Lessons Learned Across the World
October 18, 2016
Delivering Results
Lessons Learned Across the World

• Challenges and opportunities

• Snapshots (examples)

• Lessons learned
  o What worked?
  o What didn’t work?
  o Where headed next?

• Shaping the future agenda
Challenges and Opportunities
Challenges include:

- The rapid speed of change and disruption
  - Technological drivers
  - Societal drivers
  - Economic drivers
  - Demographic drivers

- Citizen expectations redefining the role of government

- The current state of trust in government
Challenges and Opportunities

Public trust in government near historic lows

% who trust the govt in Washington always or most of the time


Moving average  Individual polls

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Challenges and Opportunities

Top 10 Fears of 2016

Corruption of Government Officials: 60.6%
Terrorist Attack on Nation: 41%
Inadequate Funds for the Future: 39.9%
Victim of Terrorism: 38.5%
Gun Control: 38.5%
Loved Ones Dying: 38.1%
Economic/Financial Collapse: 37.5%
Identity Theft: 37.1%
Loves Ones Seriously ill: 35.9%
Affordable Health Act/Obamacare: 35.5%

Above are the 10 fears for which the highest percentage of Americans reported being “Afraid,” or “Very Afraid.”

The Chapman University Survey of American Fears 2016

Chapman University
Orange, California
Challenges and Opportunities

This shift in the role of government combined with technological, societal, economic, and demographic forces **catalyze** an evolution in the operations and delivery of public services.

This presents government, business, and citizens with new advancements, challenges, and most importantly — **opportunities to progress** towards a better, brighter, and more sustainable future.
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Snapshots Across the World

North America

United Kingdom

Middle East

Singapore
Snapshot 1
Smart Cities

What makes for “smart” Government?

• Cities: Barcelona, Boston, Seattle, Helsinki

• Estonia
Snapshot 2
United Kingdom

- Delivery Unit launched in 2001
- Focus on individual government departments implementing reforms
- Continuously asking:
  - What is governments role?
  - What to achieve?
- Deliverology model
Snapshot 3
Singapore

• Integrated performance strategy with a focus on whole-of-government strategic outcomes (e.g. “globally competitive workforce”, “distinctive and vibrant global city”)
• Customer-centric policies (“no wrong door”)
• Use of both public and internal key performance indicators
Snapshot 4
Saudi Arabia

- Released April 2016
- Methodology and roadmap for Vision 2030
- Includes strategic objectives, targets, outcome-oriented indicators, and commitments
- Vision of cooperative, joint action toward achieving national objectives
- Robust governance model
Snapshot 5
US Government

- State government
- Government associations:
  - Harvard Public Sector for the Future
  - Governing
  - National Governors Association
Lessons Learned
Delivering Results

What has worked?

What didn’t work well?

What is next?
Delivering Results: Practical application to your world

What ideas do you have for improving our role in delivering results?

Be the change you wish to see in the world
Mahatma Gandhi
Delivering Results: What is next?

The great end of life is not knowledge, but action.

Thomas Henry Huxley

What will you do with your knowledge?