

E-signing and e-identification in public sector

CHALLENGES IN PUBLIC SECTOR

Overview

In a digital transformation era, government and public sector organizations have to rethink what it means to lead in an age of disruption. Crucially, they need to do so while regaining the public's trust, which seems to be in decline in multiple places around the world. Digital disruption presents unprecedented opportunities for government entities to serve citizens better.

This digital mindset is all about speed, information access, and simplification, re-thinking traditional or conventional ways of transacting. It is not just about becoming more knowledgeable about digital tools, it's fundamentally about rethinking business models, partner relationships, stakeholder management, and the company's very culture.

GROWING CUSTOMERS' NEEDS AND DIGITAL MATURITY

31% of citizens don't use or know how to access any government digital service, and 67% of users faced a problem while using online government services.

85% of citizens expect government to deliver the same, if not better, services as the private sector.

67% of citizens consider ease of interaction important to the appeal of favourite apps and want government to make it easier to interact with digital services.

51% of citizens would increase use of government digital services if offered a single portal to access multiple services.

56% say their trust in government would increase if the government better communicated how the technology innovations they were deploying would improve the lives of citizens.

Many governments are undertaking large-scale digital transformation projects. This is a response to many processes in the sector being cumbersome, disconnected and paper-based which weakens quality of information that organisations gather. The sector knows that it needs to change and that doing nothing is not an option. Many organizations are reaching a point at which small changes are no longer sufficient, because the pressures that drive innovation make it a necessity rather than a luxury.

On the other hand, with great size comes an institutional aversion to risk, and the monopoly position of governments can mean they lack incentives to deliver the best, most innovative services in order to retain their customers. The citizen, after all, cannot go elsewhere for the same service.

But the expectations of citizens are clear. As they experience growing convenience in their commercial interactions – finding information and purchasing services with increasing speed and ease – they want government to have similarly contemporary.

To meet those expectations, governments must step away from the old, compartmentalised modes and take a strategic approach to reshaping the delivery of human services.

Today's citizens expect public services to be as personalised and responsive as the services they get from the private sector. Governments need to reimagine how digital can be used to enhance the citizen's end-to-end experience of public services. This requires the adoption of a citizen-first culture and mindset in designing policies and delivering services. The ultimate goal is to improve service quality, promote transparent and efficient interaction, enhance the level of public trust in government, and drive better citizen outcomes.

HOW GOPAPERLESS HELPS CS TEAMS?

85% of IT leaders believe that their institution's future will be threatened if they don't update their technology, therefore 24% of leaders rated digitization as their highest priority as old processes limit agility and flexibility.

82% of government agencies aim to improve customer experience through digital transformation. While 37% say citizen demand is one of the primary drivers of digital transformation, only 13% report high citizen involvement in the co-creation of digital services.

Overall drivers for digitization: improve quality and reliability (44%), reduce operational costs and/or generate other cost savings (35%), provide better customer experience (31%) and accelerate service delivery/shorten overall process (31%).

65% of public service execs agree their employees are more digitally mature than their organization, resulting in a workforce "waiting" for the organization to catch up.

The biggest reported barriers to digitising processes and service delivery are a lack of funding (38%) and legacy technology (36%). Also, 83% indicate that technical debt severely limits their ability to be innovative and 79% report that it inhibits their responsiveness to change.

OPPORTUNITIES IN PUBLIC SECTOR

How e-signing and e-identification can help public institutions move forward

Digital process automation allows public institutions to extend the strengths of their core or flagship business processes to all their operations. For example, automating every facet of HR from onboarding and open enrollment to career development and expense reporting - to deliver a consistent, best-of-breed user experience with greater efficiency and control for every interaction. And doing so in a way that is easier to use, faster to deploy and less costly than previously possible with traditional development models.

However, it is also important to note that more than 80% of service or business process interactions are with external parties. These audiences include other government institutions (40%), citizens (26%) or industry (15%). Just 18% are contained within the institution itself. This is significant as working across enterprise boundaries often introduces a higher degree of complexity in orchestrating end-to-end business processes.

But e-identification and e-signing can benefit both the internal and external processes. E-identification allows to securely identify people online at the same time simplifying the process. In addition to saving citizens the trouble of tedious registration forms, adopting widely used eIDs in government's systems reduces risks of cybercrimes and fraud, and provides secure and unified customer experience across all e-services. Using federated eIDs ensures that institutions always know citizens' real identities.

E-signing replaces outdated and complex paper processes by eliminating redundant parts like printing, scanning, mailing, chasing around colleagues or citizens for signatures. In this way electronic signatures reshape workflows of processes inside the organizations by making them simpler and more organized. Eliminating the mentioned parts from signing process also allows to save operational costs. On top of that, e-signing improves user experience of employees, citizens, partners and institutions themselves - no more meetings merely for document signing are required. For citizens it is extremely convenient as they can avoid physical visits to the institutions and can take care of business remotely.

Therefore, eIDs for e-identification and e-signing provide users the liberty of getting services whenever they need them and conveniently, as well as simplify on-boarding avoiding physical meetings and thus saving time which results in an improved overall experience through digital services.

Variety of use cases

Here's what e-signing and e-identification bring to public sector as seen through Use cases.



Featured benefits

Improved customer experience

E-identification using federated eIDs provides user-friendly, secure and passwordless logins to e-services, and e-signing allows to sign legally binding documents remotely and conveniently, 24/7.

Increased organization's efficiency

Signing documents electronically reduces operational costs such as printing and mailing and simplifies processes so that employees' saved time can be focused on things that really matter.

Decreased security risks

E-identification reduces risks of cybercrimes and fraud, meanwhile e-signing using qualified certificates and qualified timestamps ensures that signed documents are not forged or back-dated.

ABOUT GOPAPERLESS

GoPaperless is the biggest electronic signature solutions provider in the Vietnam building simple, easy-to-use and accessible technologies for e-signing and e-identification.

More info: <https://gopaperless.mobile-id.vn/>