



INNOVATION IN SERVICE DELIVERY: A HOLISTIC APPROACH FOR RESPONSIVE SERVICES

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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



Efficient and inclusive healthcare



Access to quality education



Access to water



Justice - Equality



Happiness



Public transportation



Security



Appropriate framework for private sector development



Environmental Protection

ACCESS

CITIZEN-CENTRIC

1. Context & Situation Analysis

VALUES
BELIEFS
BEHAVIOR

Vision of
Holistic
Innovation
for
Responsible
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.