

Transforming the Public Sector through Technology & Innovation

Governments must become more accessible, act faster, and perform more efficiently and effectively to boost prosperity and tackle development challenges affecting citizens' well-being. In an era of fast-paced innovation and remarkable technological advancements, a GovTech approach makes this transformation possible. This approach puts people first while fostering the use of technology and innovation to create value and transform the public sector.

GovTech emphasizes the need to enhance *Core Government Systems*, which are necessary to manage the public administration but also to increase revenues, identify inefficient spending and suboptimal allocation of public resources, and curb corruption. It focuses on *Citizen Engagement*, which can enhance trust in government through greater transparency, access to justice, accurate monitoring, and timely citizen feedback. GovTech supports better *Service Delivery* by promoting institutional reforms that reduce red tape and interventions that make the public administration data-driven. It also highlights the need to foster *Enablers* such as adequate regulation and skills to support the adoption of technology, as well as collaboration with the private sector.

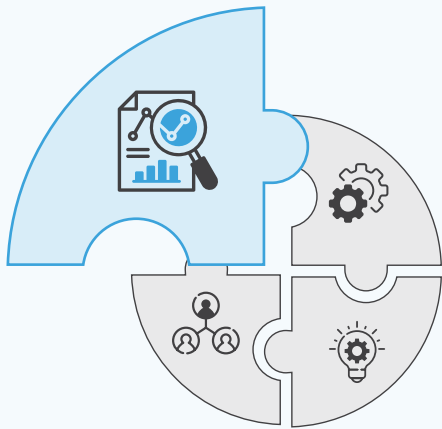
HOW WE WORK

The World Bank is well-placed to help address the increasing global demand for public sector innovation and GovTech. Effective public sector transformation requires a specialized team that support prototyping new innovations, as well as create, collect, curate, and disseminate relevant knowledge. The Governance Global Practice of the World Bank created the GovTech and Public Sector Innovation Global Program to lead research on cutting-edge topics, convene global discussions, produce global public goods, and innovate in partnership with countries. The objective is to develop a solid GovTech Knowledge base while testing innovative products and approaches that can help improve the public sector.



ACTIVITY AREAS

The Global Program on GovTech and Public Sector Innovation aims to support making government operations simpler, faster, efficient, transparent, and citizen-centric using technology and data. We assist countries through activities in four main components:

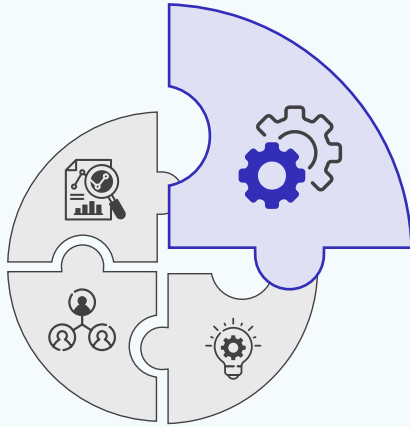


Data and Analytics

The program produces GovTech data that are critical for development partners, policymakers, and client governments and, as well as develops tools for practitioners.

Innovative Analytical Tools and Assessments: development and piloting of innovative solutions, prototyping new tools and technologies, and conducting assessments in government areas of strategic importance.

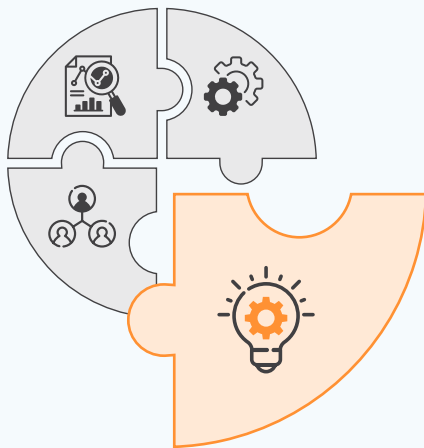
GovTech Maturity Index: The GovTech Maturity Index (GTMI) assesses the public sector innovation progress in 198 countries. It comprises four subindexes: Core Government Systems, Public Service Delivery, Digital Citizen Engagement, and GovTech Enablers. The GTMI is updated every three years to monitor progress.



Operational Support

The program provides direct technical support to country counterparts, enhancing projects with innovative solutions.

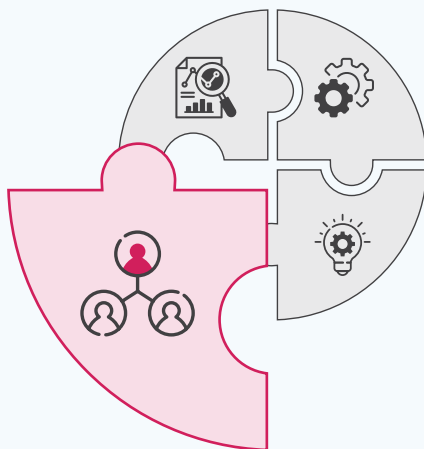
GovTech and Innovation Lab: The Lab serves as an incubator for innovation, aiding teams in conceptualizing client use cases and experimenting with potential solutions. It supports the piloting of technologies and innovative (maybe disruptive, because it's a lab) solutions to public sector bodies through challenges, bootcamps and prototype development for complex or enduring challenges.



Knowledge and Innovation

The GovTech and Public Sector Innovation program supports in-depth research on innovation. Our publications contribute to the global dialogue and provide best practice and accessible guidance to practitioners.

Frontiers in Public Sector Innovation: Analytical work on advanced topics such as artificial intelligence in the public sector, data analytics for decision-making, and GovTech in anticorruption, access to justice, public administration, and citizen engagement.



Partnerships and Convening

The program mobilizes a network of international partners to facilitate peer-to-peer learning and organizes events centered on public sector innovation and GovTech.

Global Partnership: Established in 2019, the GovTech Global community has over 90 members who exchange best practices and explore synergies. The network enables knowledge-sharing among stakeholders, including government agencies, private sector entities, academic institutions, think tanks, international organizations, and civil society organizations. It focuses on collaborating with members to discuss new developments and disseminate the partners' work. Partners meet in person and online for knowledge-sharing sessions and are kept abreast of partnership activities.

GovTech and Public Sector Innovation Global Forum:

The forum provides a marketplace for showcasing cutting-edge public sector innovation and exploring experimentation in government through engaging sessions. The forum also includes preparatory workshops and follow-up events, all conducted in collaboration with World Bank country teams.

Public Sector Innovation Working Groups:

These groups provide thought leadership, facilitate idea exchanges, and support the creation of effective GovTech solutions. Current groups include Artificial Intelligence, Cloud Computing, Interoperability, and Mobile Government, each co-chaired by two national governments and conducting regular technical knowledge-sharing sessions. The Program plans to initiate new working groups in priority areas and strengthen ties with World Bank operations.

Join our Partnership!

For more information on the Global Program and partnership opportunities, please contact:

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Visit our website: www.worldbank.org/GovTech

