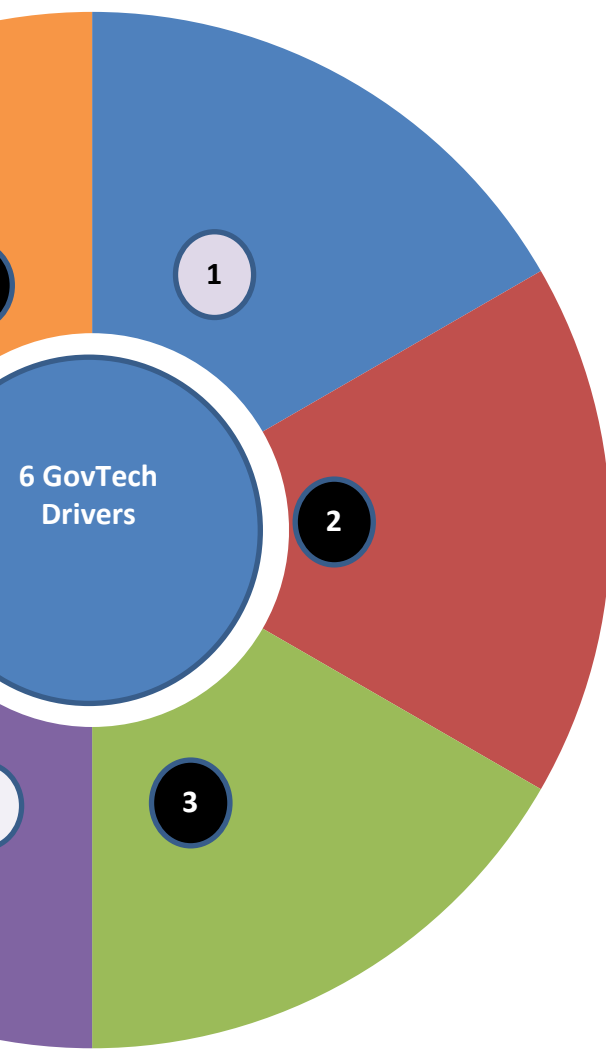
Efficiency and Savings
- Whole-of-government approach
- Re-use to avoid duplications
- Open Source and
- Software and hardware as a service

Citizen Expectations
- Transparency
- Service delivery/Omnichannel
- Citizen Engagement
- Open Government

Policy Effectiveness
- **Monitor Policies**
- Data-Driven policies
- Analytics and Dashboards

Resilience

- Home-based work
- Business Continuity Planning
- Digital Public Services
- Remote access to core systems

Jobs

- Government-as-a-Platform
- Innovative procurement to support Start-ups and SMEs

Innovation

- Artificial Intelligence
- Blockchain
- Mobile
- Cloud Computing

6 GovTech Drivers

Linking GovTech with accountants

Scope of PFM Information Systems

Public Financial Management systems encompass

FMIS

HRMIS

Payroll

Tax

Customs

E-procurement

Debt Management

Public Investment Management

Asset Management Systems

Potential Benefits of New Technologies
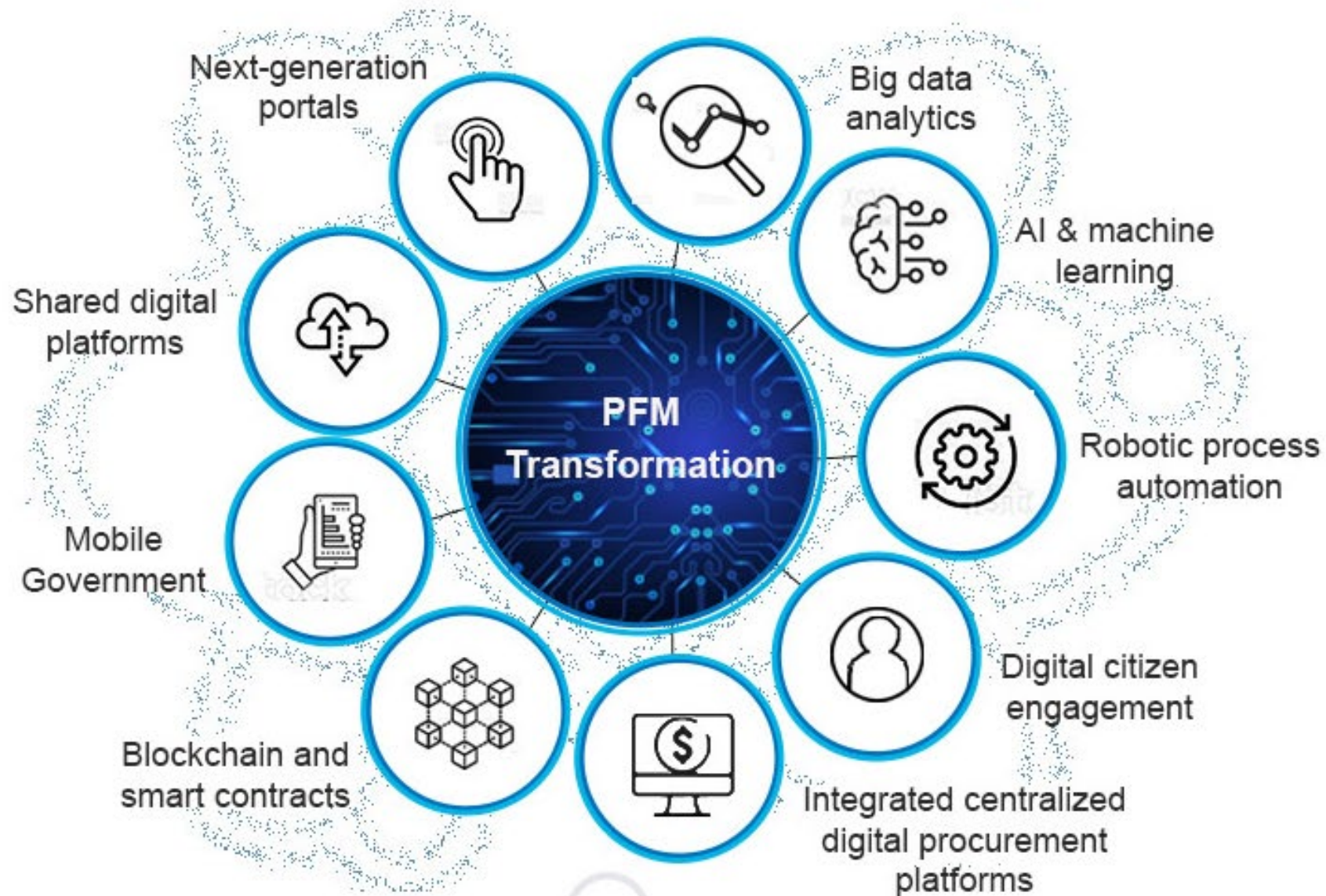
Challenges in Adopting New Technologies

PFM challenges:

- Aligning budgets with policy priorities

- Improving tax compliance

- Efficient public spending allocation and effective service delivery

- Reducing corruption in public procurement

- Ensuring institutional accountability

New digital solutions and leapfrogging can provide opportunities for governments to address key PFM challenges.

Risks and Challenges in Complex Environments

- Anticipating instability

- Change resistance

- Inadequate capacity

- Digital divide

- Need for digital skills

Country experiences

Georgia
Public Internal Financial Control

Quality Assurance and Improvement Program (QAIP)

- A comprehensive manual in accordance with international standards and good practices.
- Online and face-to-face trainings.
- The pilot audits to use the QAIP manual have commenced.

Internal Audit Manuals and Training

- Gap analysis to ensure the internal audit manuals for financial, compliance and systems audit are in line with international standards and best practices.
- Improvements to address gaps in the Internal Audit Framework and the Internal Audit Manual Outline.

Information Systems Audit Manual

- IT audit manual and related training (completed and improved).
- Pilot audits in the Georgian Ministry of Justice and Revenue Service.
- Development and piloting of the certification program for auditing information systems is underway.

Audit of Consolidated Financial Statements

- Training and assistance
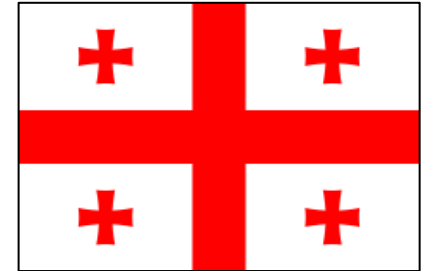
North Macedonia
Building Effective, Transparent and Accountable Public Financial Management Institutions Project

- Launched in January 2023

- Focused on improving the efficiency, transparency, and sustainability of public expenditure and increase the effectiveness of revenue administration

- Will support the implementation of a **new integrated financial management information system** (IFMIS), and **state aid management information system** (SAMIS), as well as the enhancement of tax revenue management information system (ITIS) within the next three years.

- Existing government service bus and shared data centers will be used to improve the **interoperability of core systems** and reduce the operational costs.

- Business continuity model and disaster recovery skills will be enhanced, including considerations of climate change associated vulnerabilities, enhancement of cyber security capabilities, and acquisition of network security equipment.

To sum up…

TRUST
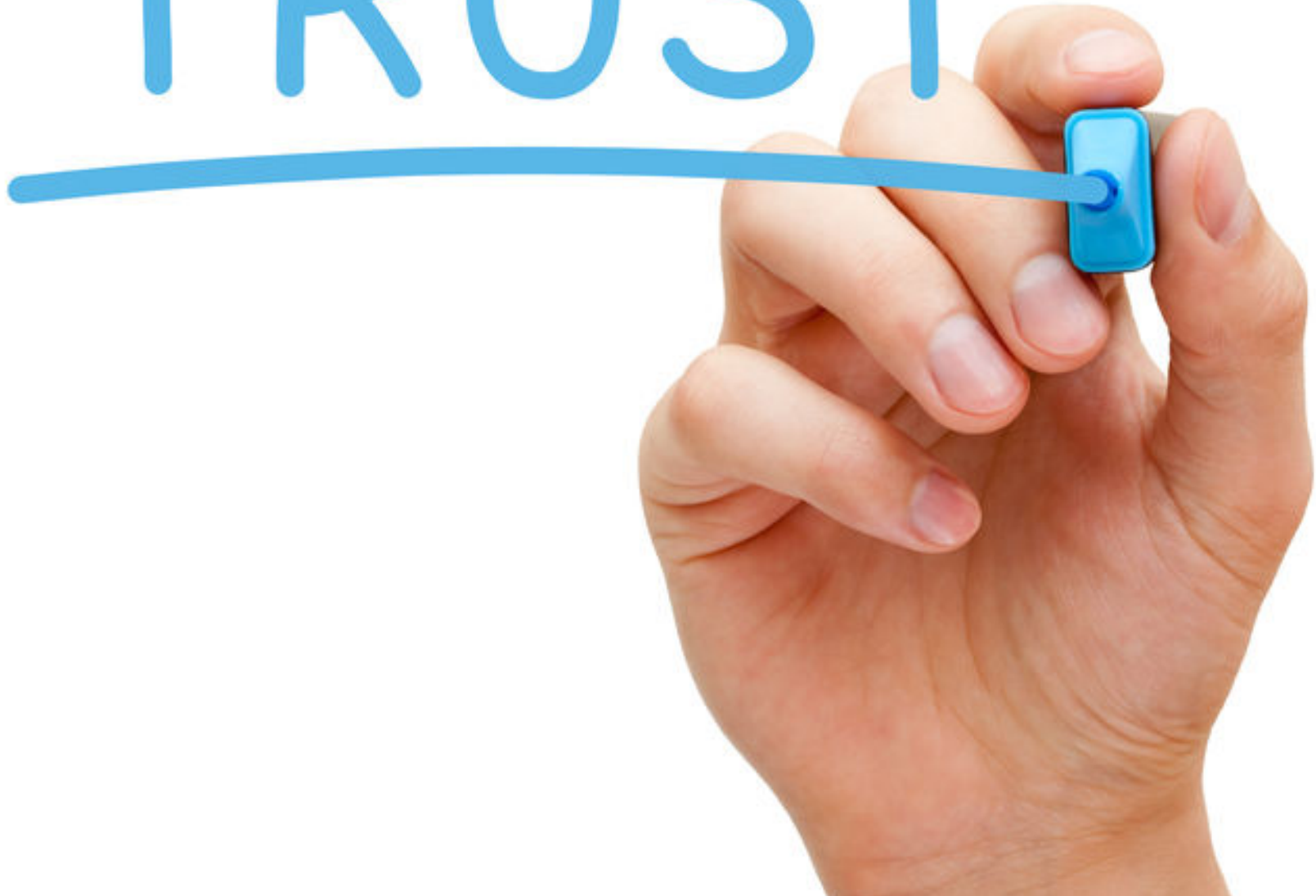
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