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Delivering Results

Lessons Learned Across the World

October 18, 2016

Delivering Results
Lessons Learned Across the World

- **Challenges and opportunities**

- **Snapshots (examples)**

- **Lessons learned**
  - What worked?
  - What didn't work?
  - Where headed next?

- **Shaping the future agenda**

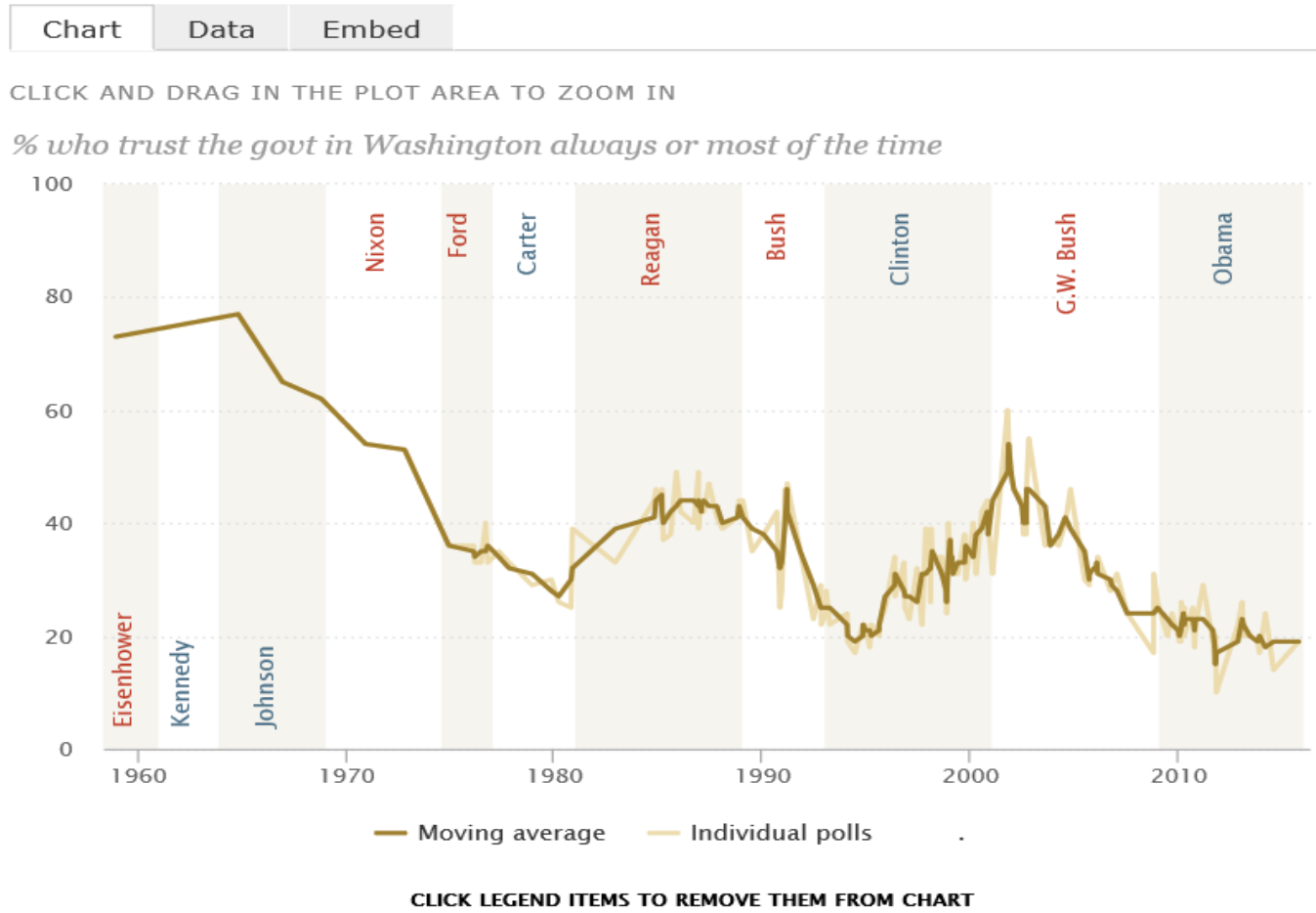# Challenges and Opportunities

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

Chart | Data | Embed

CLICK AND DRAG IN THE PLOT AREA TO ZOOM IN

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

— Moving average   — Individual polls   .

CLICK LEGEND ITEMS TO REMOVE THEM FROM CHART

PEW RESEARCH CENTER

Challenges and Opportunities

Top 10 Fears of 2016

The Chapman University Survey of American Fears 2016

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?
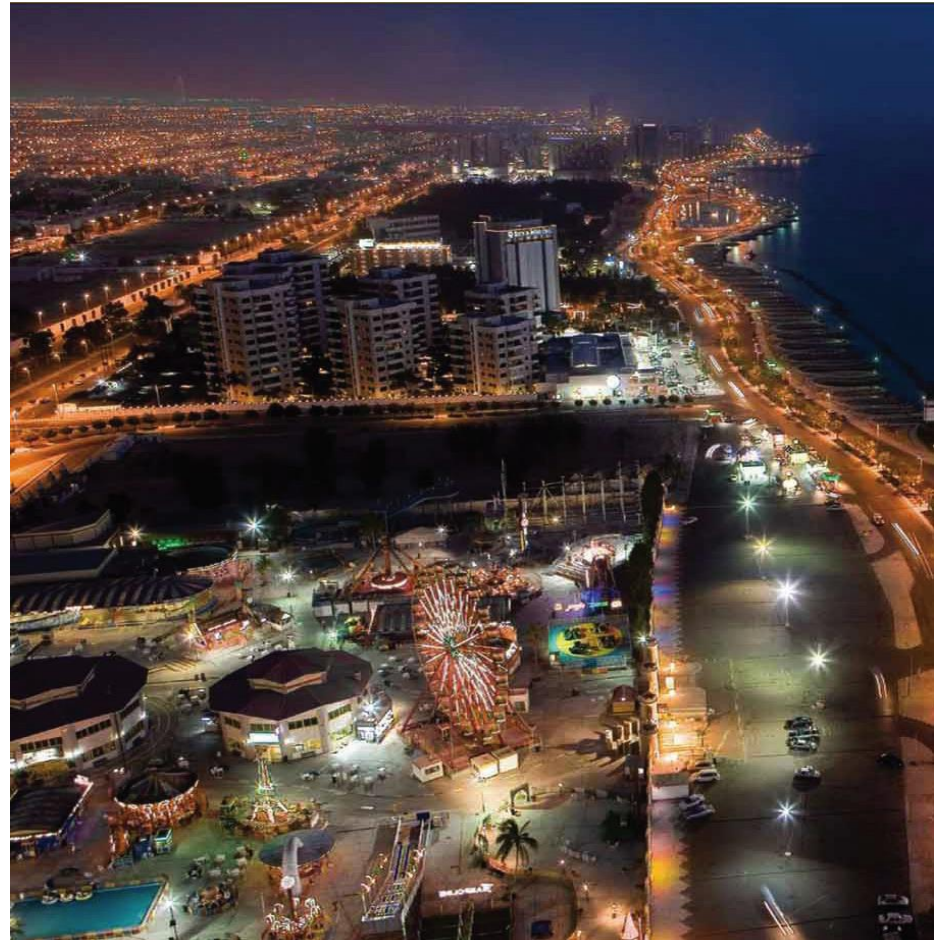 - What to achieve?
- Deliverology model

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")

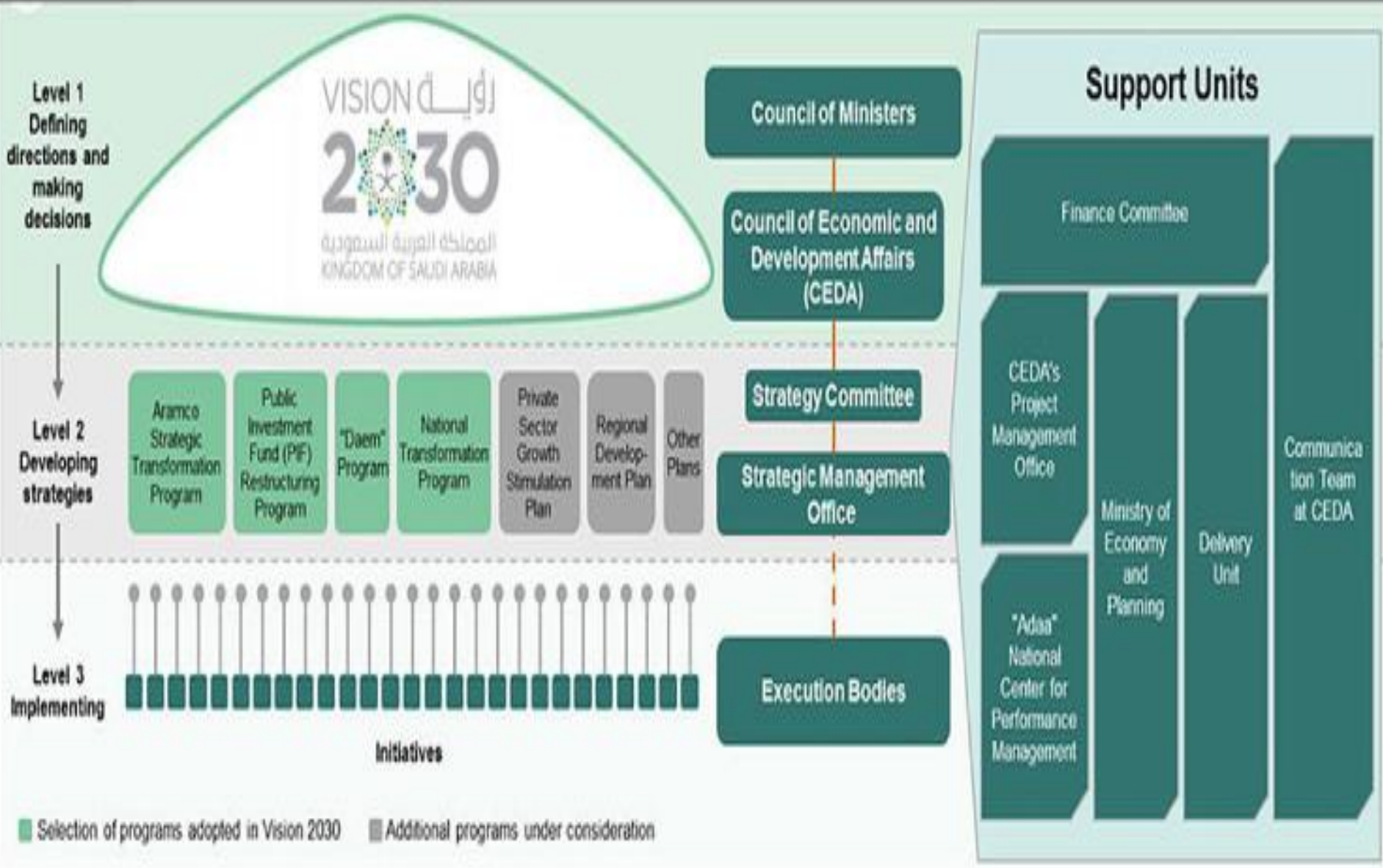- Use of both public and internal key performance indicators

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

Saudi Vision 2030 Governance Model

Level 1
Defining directions and making decisions

Level 2
Developing strategies

Level 3
Implementing

VISION 2030
المملكة العربية السعودية
KINGDOM OF SAUDI ARABIA

Aramco Strategic Transformation Program

Public Investment Fund (PIF) Restructuring Program

"Daem" Program

National Transformation Program

Private Sector Growth Stimulation Plan

Regional Develop-ment Plan

Other Plans

Initiatives

Council of Ministers

Council of Economic and Development Affairs (CEDA)

Strategy Committee

Strategic Management Office

Execution Bodies

Support Units

Finance Committee

CEDA's Project Management Office

"Adaa" National Center for Performance Management

Ministry of Economy and Planning

Delivery Unit

Communica-tion Team at CEDA

■ Selection of programs adopted in Vision 2030   ▨ Additional programs under consideration

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?

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