



**WORLD BANK GROUP**  
Governance



This edition of the GovTech Global Partnership Newsletter provides readers with selected highlights of our engagements and knowledge sharing activities during the last quarter.

Visit [GovTech Knowledge Platform](#) for more.



[GovTech Talks Bite-Sized Learning Video: Digital Government Strategy and Cases in Korea](#)



## New Publications

### GovTech Case Studies: Solutions that Work

A series of GovTech case study notes — GovTech Case Studies: Solutions that Work — provides a better understanding of GovTech focus areas by introducing concrete experiences of adopting GovTech solutions, lessons learned and what worked or did not work. The first set of case studies explores GovTech solutions implemented in Brazil, Cambodia, Georgia, Lesotho, Myanmar, and Nigeria.

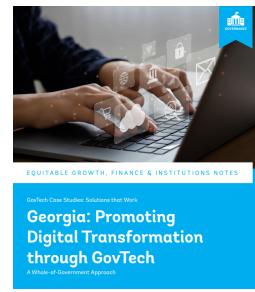
[View Summary Infographic](#)



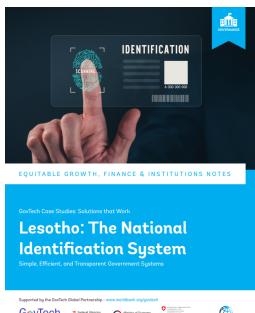
### [Brazil: the SOL-ution for Smart Community Procurement](#)



### [Cambodia: Maximizing the Benefits of FMIS](#)



### [Georgia: Promoting Digital Transformation through GovTech](#)



### [Lesotho: The National Identification System](#)



### [Myanmar: Mobile Phones for Maternal and Child Cash Transfers](#)



### [Nigeria: Participatory Governance to Strengthen the Social Contract in Kaduna State](#)

## Service Upgrade: The GovTech Approach to Citizen Centered Services



This report provides a step-by-step guidance to clients and task teams working on modernizing administrative services. It focuses on improving citizen centricity, quality, efficiency and reach of e-services. And it includes country examples that illustrate good practices and current trends in service design and delivery.

[Read Now](#) | [Watch Launch Event](#)

## Tech Savvy : Advancing GovTech Reforms in Public Administration



The report focuses on three key challenges that underpin effective digital transformation in the public sector: a whole-of-government coordination, civil service digital skill development, and an innovative culture in public sector organizations

[Read Now](#) | [Watch Launch Event](#)

[Browse GovTech Publications](#)

## Learnings

[Video](#)**GovTech Talks Bite-Sized Video Series**

The past GovTech online events are now transforming into a bite-sized videos to help you easily digest the content in a more simple and accessible way. Watch the first video and stay tuned for more!

[Watch Now](#)

**self-paced eLearning course**

# GovTech: Fundamentals and Key Concepts

[Self-Paced Online Course](#)**GovTech: Fundamentals and Key Concepts**

510 participants across 68 countries registered the “GovTech: Fundamentals and Key Concepts” self-paced online course. The course introduces the GovTech concepts, focus areas, solutions, and good practices to support digital transformation reforms of governments around the world.

[Enroll Now](#)

[Browse GovTech Resources & Learnings](#)

**Blogs**

[GovTech Academy: A compass for policymakers and innovators](#)



[Services designed to exceed expectations: Inclusive citizen centric service delivery](#)



[Open Source is Shaping Public Information Systems in the Republic of Korea](#)



[Public service information at your fingertips](#)

[Browse GovTech Blogs](#)

**Projects****New Country-Level Projects funded by GovTech Global Partnership**

The GovTech Global Partnership (GTGP) has launched a range of new country-level projects in support of assessment, country dialogue, technical assistance, and the development of innovative GovTech solutions. These include:

**Modernization and Integration of the Human Resource Management Information System**



**Strengthening the service delivery and program management system to respond to and prevent gender-based violence**



**Mobile-Based Beneficiary Feedback Feasibility Project**



**Platform for Inclusive Citizen Engagement in Local Service Delivery**



**Digital Transformation through Data and Information Platform on Indigenous Peoples for Inclusive Development**



**Leveraging project engagement to achieve broader gains in public financial management and inter-governmental information systems**

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## Previous Events



### Event

GovTech Spring Series

[Session 1. GovTech in EAP](#)

[Session 2. Tech Savvy](#)

[Session 3. Service Upgrade](#)

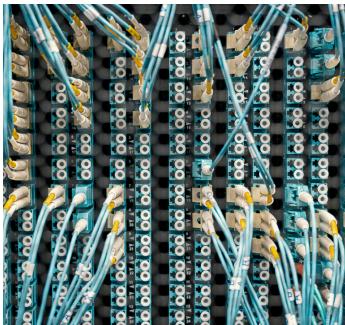


### Webinar

GovTech Case Studies: Mobile Solutions for Citizen-centric Services and Efficient Government Systems in Nigeria and Egypt

[Replay\\_\(English\)](#)

[Replay\\_\(Portuguese\)](#)



### Webinar

Digital, the Door to a Better World: Digital Government Strategy and Cases in Korea

[Replay\\_\(English\)](#)

[Replay\\_\(Korean\)](#)



### Information Session

2022 GovTech Maturity Index

[Online Survey Information Session](#)

[Reply\\_\(English\)](#)

[Reply\\_\(French\)](#)

[Reply\\_\(Spanish\)](#)

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**Coming Soon**

## The Launch of 2022 GovTech Maturity Index Online Survey

For the 2022 GovTech Maturity Index (GTMI) update, the GovTech team launched the Central Government (CG) GTMI online survey on March 3, 2022. In collaboration with more than 850 officials, 135 countries submitted their survey data to update 40 key GovTech indicators, reflecting progress of their GovTech initiatives. And the team initiated remote data collection activities for the 63 non-participating economies. The initial draft version of the consolidated GTMI dataset together with the remotely collected data have been sent out to the officials for validation, which is expected to be completed by the end of June 2022.

This year, the Sub-National Government (SNG) GTMI online survey was newly launched as the second phase of the 2022 GTMI update. So far, 77 survey responses from 15 countries were received and 68 SNG entities from 12 countries are working their survey responses. The SNG GTMI survey will complement the CG GTMI and provide a more comprehensive update on the GovTech maturity in all regions. The SNG GTMI survey will remain open for data entry until June 30, 2022.

[Visit GTMI Page](#) | [View GovTech Dataset](#)

## The Launch of West and Central Africa GovTech Community

On June 8, a regional GovTech Community for West and Central Africa countries was launched with the objective to share knowledge, build capacity, and potentially incentivize collective action to advance GovTech reforms in the West and Central Africa region. Going forward, it would address common challenges of member countries through peer-learning that could gain traction among government agencies responsible for e-government and GovTech agenda in West and Central Africa countries.

[View West and Central Africa GovTech Community Resources](#)

## 2022 GovTech Projects Database Update

The 2022 update of the [WBG GovTech Projects Database](#) (previously “Digital Governance Projects Database”, presenting the details of more than 1,400 Bank-funded investments supporting the development of large digital solutions for various sector reforms since 1995) was initiated in April 2022. The GovTech team is currently capturing the details of relevant activities by scanning about 500 active and pipeline projects included in the database within the last two years. Updated database will inform our client countries and task teams about the trends and innovative solutions. The 2022 version of the database will be posted in the [Data Catalogue](#) in July 2022.

## The Development of Second GovTech Academy Online Learning Course

“Trends in GovTech Solutions for Public Financial Management” online course is being developed as the subsequent course of [“GovTech: Fundamentals and Key Concepts”](#), which had over 500 registrations. The new course includes five modules on the role of digital technologies in the modernization of PFM systems, and its associated challenges and opportunities, with a focus on fragile and low-income countries. It also looks at the innovative GovTech solutions and trends for budgeting, tax administration, public procurement, and financial auditing. The second GovTech course is expected to be launched in July 2022. Stay tuned!

[Browse GovTech News](#)

**Revisiting GovTech Archive**

## Publications

- [GovTech Maturity Index \(GTMI\): The State of Public Sector Digital Transformation](#)
- [World Bank Guidebook for Accessible GovTech](#)
- [GovTech Procurement Practice Note](#)
- [Finding Fraud: GovTech and Fraud Detection in Public Administration](#)
- [Artificial Intelligence in the Public Sector](#)

[Read More](#)

## Blogs

- [Blockchain technology has the potential to transform government, but first we need to build trust](#)
- [GovTech in the age of COVID: Urgent need and uneven progress](#)
- [AI can help trace language to violence](#)
- [Disruptive technologies can provide developing countries with a pathway to revamp their public procurement processes](#)
- [Four GovTech solutions to improve quality of government budget execution in a post-COVID-19 world](#)

[Read More](#)



## What is GovTech?

GovTech is a whole-of-government approach to public sector modernization. It emphasizes three aspects of public sector modernization: (i) citizen-centric public services that are universally accessible, (ii) a whole-of-government approach to digital government transformation, and (iii) simple, efficient, and transparent government systems.

[The World Bank's GovTech initiative](#) has four focus areas:



## Stay Connect with Us

The [GovTech Global Partnership \(GTGP\)](#) as multi-stakeholder initiative is very kindly supported by a range and growing number of partners. The GTGP welcomes contributors from all stakeholder groups to join in our work - please send inquiries to [govtechgp@worldbank.org](mailto:govtechgp@worldbank.org) for more information on how to partner with GTGP.

Visit our [GovTech Knowledge Platform](#) and enjoy the latest GovTech publications, stay-up-date on knowledge & learning opportunities, community of practices engagements, and announcements.

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