



Digital Transformation for a Prosperous Sri Lanka

ICTA DIGITAL GOVERNMENT STRATEGY AND ROADMAP

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Citizens First

Improves processes, design and offer services with citizen's needs in mind, to better serve citizens in a way that will give convenient and efficient experience.



Government as a Platform

Creates the necessary infrastructure of shared solutions and platforms, technology and processes on which to build valuable user-focused services.



Business Focused

Improves ease of doing business through policy reforms, and integrated services focusing business needs to provide efficiency for businesses when transacting with the Government.

Strategies



1. Citizen and business focused solutions

A user-centric approach will be adopted to design, develop and integrate services, catering to the requirements of citizens and businesses

2. Shared digital solutions and platforms

The new digital services will be common, interoperable and user friendly platforms with the aim of reducing the time and effort.

Data standards will be set and a data architecture will be developed to ensure usability of data across Government digital platforms and services

**Digital Gov.
Strategies**

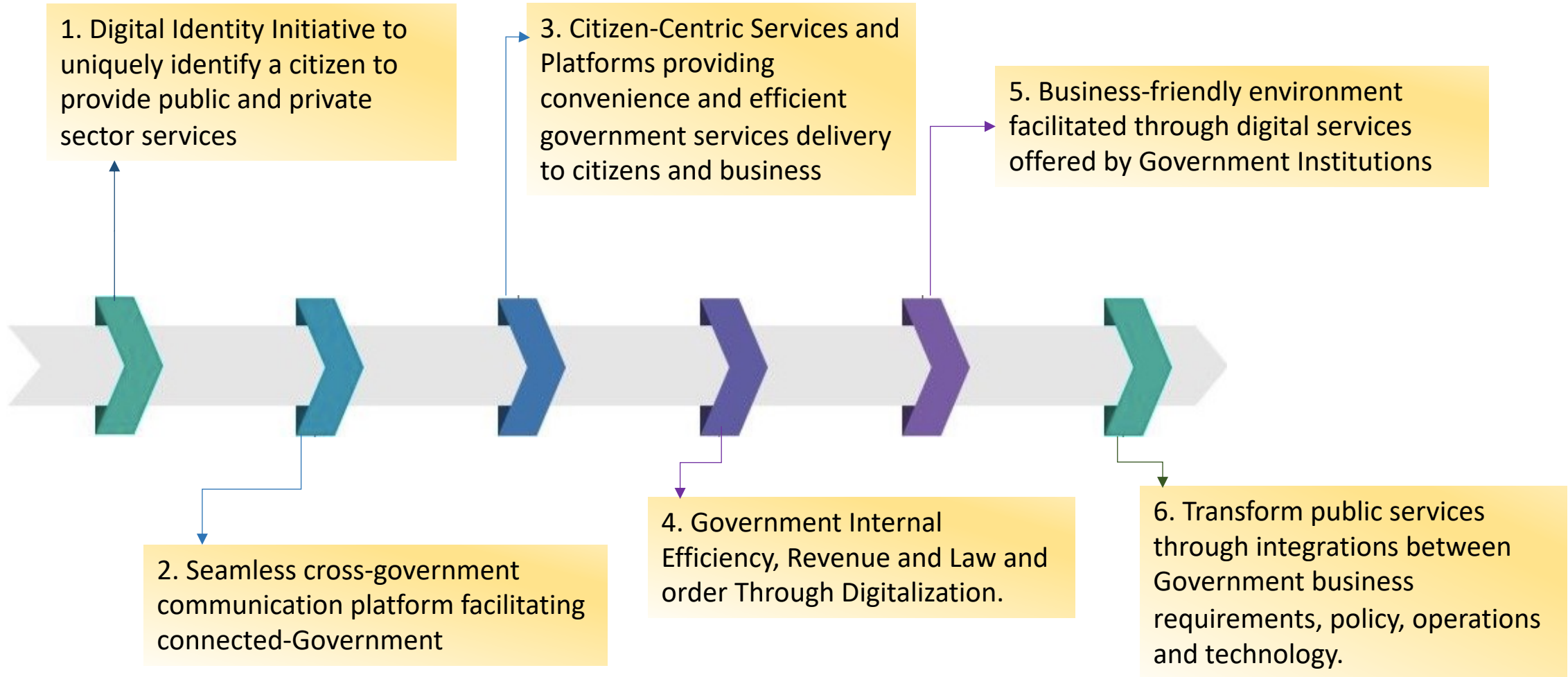
3. Develop high available and secure systems

Systems will be designed, developed and operated, to be resilient to cyber threats, in order to protect citizens, business, and government data stored and shared across systems

4. Unified approach towards Digital Transformation

Processes will be reengineered and digital technology will be applied for integrating business requirements, policy, operations and technology communities, in order to transform public services

Initiatives



Initiatives (1 of 6)



1. Digital Identity Initiative to uniquely identify a citizen to provide public and private sector services



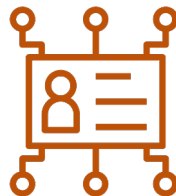
Common digital identity for all legal entities

- Citizens, Tourists, E-Citizens, Businesses, Government organizations



Single login for all public and private sector systems

- An unified access in a single app / web portal



Digital identity Biometric backed authentication

- e-KYC and Authentication services



Use-Cases Online and over-the-counter services

- Facilitates development of identified services

Initiatives (2 of 6)

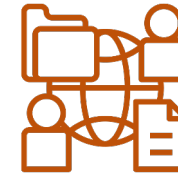


2. Seamless cross-government communication platform facilitating connected-Government / Whole-of-Government



Government Enterprise Architecture

- whole of government architectural approach,
- decision-making policy framework



Connected Government for integration with public and private sector

- Single point of integration for all stakeholders



Data sharing & data security for all legal entities for convenience & accuracy

- Virtually centralized, but practically maintained at data custodians per current laws



Automated Processes for all integrations

- Single invocation to handle multiple workflows

Initiatives (3 of 6)



3. Citizen-Centric Services and Platforms providing convenience and efficient government services delivery to citizens and business

Information Centric

Information Portals

- Government Website Framework
- Government Information Center

Open Data Initiative

- Open Data Portal

Shared Platforms

Services Platforms

- Online Services Platform
- Single Window Initiatives (Trade, Land, Education, Health)

Online Forms

- Digitalizing government over the counter interactions

Gov Payment Platforms

- Facilitating online payments Government Services

Citizen-Centric

G2C Services

- Strategic online Services
- Government Services Data Analytics

Omnichannel Service Delivery

- Integrate physical and digital transaction services for a better customer experience

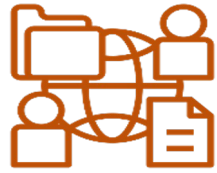
E-Participation

- Citizen Participation Portal

Initiatives (4 of 6)



3. Government Internal Efficiency, Revenue and Law and order Through Digitalization



Platforms

- Data Sharing Platform
- Single Window initiatives (Domain Specific)
- Spatial Data Platform
- Procurement Platform
- Video Conferencing
- Core-Business Solutions (PAAS)



Shared Solutions

- Request Tracking Solutions
- Government Email and Collaboration
- Document Management solutions
- HR Managing and Payroll



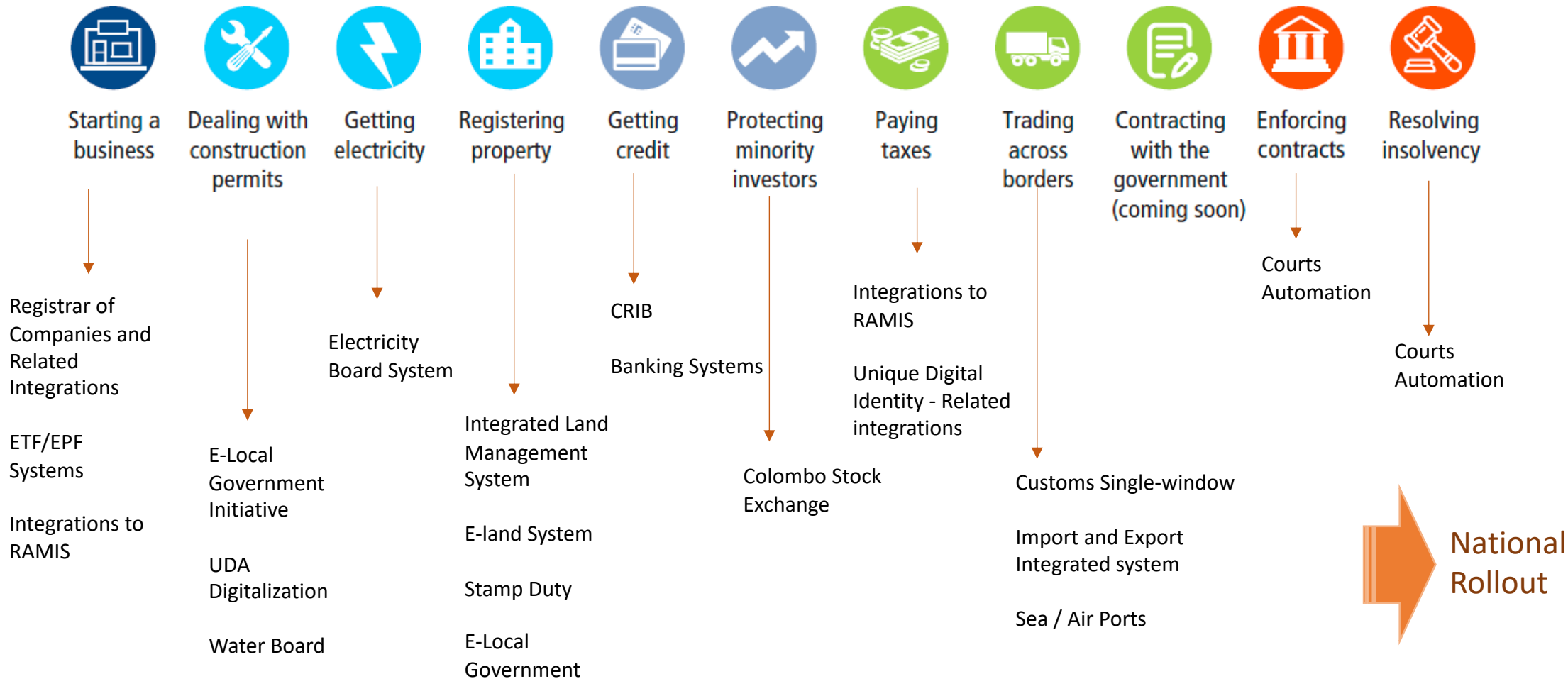
Line-of-Business Solutions

- Strategic LOB Core-Business Solutions (Through LOB Engagement models)

Initiatives (5 of 6)



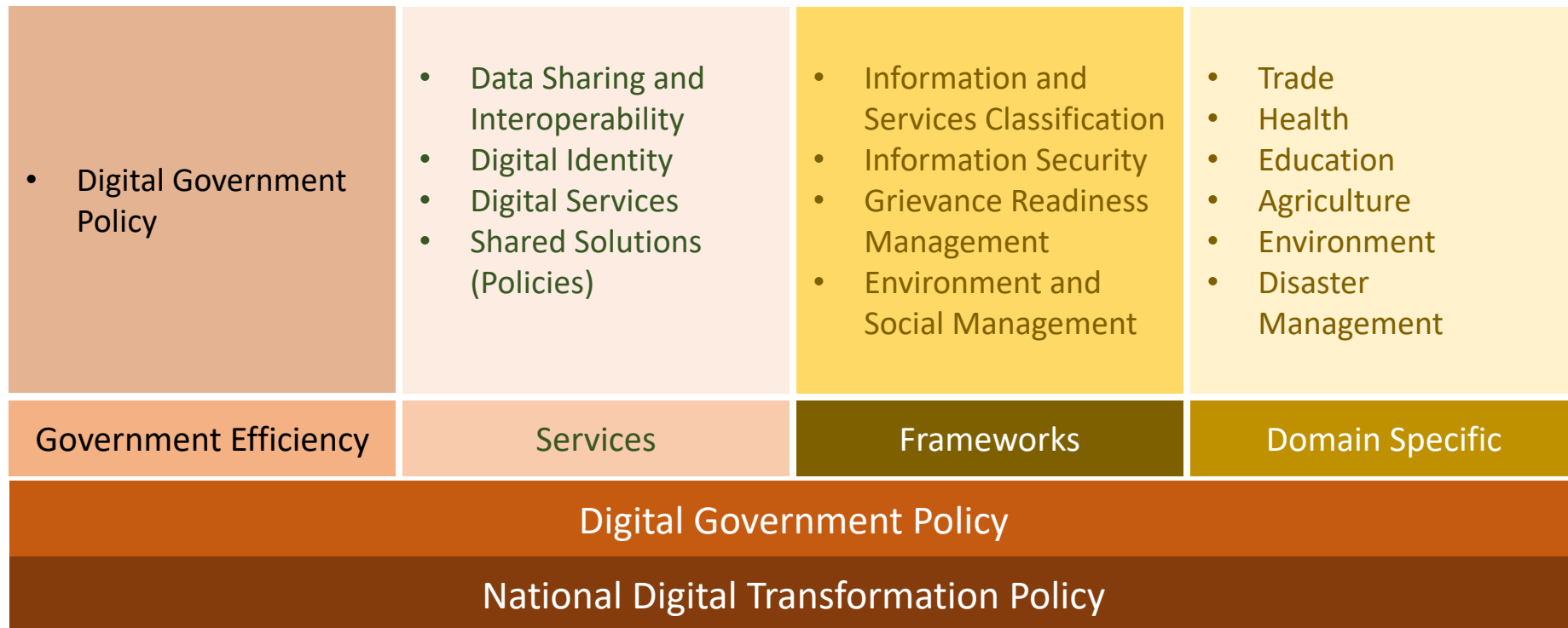
5. Business-friendly environment facilitated through digital services offered by Government Institutions



Initiatives (6 of 6)



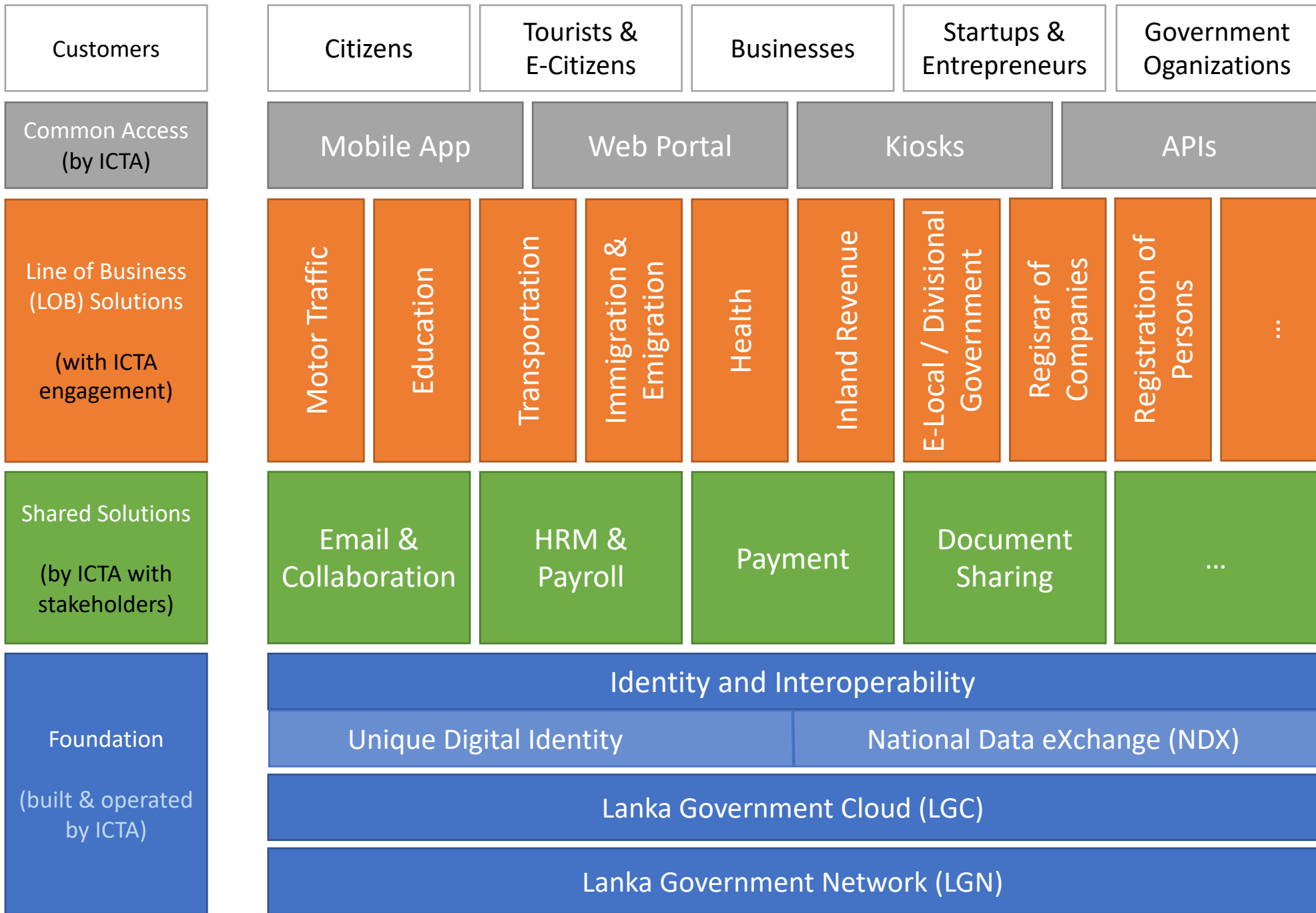
4. Transform public services through integrations between Government business requirements, policy, operations and technology





Digital Government Framework

Digital Government Framework



LOB Engagement Models

| ICTA Delivered | ICTA Consulted | LOB Delivered | Community Delivered |
|---|-----------------------------------|--|--|
| Digital Transformation Consulting | Digital Transformation Consulting | Digital Transformation Guidelines | Solution Architecture & Engineering Guidelines |
| Solution Architecture | Solution Architecture | Solution Architecture & Engineering Guidelines | Procurement Guidelines |
| Project Management | Project Management Support | Procurement Guidelines | Community Engagement Support |
| Procurement Management | "Thin Slice" Development | Architecture & Implementation Support | Deployment & Operation Support |
| Initial System Development & Deployment | Procurement Support | Deployment & Operation Support | |
| Change Management | Deployment & Operation Support | | |
| System Operation | | | |
| System Handover | | | |
| System Iteration | | | |
| Common Foundation | Common Foundation | Common Foundation | Common Foundation |

Thank you

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