



open for success

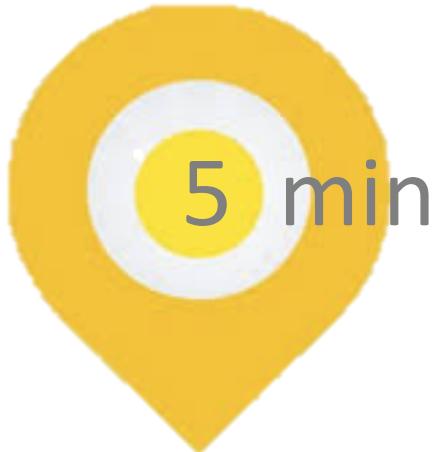
*co-developing public services
cannot be easier*

me

- Malta's **eGovernment programme lead 2008-2013**. Prior to that, directed the electronic identity projects.
- Some experience with the **Caribbean** through twinning and Commonwealth projects.
- Will be following **this event** remotely, with interest. My time-zone is GMT +1.
I'm reachable by e-mail and Skype.



context



1. context
2. success formula
3. replication
4. openness
5. co-development (solution?)

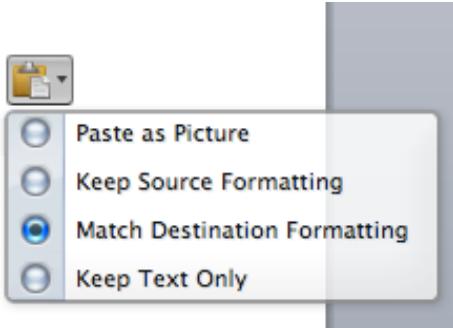


success formula

- The **key** is in **political will**. Continued success is in continued political sponsorship. In Malta this is exemplified by the new Digital Malta strategy.
- The **fuel** for success is **measurable commitment**, against a plan of action with KPIs. This translates into resources and action. In Malta two organisations ensure both regulatory and implementation aspects are tended to.
- The **motor** is **stakeholder engagement**: public servants, industry, academia and users. In Malta we have seen a recent development with the MITA Innovation Hub.



replication



- Replication is always **in a context**. Even a dumb word-processor knows it.
- Keep in mind: **political will, measurable commitment** and **stakeholder engagement**.
- **Winners** employ the three Vs of success. The challenges we set for ourselves need to be viable, visible, and viral.
- What challenges shall we open for our **countries**? And which ones will we open for the **region**?



openness

- Remember **viable**, **visible**, and **viral**. Challenges need to be open:
 - **Clearly** sponsored from the top with political responsibility, and in top public servants' action book;
 - Entertaining **early adopters** and challenging **followers** to learn and prosper;
 - Public services generate public value. They need to be sustainable, and so open for adopters but **governed** to ensure that they remain reachable to all.



co-development

- Every country has its own specific needs, as does every department and every user. So we need an **open market-place for public service co-development**:
 - **Governments** can work together or alone to offer public services that improve their country's / ies' competitiveness.
 - Common needs are identified by an indigenous **industry** that will flourish and create jobs in the digital sector.
 - People in **academia** can contribute fully, through the abstraction of common needs, and developing the Caribbean as a show-case.
 - Democracy is about involving **users** and so, through many little steps. Start small, build up momentum, sell your ideas, remain sustainable and evolving.



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Download this presentation from:

www.derrickpisani.com/caribbean

