A GOVERNMENT STRATEGY FOR SERVICES pdf

1: The Government Transformation Strategy to - Government Digital Service

A comprehensive Digital Government Strategy aimed at delivering better digital services to the American people was launched on May 23, The strategy builds on several initiatives, including Executive Order , Streamlining Service Delivery and Improving Customer Service, and Executive Order , Delivering an Efficient, Effective, and Accountable Government.

While these competencies are not commonly offered at traditional consulting firms, they are the foundation of Crux Strategies. Proven by over five decades of experience, this tactical approach establishes our clients as meaningful and influential forces across both public and private sectors. Strategy Challenges are welcome here. We know that the right path is often the most complex and challenging. Our team excels at this need by offering clients a seamless approach for business, government relations, and legal solutions. We believe that because these fields are intimately related, it is paramount to have the right experts who are well-versed in each area. For organizations and corporations alike, our path to success is very clear. We support our clients by tailoring an approach to each unique problem. Backed by a combination of strategic industry insights and paired with our rigorous methodology that delivers effective and measurable outcomes, our clients benefit from our unrivaled perspective and experience. We offer multiple capabilities within government affairs and lobbying in order to advocate crucial public policy issues with elected officials. Our proven methodology advances the image of our clients with key decision makers and other statewide organizations through the following capabilities: We leverage our firsthand relationships and insight to craft and execute unrivaled government strategies. The result is a successful methodology that leads to legislative success. Law We recognize that legal issues related to regulated businesses do not occur in a vacuum. Legal issues most often arise out of and in relation to business issues. When a company finds itself at a crossroad, our experienced attorneys and business professionals are adept at envisioning the necessary path that leads to the end result. To achieve this approach, our firm leverages its relationships with regional and national law firms, including Dickinson Wright, PLLC, a year-old law firm with over lawyers. This proven strategy provides clients with high-quality representation in the following areas: Our legal experience allows our firm to be a powerhouse in the industry. We function in an integrated fashion to craft legal solutions that take into account strategic and operational opportunities and challenges for your business. By approaching each client differently, we are able to bring to bear highly-experienced attorneys and business professionals who navigate your legal issues in a holistic approachâ€"ensuring future success for your company. With this approach, we establish and improve compliance programs. We conduct compliance audits and support problem and issue resolution, staff education and training, and policy and procedure design and documentation. We help with proactively and objectively assessing current functions and development of remedies to address concerns quickly and efficiently. Our team of experts can assist you with internal or external compliance matters including investigations and disputes. Having served both in government as well as private and corporate settings, our team has deep experience in government investigations and dispute management. Understanding not only the process employed by the various government entities, but also how the people in charge of government investigations and corporations involved in disputes that impact your business is a key differentiator for Crux that drives optimal outcomes for our clients. Weassist with due diligence for healthcare transactions. This includes assessing compliance programs, conducting interviews, internal audits, reviewing external audits, and reviewing random, statistically significant samples of clinical and billing records. Our team includes experts in operations, billing and coding to ensure our ultimate assessment is well-rounded. In fact, we encourage coordination of our work with your legal team so that our clients may benefit from maintaining a privilege over our services whenever possible.

2: Digital Government Strategy | US Department of Transportation

4 Strategy& Introduction The government-services industry has reached a crossroads, as a long spending boom in contractor-provided services gives way to an era of.

Kevin Cunnington , Posted on: There has been a huge team effort to ensure that the strategy reflects the needs of the people of the UK by enabling government to work in a modern way. This strategy charts the direction of the digitally enabled transformation of government â€" in how we work, how we organise ourselves and how we serve our citizens. For the first time, digital professions have been established across the public sector. And, a strong foundation has been laid for departments to share platforms, components, code and best practice. The collaboration across departments that brought the strategy into being is the start of what we hope will be a new pattern of work. We know that the work of transformation needs to penetrate deeper than ever before. We need to make sure data can flow easily between departments, allowing us to build joined-up services that run seamlessly across government. This will be how we start to reshape the relationship between citizen and state into one that puts power into the hands of the citizen. To achieve this we have arranged our strategy into 5 main themes. We will focus on: Collaboration across government will not always be simple. The role of GDS will be to support, enable and assure departments in meeting these goals. Transformation is a constant process with no endpoint. But, in government, there is a clear need to measure progress. We need to hold ourselves accountable for the work that we are doing. And, we need to prove that meaningful changes are being made. The plans detailed in our strategy are set to be complete by But we know is not the finish line. The work we want to do should be a foundation for the digital government of the future: In the next few months, the dialogue around the strategy will continue on the GDS Roadshow as we travel around the country.

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The first online service launched by the Ministry of Finance in the federal government to replace the traditional means of fees collection for government services. It is part of the federal eGovernment programme and a major milestone in the process of eTransformation in the UAE. This portal brings all eServices provided by the UAE federal and local government bodies under one umbrella. It also provides information regarding accessing the government services through mobile phones and other similar electronic devices, and other means such as ATMs and public payment machines. The portal also facilitates to boost communication between the customers and the government representatives and eParticipation through forums, blogs, surveys, polls and social media. The eServices are classified into services for individuals, businesses and visitors. Through the eServices, it is now very easy for the people of the UAE to avail a variety of services without leaving their home or office spaces. The portal has an advanced search facility to help people look for the services they want to access. The portal also contains a section on alternate means for accessing government services. The portal has links to download smart phone applications for Blackberry, iPhone and Android. The federal portal has engaged multiple platforms like forums, blogs, chats, surveys, polls and social media tools like Facebook, Twitter, Flickr and YouTube to reach out to the general public and engage them in active communication with the government with regard to their opinions and experiences on government services, policies etc. People can now have access to economic data, population statistics, etc. Open Data could benefit students, economists and researchers in particular and the public in general. The UAE shot up six positions in NRI; from 29th position amongst countries reviewed in â€" to 23rd amongst countries reviewed in â€" The report called UN eGovernment Survey was published annually until but later became a biennial publication. However, its rank took a steep dip in attaining 49th position. However, overall, UAE was ranked fourth in the region in report. In a strong and safe union, knowledgeable and innovative Emiratis will confidently build a competitive and resilient economy. They will thrive as a cohesive society bonded to its identity and enjoy the highest standards of living with a nurturing and sustainable environment. Vision lays down its objectives in four categories: United in responsibility, United in destiny, United in knowledge and United in prosperity. Vision also charts out responsibilities for the UAE Government, extracts of which are: The UAE will not slow the pace of its drive for improvement. In the economic and government sphere, the UAE will build on sectors of excellence to export its model abroad, while constantly evolving to create new competitive advantages. Legal frameworks and government services will be designed to provide businesses with the efficient environment that they need in order to grow, thrive and commercialise innovative ideas. Regulations will promote efficient markets and protect intellectual property. Partnerships will flourish between the public and private sectors, spurring growth and maximising opportunities. The UAE will become one of the best places in the world to do business. The UAE will nurture high quality of life built on world-class public infrastructure, government services, and a rich recreational environment. The UAE government should provide citizens with world-class infrastructure, services, and leisure resources, creating a rich environment in which they can enjoy well-rounded and fulfilling lives. Emiratis will benefit from customer-focused government services whose quality is rigorously monitored and constantly improved. Interactive eGovernment will provide citizens with an especially responsive and efficient channel of service from public authorities. We want the UAE to transform its economy into a model where growth is driven by knowledge and innovation. Productivity and competitiveness will come to rival the best in the world, as a result of investment in science, technology, research and development throughout the fabric of the UAE economy. Outstanding information and communication infrastructure will network our businesses together and give them a leading edge as they transact and interact with the world. Individual citizens will also reap the benefits of efficient connectedness in their digital lives as they search online for knowledge and the fulfilment of intellectual curiosity. It forms the basis upon which the federal entities could develop their strategic and operational plans. The strategy is

divided into seven general principles, seven strategic priorities and seven strategic enablers. The seven general principles are: Enhance the role of federal entities in devising effective regulations and integrated policies by successful planning and enforcement Enhance effective coordination and cooperation among federal entities and with local governments Focus on delivering high quality, customer-centric, and integrated government services Invest in human resource capabilities and develop leaders Promote efficient resource management within federal entities and leverage dynamic partnerships Pursue a culture of excellence through strategic thinking, continuous performance improvement, and superior results Enhance transparency and accountable governance mechanisms throughout the federal entities UAE Government Strategy details its obligations in the field of eGovernment under strategic enabler, customerâ€"centric service. All Federal Entities will move towards focusing on their customers and understanding their needs. Government services will be designed, re-engineered, and streamlined to meet all the needs of different customer segments and their expectations. Emirates eGovernment[edit] Emirates eGovernment is responsible for developing, implementing and maintaining the eGovernment programme at the federal level in the UAE. This involves renovating and upgrading the conventional methods of delivering the government services and having the services delivered electronically through the deployment of modern Information and communication technologies ICT. This portal brings all eServices and information provided by the UAE federal and local government bodies under one umbrella. It is actively involved in projects that promote the usage of eServices and Information and Communication Technology ICT tools by the federal government entities and the public in a safe and effective way to achieve better delivery of services and good governance. These guidelines deal with websites, social media usage, web content. Emirates eGovernment also issued draft documents related to eParticipation and open data. These guidelines comprise recommendations on the content style, design, layout, accessibility features etc. The award is held biennially in one of the GCC countries. UAE entities have bagged most of the awards. They have achieved the first place in three out of the six categories of the Award. The Award seeks to encourage creativity in the design of eGovernment websites, deploy the best information and communication technology to make their services easily available to the public and create a transparent and secure digital environment. The list of awardees is as follows: The portals offer many interactive and transactional services such as bill payments, licence renewals etc. Many local eGovernments are also active on social media such as Facebook and Twitter; providing the public with easy access to government entities and officials. The government entities keep the public informed about their services and initiatives, reply to their queries and engage them in stimulating discussions relating to the government services, policies etc. The UAE Government is aiming for the electronic transformation or eTransformation of many of its services at the federal level. The UAE government is taking many steps to achieve this.

4: Digital Government Strategy | Federal Trade Commission

Adding loneliness to ministerial portfolios at the Ministry for Housing, Community and Local Government, Department for Business, Energy and Industrial Strategy, and the Department for Transport.

Published 15 October Last updated 16 October â€" see all updates From: The Prime Minister confirmed all GPs in England will be able to refer patients experiencing loneliness to community activities and voluntary services by Around , older people have not had a conversation with a friend or relative in more than a month. The Government will also partner with the Royal Mail on a new scheme in Liverpool, New Malden and Whitby which will see postal workers check up on lonely people as part of their usual delivery rounds. Postal workers will be speaking with isolated people to help link them up with support from their families or communities if required. Loneliness is a reality for too many people in our society todayâ€¦ it can affect anyone of any age and backgroundâ€¦ Across our communities there are people who can go for days, weeks or even a month without seeing a friend or family member. So Jo Cox was absolutely right to highlight the critical importance of this growing social injustice which sits alongside childhood obesity and mental wellbeing as one of the greatest public health challenges of our time. This strategy is only the beginning of delivering a long and far reaching social change in our country - but it is a vital first step in a national mission to end loneliness in our lifetimes. The Prime Minister has today set out a series of further commitments to help all age groups build connections: Embedding loneliness into relationships education classes so children in primary and secondary schools can learn about loneliness and the value of social relationships. Pilot projects to support flexible and inclusive volunteering for people such as those with long-term health conditions, which will rolled out in up to five pilot areas in England. Meeting tech companies to discuss loneliness - Tracey Crouch and Margot James, the Minister for Digital and the Creative Industries will explore the impact technology has on loneliness and how they can help prevent it. Minister for Loneliness, Tracey Crouch said: Nobody should feel alone or be left with no one to turn to. Loneliness is a serious issue that affects people of all ages and backgrounds and it is right that we tackle it head on. Our Strategy sets out a powerful vision for addressing this generational challenge. By bringing together health services, businesses, local authorities, charities and community groups we will raise awareness of loneliness and help people build connections to lead happier and healthier lives. Minister for Care, Caroline Dinenage said: Together we can help build connections, address isolation and support both mental and physical health. The charity arranges social events for young professionals and older neighbours to come together and share their experiences. I am delighted that the strategy for tackling loneliness is being launched today. The important thing now is to turn the dialogue and strategy into action; that is undoubtedly what Jo would want, and for every life that is made less lonely as a result of the work she started and that we have all continued, we will take great comfort. I look forward to this happening in the coming months and years.

5: Microsoft in Government: Solutions for Government Agencies

More than years after the founding of our firm, Sidley today comprises a diverse group of legal professionals from many cultures who are dedicated to teamwork, collaboration and superior client service.

Government-to-employees G2E Within each of these interaction domains, four kinds of activities take place: In this model, users can engage in dialogue with agencies and post problems, comments, or requests to the agency. To enable the citizen transition from passive information access to active citizen participation by: Informing the citizen Encouraging the citizen to vote Consulting the citizen Non-internet e-government[edit] While e-government is often thought of as "online government" or "Internet-based government," many non-Internet "electronic government" technologies can be used in this context. Some non-Internet forms include telephone , fax , PDA , SMS text messaging, MMS , wireless networks and services, Bluetooth , CCTV , tracking systems, RFID , biometric identification, road traffic management and regulatory enforcement, identity cards , smart cards and other near field communication applications; polling station technology where non-online e-voting is being considered , TV and radio-based delivery of government services e. There are many considerations and potential implications of implementing and designing e-government, including disintermediation of the government and its citizens, impacts on economic, social, and political factors, vulnerability to cyber attacks , and disturbances to the status quo in these areas. The political nature of public sector forms are also cited as disadvantages to e-government systems. This is much riskier and prone to fluctuation than a system of trust that is based on reputation because performance does not consider past actions. Age-old bureaucratic practices being delivered in new mediums or using new technologies can lead to problems of miscommunication [25] Hyper-surveillance[edit] Increased electronic contact and data exchange between government and its citizens goes both ways. Once e-government technologies become more sophisticated, citizens will be likely be encouraged to interact electronically with the government for more transactions, as e-services are much less costly than bricks and mortar service offices physical buildings staffed by civil servants. This could potentially lead to a decrease in privacy for civilians as the government obtains more and more information about their activities. Without safeguards, government agencies might share information on citizens. In a worst-case scenario, with so much information being passed electronically between government and civilians, a totalitarian -like system could develop. When the government has easy access to countless information on its citizens, personal privacy is lost. The outcomes and effects of trial Internet-based government services are often difficult to gauge or users seem them unsatisfactory. Digital divide An e-government website that provides government services often does not offer the "potential to reach many users including those who live in remote areas [without Internet access], are homebound, have low literacy levels, exist on poverty line incomes. False sense of transparency and accountability[edit] Opponents of e-government argue that online governmental transparency is dubious because it is maintained by the governments themselves. Information can be added or removed from the public eye. To this day, very few organizations monitor and provide accountability for these modifications. Even the governments themselves do not always keep track of the information they insert and delete. E-government allows for government transparency. Government transparency is important because it allows the public to be informed about what the government is working on as well as the policies they are trying to implement. Simple tasks may be easier to perform through electronic government access. Many changes, such as marital status or address changes can be a long process and take a lot of paper work for citizens. E-government allows these tasks to be performed efficiently with more convenience to individuals. E-government is an easy way for the public to be more involved in political campaigns. It could increase voter awareness, which could lead to an increase in citizen participation in elections. It is convenient and cost-effective for businesses, and the public benefits by getting easy access to the most current information available without having to spend time, energy and money to get it. E-government helps simplify processes and makes government information more easily accessible for public sector agencies and citizens. For example, the Indiana Bureau of Motor Vehicles simplified the process of certifying driver records to be admitted in county court proceedings. In addition to its

simplicity, e-democracy services can reduce costs. E-democracy One goal of some e-government initiatives is greater citizen participation. Blogging and interactive surveys allow politicians or public servants to see the views of the people on any issue. Chat rooms can place citizens in real-time contact with elected officials or their office staff or provide them with the means to interact directly with public servants, allowing voters to have a direct impact and influence in their government. These technologies can create a more transparent government, allowing voters to immediately see how and why their representatives in the capital are voting the way they are. This helps voters decide whom to vote for in the future or how to help the public servants become more productive. A government could theoretically move more towards a true democracy with the proper application of e-government. Government transparency will give insight to the public on how decisions are made and hold elected officials or public servants accountable for their actions. The public could become a direct and prominent influence in government legislature to some degree. Paperless office Proponents of e-government argue that online government services would lessen the need for hard copy paper forms. The United States government utilizes the website http: Speed, efficiency, and convenience[edit] E-government allows citizens to interact with computers to achieve objectives at any time and any location and eliminates the necessity for physical travel to government agents sitting behind desks and windows. Many e-government services are available to citizens with computers and Internet access 24 hours a day and seven days a week, in contrast to bricks and mortar government offices, which tend to be only open during business hours notable exceptions are police stations and hospitals , which are usually open 24 hours a day so that staff can deal with emergencies. Improved accounting and record keeping can be noted through computerization, and information and forms can be easily accessed by citizens with computers and Internet access, which may enable quicker processing time for applications and find information. On the administrative side, access to help find or retrieve files and linked information can now be stored in electronic databases versus hard copies paper copies stored in various locations. Individuals with disabilities or conditions that affect their mobility no longer have to be mobile to be active in government and can access public services in the comfort of their own homes [43] [44] as long as they have a computer and Internet and any accessibility equipment they may need. Although Internet-based governmental programs have been criticized for lack of reliable privacy policies, studies have shown that people value prosecution of offenders over personal confidentiality. The previous concern about developments in E-government concerning technology are due to the limited use of online platforms for political reasons by citizens in local political participations. In the development of public sector or private sector portals and platforms, a system is created that benefits all constituents. Citizens needing to renew their vehicle registration have a convenient way to accomplish it while already engaged in meeting the regulatory inspection requirement. On behalf of a government partner, the business provides what has traditionally, and solely, managed by government and can use this service to generate profit or attract new customers. Government agencies are relieved of the cost and complexity of having to process the transactions. The self-funding model creates portals that pay for themselves through convenience fees for certain e-government transactions, known as self-funding portals. Social networking services and websites are an emerging area for e-democracy. Proponents of e-government perceive government use of social networking as a medium to help government act more like the public it serves. Examples can be found at almost every state government portal through Facebook , Twitter , and YouTube widgets. Government and its agents also have the opportunity to follow citizens to monitor satisfaction with services they receive. Through ListServs, RSS feeds, mobile messaging, micro-blogging services and blogs, government and its agencies can share information to citizens who share common interests and concerns. Government is also beginning to Twitter.

6: E-government - Wikipedia

The Digital Government Strategy has three main goals: Enable the American people and an increasingly mobile workforce to access high-quality digital government information and services anywhere, anytime, on any device.

7: eGovernment for Development - What is eGovernment? - eGovernment Definitions

Services. We categorize our agency's core strengths in three areas: government relations, corporate strategy and law. While these competencies are not commonly offered at traditional consulting firms, they are the foundation of Crux Strategies.

8: Digital Government: Building a 21st Century Platform to Better Serve the American People

Digital Government Strategy Report for the Office of Personnel Management Ensure all new IT systems follow the open data, content, and web API policy and operationalize www.enganchecubano.com pages.

9: E-Government in the United Arab Emirates - Wikipedia

The Digital Government Strategy incorporates a broad range of input from government practitioners, the public, and private-sector experts. Two cross-governmental working groups - the Mobility Strategy and Web Reform Task Forces - provided guidance and recommendations for building a digital government.

A GOVERNMENT STRATEGY FOR SERVICES pdf

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