
yourgov

government without borders, technology without barriers

A moment of truth

These are difficult times for government bodies of every kind as they try to strike the right balance between two competing priorities: continuity and change.

Continuity is an absolute requirement because the business of central, regional, and local government departments cannot be interrupted. Taxes must be collected, cities policed, pensions and benefits paid, and streets kept clean no matter what else is happening.

Yet change is now also seen as a necessity in most parts of government and, for many departments, transformation in service delivery, management and administrative processes is being demanded at the same time as resource reductions and budget freezes are required. And all the while, the citizens and businesses accessing key services will not tolerate any loss of quality.

Put simply, many stakeholders believe that we cannot carry on working in the same old ways. Demand for service quality keeps going up but most governments actually want budgets to go down. Something has to give.

It's YourGov

All Public-Sector bodies need to work differently if they are to meet these tough and apparently contradictory goals. We think they need to adopt and work with an entirely new concept: it's called **YourGov**.

It's about **better collaboration** between government departments, regional and city administrations, executive agencies, and all the individuals working within them.

That means seamless connection between systems and processes, leading to shared services, reduced duplication, faster administration, and a much more agile Public Sector altogether.

It's about **better engagement** with all external stakeholders, companies, and citizens who need to access information, carry out transactions, and benefit from public services.

That means greater delivery online, enabling self-service and on-demand techniques, allowing users to do more of the work for themselves, increasing efficiency, cutting costs, and making users a lot happier about working with government.

The two have to go together: it's time to stop saying "you and me" and start thinking about "we" instead. That's how to build the innovative, collaborative approach that's going to solve the contradictions and give us the best of both worlds: lower costs and higher efficiency on the one hand, closer engagement and higher satisfaction on the other.

YourGov is about change for the better, both internally and externally.

Bringing YourGov to life

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YourGov is a big idea, but making it happen is a matter of practical, incremental steps, many of which we in Atos are already delivering for different clients all round the world. Ideas such as **Virtual City Hall**, now in use for city administrations as diverse as Mumbai, in India, 56 municipal bodies in Poland, and Szeged in Hungary.

It's a key example of the way that Atos builds secure collaboration platforms for use by growing communities of Public-Sector bodies. In this way, we enable routine transactions to be industrialized, making it easier to share resources and use low-cost, Cloud-based services, leading to transformational levels of efficiency gains and cost reductions.

Virtualized infrastructure delivered from the Cloud plays a major role in changing public services for the better. This approach makes better use of restricted budgets by removing the need for investment in IT infrastructure, freeing up capital for reinvestment into services. It also enables a faster start to key projects, making it possible to develop and roll-out new services at higher speed and lower cost than ever before, while keeping risks at a minimum.

The Atos approach to online identity and access management delivers the cost and convenience advantages of Cloud while meeting the strictest security levels at all times. Finally, Cloud services from Atos transform the cost base by creating a highly scalable, on-demand model, reducing the need for up-front investment and enabling greater agility.

City governments need to join up everything they do, from planning to all forms of delivery, and engage their citizens as closely as possible. Atos is a leader in smart-city-related services, and we have developed solutions that address key aspects of city management. These include **Urban and Regional Transport solutions**, designed to ensure that people and goods move smoothly and efficiently across urban settings with maximum efficiency, and **City Cockpit**, which delivers integrated, real-time intelligence to stakeholders to drive better decisions and faster intervention, when needed.

Yet the most critical factor in making YourGov come to life as a concept is more active citizen engagement. It's about making sure that everyone working with a Public-Sector body feels that they are an active partner. Atos has a long track record of empowering citizens to manage their own services, through initiatives such as **Government Gateway** in the UK, which provides a platform for interaction between 185 service providers and 18 million citizens. Or our new **Smart Mobility** concepts, now being tested in Spain, mean citizens can report any aspect of the urban environment that needs to be fixed in real time and know that it will be dealt with rapidly.

It's all about us

A new age for the Public Sector is starting, one based on closer interaction and sharing between all stakeholders, internal and external. Public services will be more flexible and sensitive, customizable to a greater variety of needs, with the potential for specialist third parties to add value and greater ability to use actionable intelligence to drive better outcomes.

Atos is already showing how this can be managed in Germany, with our use of **Biographical Data for Employment Services**. Working with Europe's largest employment body, we enable the German Federal Employment Agency, to analyze effectiveness and cost-efficiency of their business programs and to implement 'outcome-oriented' controlling processes by this solution.

By applying this specialized business intelligence to the process, we can help employment agencies to be more precise in the way they match opportunities to people, raising their success rates and helping both drive economic benefits and deliver a better personal service to citizens as well.

This all helps to show how more and more government bodies are taking to the challenge of working smarter: by sharing resources, collaborating wherever possible, making full use of emerging technologies, and, above all, engaging their customers as closely as possible. YourGov is a concept that belongs to us all and we at Atos believe it's the way to the future for the Public Sector.

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