



# INNOVATION IN SERVICE DELIVERY: A HOLISTIC APPROACH FOR RESPONSIVE SERVICES

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2013 Global eGovernment Forum

“Smart e-Government & Smart Society:  
Openness, Sharing, Communication and Collaboration”

Seoul, Republic of Korea  
21-23 October 2013





## CONTENT

1. Why a holistic approach to innovation in public service delivery?
1. How can public service delivery be transformed? Key strategies
2. Good practices from around the world



# EFFECTIVE AND INCLUSIVE SERVICE DELIVERY IS THE HEARTBEAT OF PROSPEROUS SOCIETIES







## ACCESS

## CITIZEN-CENTRIC

### 1. Context & Situation Analysis

VALUES  
BELIEFS  
BEHAVIOR

Vision of  
Holistic  
Innovation  
for  
Responsive  
Service  
delivery

LEGAL &  
NORMATIVE  
Frameworks

### 2. Future Envisioning

### 3. National Governance Framework and Road-Map for Innovation in Service Delivery

**Institutional and Organizational Innovation:**  
*Whole-of-government Approaches and Effective Decentralization*

Innovative transformation of leadership and public officials capacity

Process Innovation: Multi-channel service delivery/ bridging digital divide for inclusion of vulnerable groups

*Innovative Mechanisms for citizen engagement in service delivery*

Knowledge Management and Sharing for Innovation, transparency

Environment & Technology: Leveraging the potential of ICTs

### 4. Implementation - Action

*Programmes - Projects - Initiatives - Decisions*

**Public Administration in action**  
Standards-Performance-Procedures-Systems-Processes (duties-responsibilities)

Monitoring  
Evaluation  
Accountability

Service Delivery  
(Access-Quality-  
Responsiveness, Cost-  
effectiveness)

Public Good  
Trust & Legitimacy

Development-Prosperity and Enhanced  
Quality of Life of Citizens

## QUALITY

## COST-EFFECTIVENESS

## A Holistic Approach: WHAT and WHY?

(1) Given that challenges are cross-cutting and require holistic responses, innovation should not only be seen as a single practice, but as a process to transform government as a whole to better respond to its citizens' needs and aspirations.

(2) In this sense, innovation can be defined and measured in terms of quality and degrees of transformation in relation to context specific sustainable development goals and citizens' aspirations.

(3) It is essential to address in an integrated and holistic manner strengthening institutional frameworks, processes and mechanisms, leadership and HR capacities, ICT development and knowledge sharing, innovative channels to engage citizens and partners to deliver services equitably and effectively.