

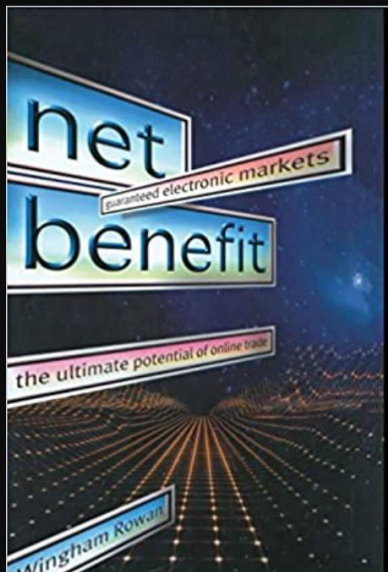


From services to systems:
next generation digital
government

Professor Sir Geoff Mulgan, UCL



Digital ancient history – and 25 years of government as platform



Inspiring people to realise their potential

- Digital appears fast but is quite slow!
- The story of a journey from information to transactions to platforms/customization to reshaping of whole services with a new online/offline mix is still underway
- Common building blocks – identification, authorization, payments – all help
- But

Services to systems ...



भारतीय विधिक पहचान प्राधिकरण
भारत सरकार
Unique Identification Authority of India
Planning Commission, Government of India

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भारत सरकार
Unique Identification Authority of India
Planning Commission, Government of India

**ALWAYS CARRY YOUR AADHAAR WITH YOU
and avail benefits of various services**

Cut this portion of Aadhaar letter
and carry it with you.
(You may get it laminated too)

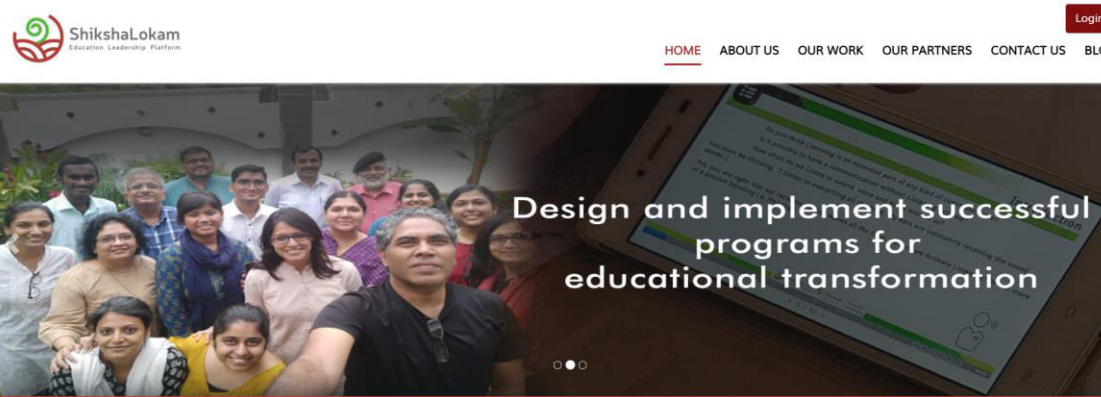
Aadhaar : your proof of identity and proof of address for

- opening a Bank account
- getting a Mobile connection
- getting a LPG connection
- AADHAAR helps in proving ID during Train travel

...and many more services

AADHAAR
Aam Aadmi Ka Aadhaar

www.uidai.gov.in



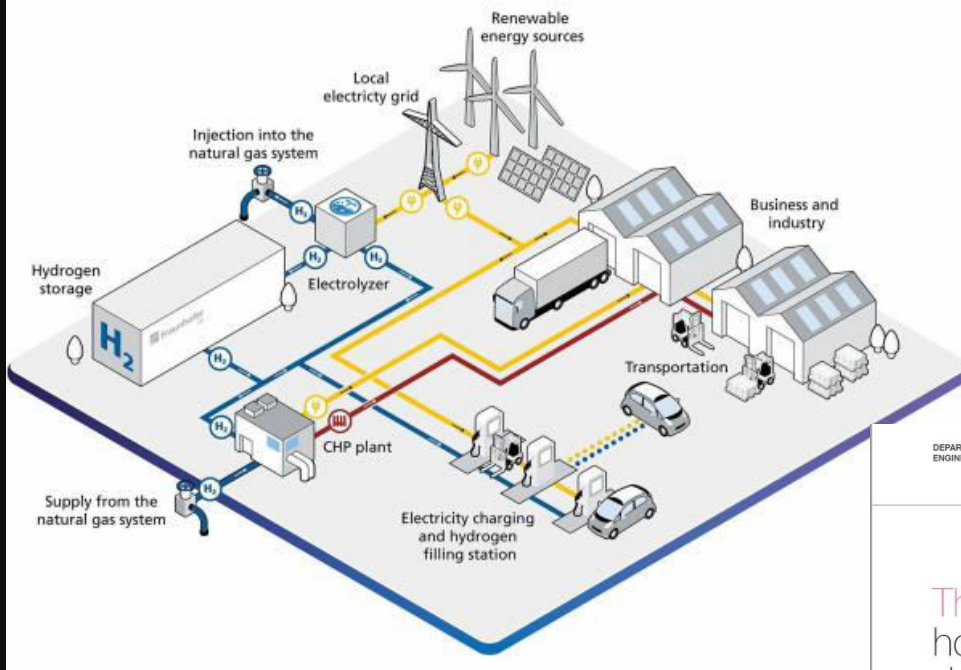
ShikshaLokam
Education Leadership Platform

HOME ABOUT US OUR WORK OUR PARTNERS CONTACT US BLOG

Design and implement successful
programs for
educational transformation

Enable and amplify leadership development opportunities for individuals and institutions engaged in K-12 education systems.

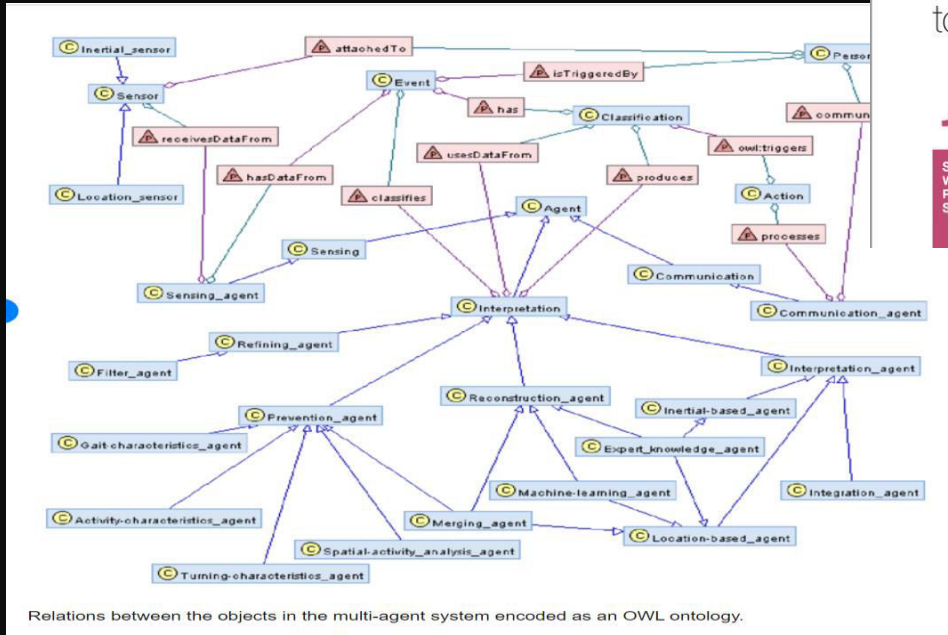
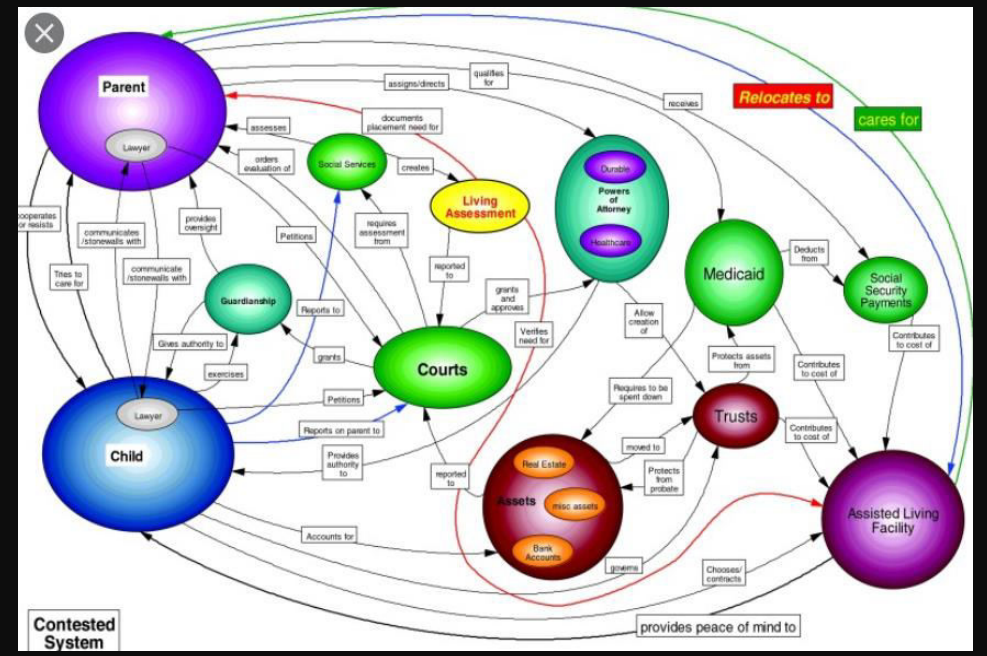
How does digital government help a society and its systems to think and act? For pandemics, climate change, inequality, prosperity....



DEPARTMENT OF SCIENCE, TECHNOLOGY, ENGINEERING AND PUBLIC POLICY

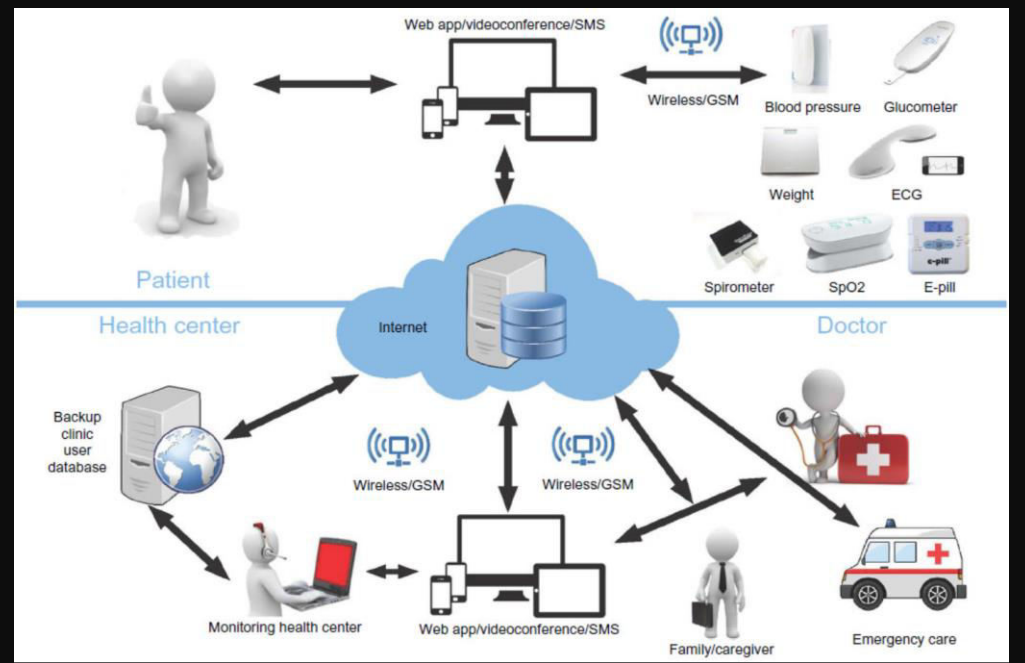


Thinking systems: how the systems we depend on can be helped to think and to serve us better



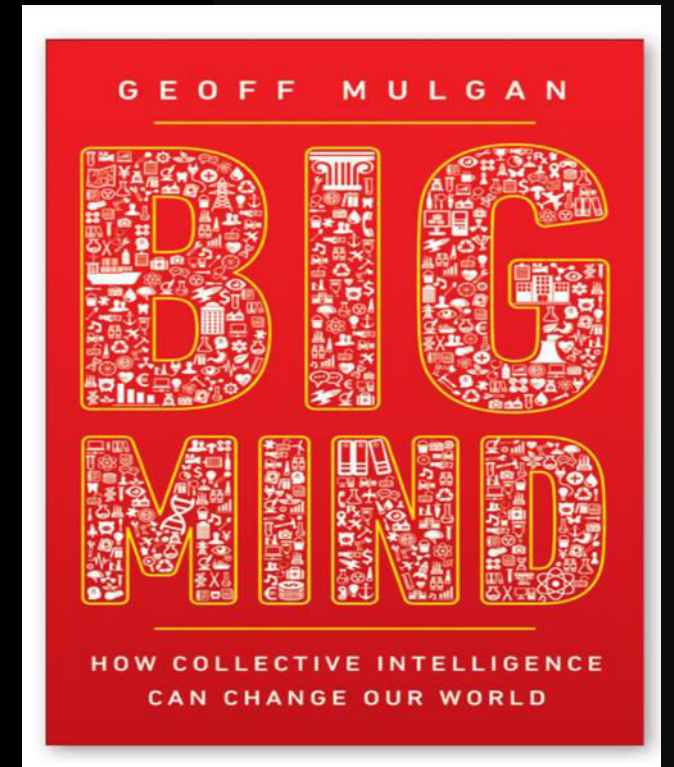
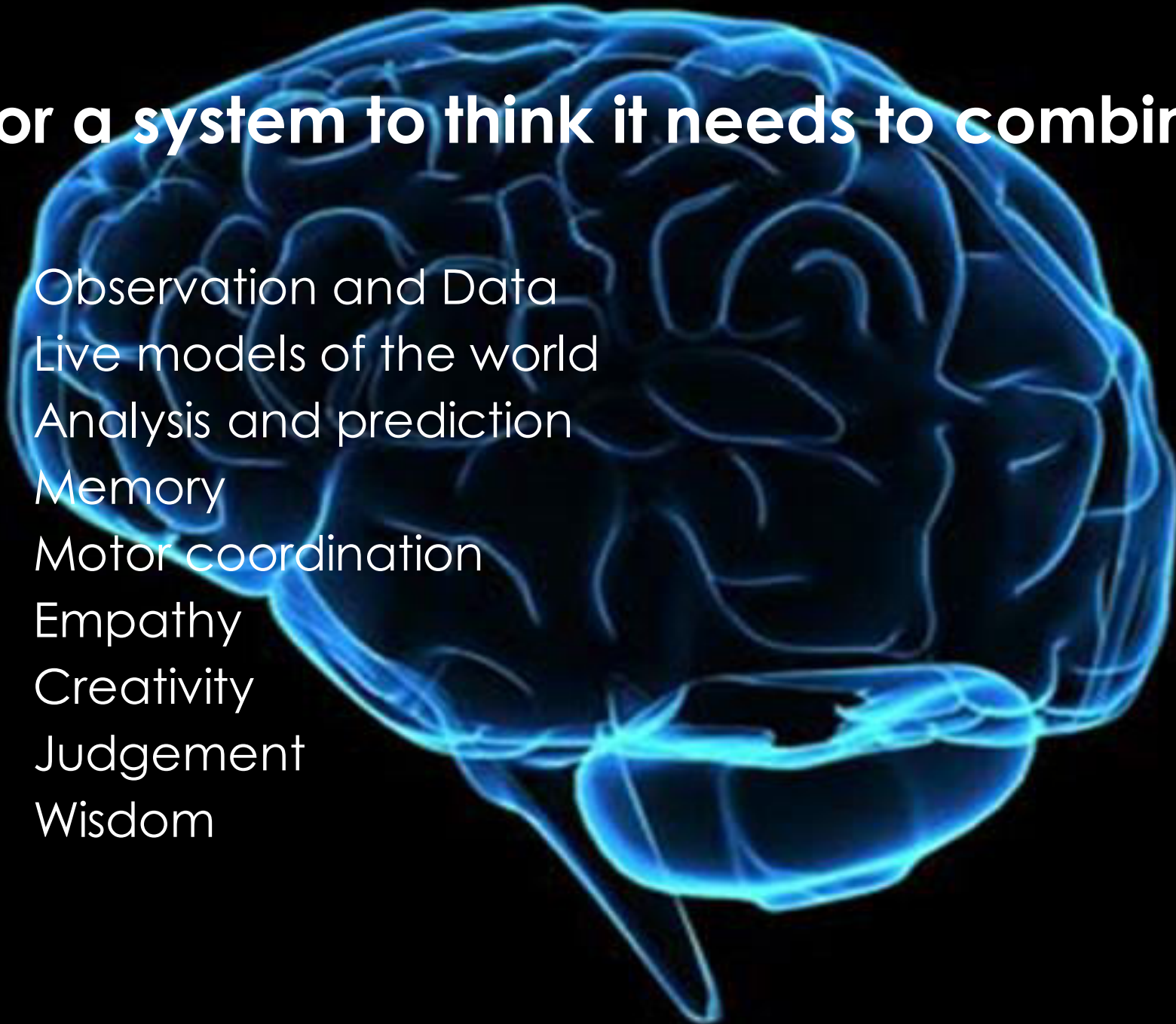
Relations between the objects in the multi-agent system encoded as an OWL ontology.

1 STEaPP Working Paper Series



For a system to think it needs to combine ...

- Observation and Data
- Live models of the world
- Analysis and prediction
- Memory
- Motor coordination
- Empathy
- Creativity
- Judgement
- Wisdom



Observation & data

SEOUL METROPOLITAN GOVERNMENT

Cities Against COVID-19 Visiting Seoul? Find events, attractions, deals, and more at VISIT SEOUL.NET

I-SEOUL-U ABOUT SEOUL CITY HALL POLICY SERVICE NEWS

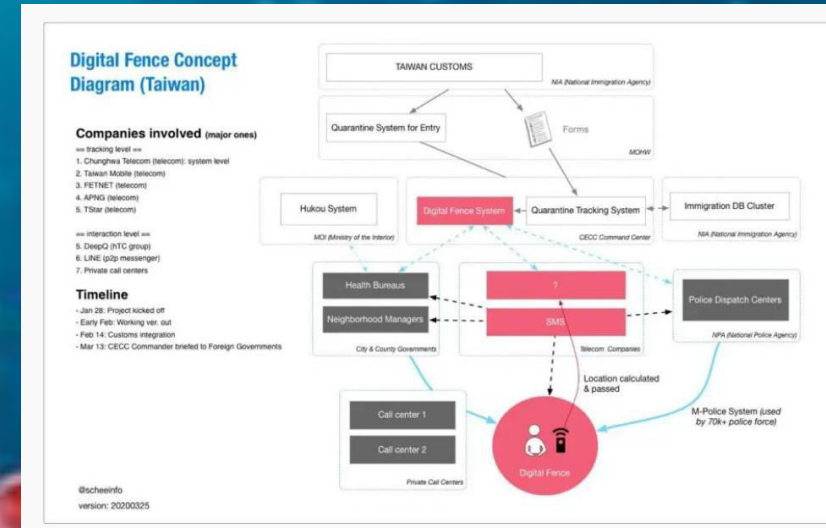
Current Status of COVID-19

Confirmed Patients		Hospitalized		Discharged	
Nationwide	Seoul	Nationwide	Seoul	Nationwide	Seoul
102,141	31,731	6,291	1,869	94,124	29,439

as of 12AM on Mar. 29, 2021

PM₁₀ Warning Designated/Temporary Screening Clinics for COVID-19 (25 Districts of Seoul)

Citizen Safety Tips > Atmospheric Environment >



TraceTogether, safer together

Help stop the spread of COVID-19 through community-driven contact tracing

Download on the App Store GET IT ON Google Play

杭州健康码

【绿码】 凭码通行

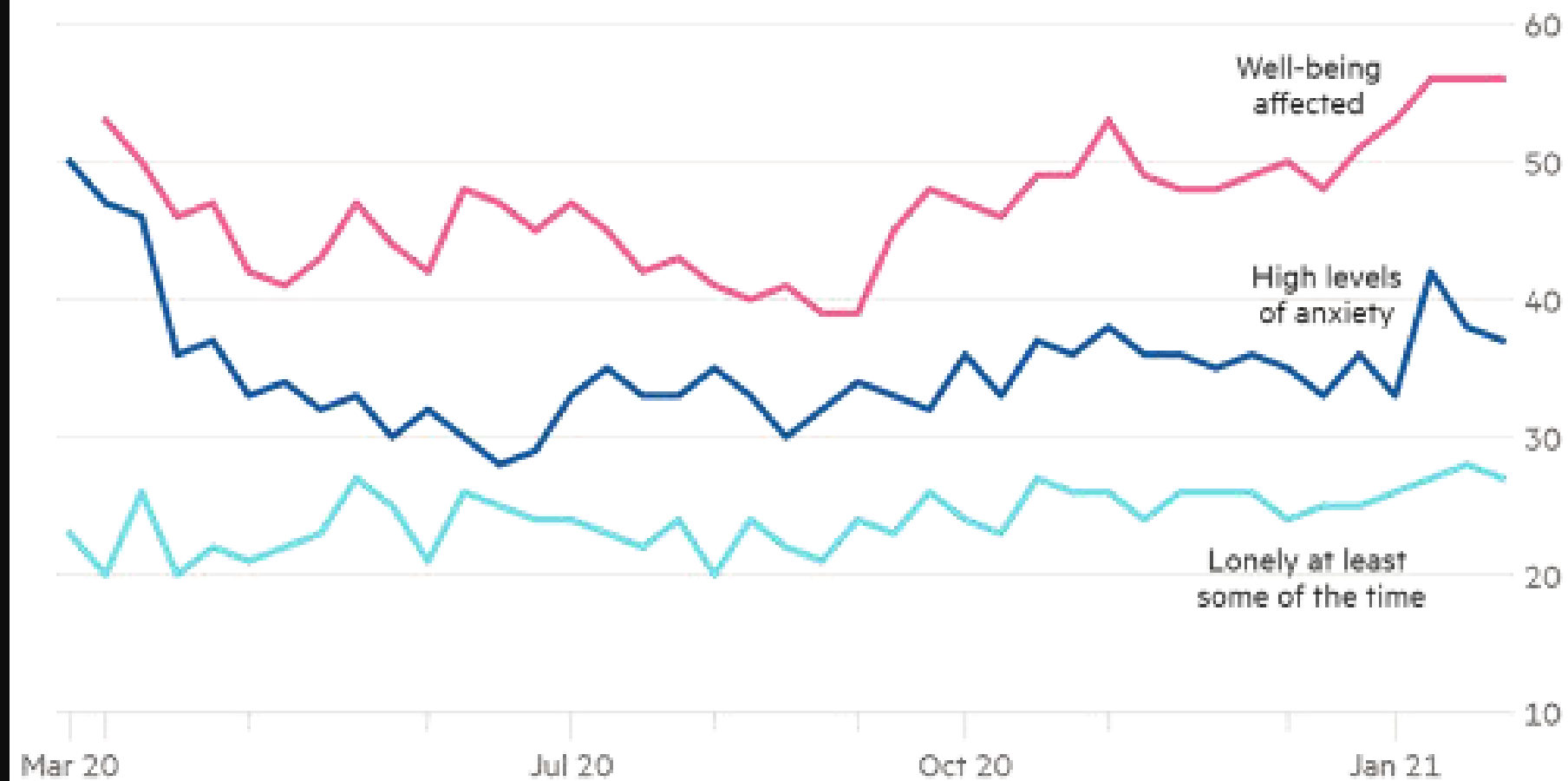
【黄码】 实施7天内隔离，连续（不超过）7天健康打卡正常转为绿码

【红码】 实施14天隔离，连续14天健康打卡正常转为绿码

防控疫情 人人有责

Loneliness most widespread in Britain since Covid-19 outbreak

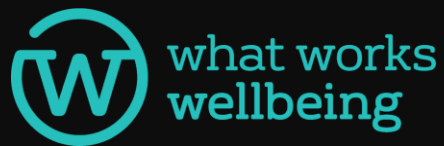
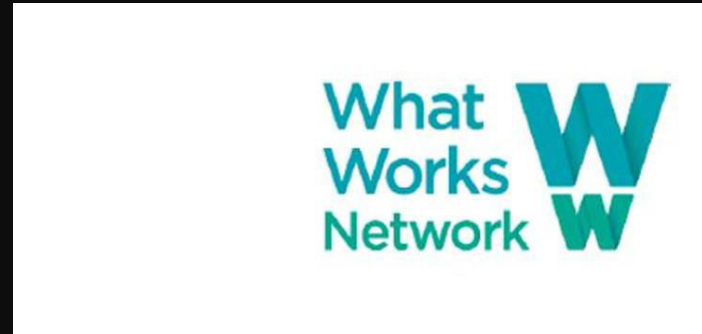
% of adults in Britain



Source: ONS

© FT

Memory – and evaluation





The impact of COVID-19 on the mental health of schoolchildren: a summary of early responses around the world

Many schools, local authorities and governments are grappling with how to handle the pressures on mental health amongst schoolchildren that have resulted from months of lockdowns and online schooling. How should they best spot emerging problems; how can young people best be supported? Here we share a snapshot of evidence and international experience to help decision-makers respond.

GET IN TOUCH

OUR POLICY TOPICS



MENTAL HEALTH



EDUCATION



HOUSING



CARE



BLACK, ASIAN & MINORITY
ETHNIC COMMUNITIES



VULNERABLE COMMUNITIES



ONLINE LIFE

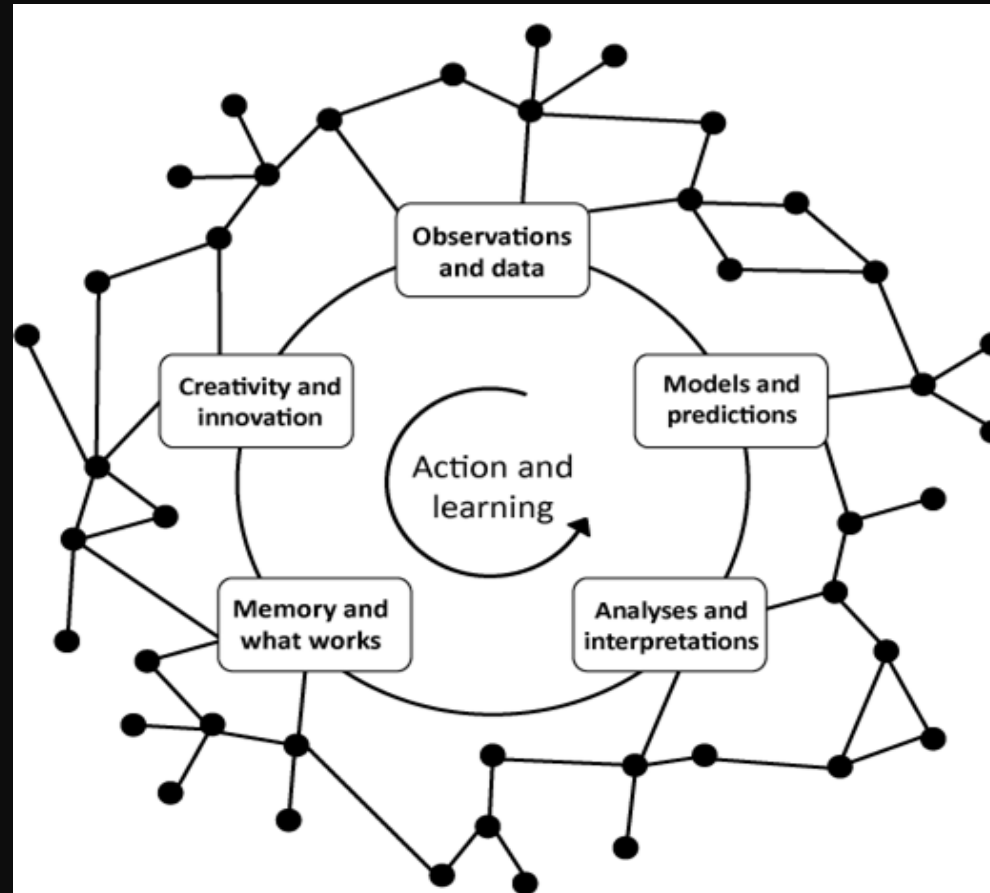


POLICY ISSUES



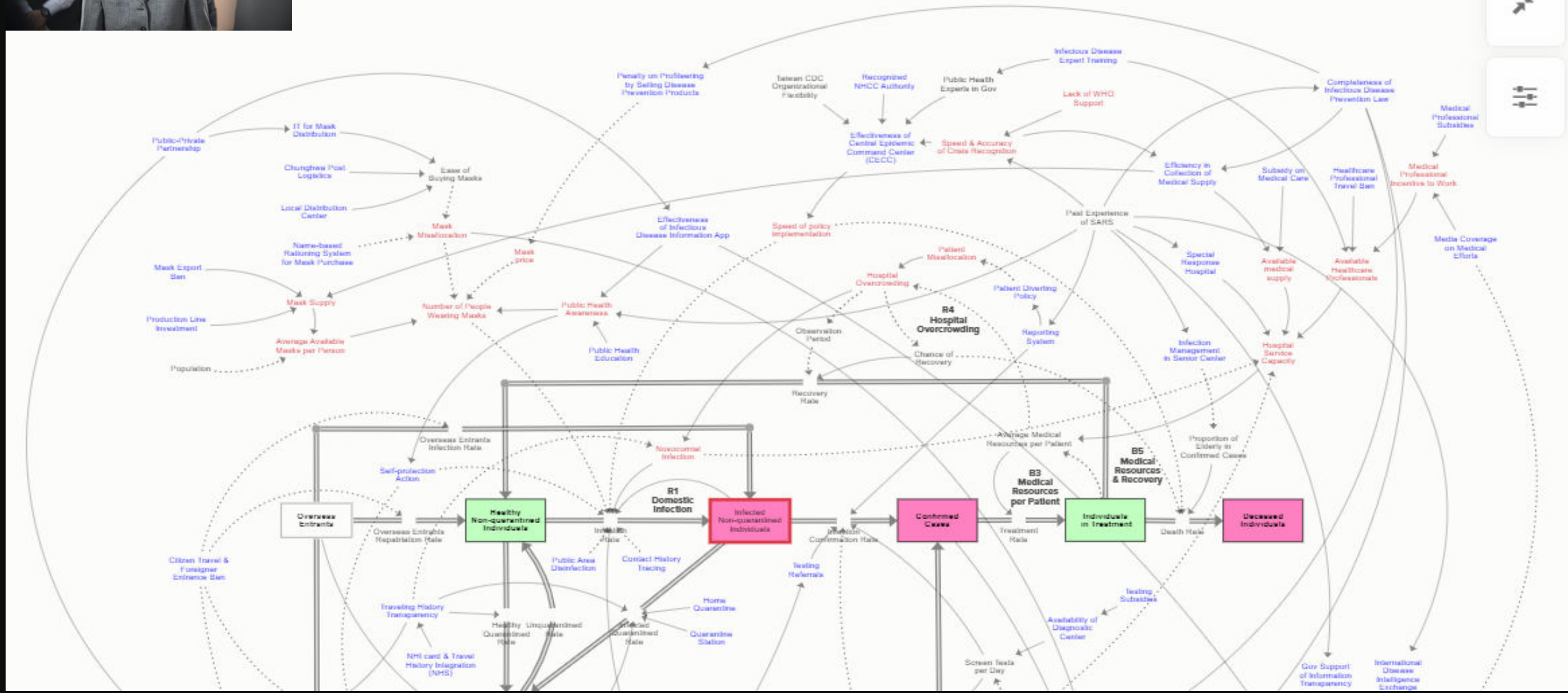
RESEARCH ISSUES

Intelligence Assemblies – connecting the elements of systems cognition



Taiwan COVID-19 Strategy Systems Map | Complexity

1. ID-FLOW 2. EFFECTIVENESS OF CECC 3. PUBLIC HEALTH AWARENESS 4. TRAVEL & CONTACT HISTORY TRAC



Combining data,
citizen insight, AI
to speed up
problem-solving



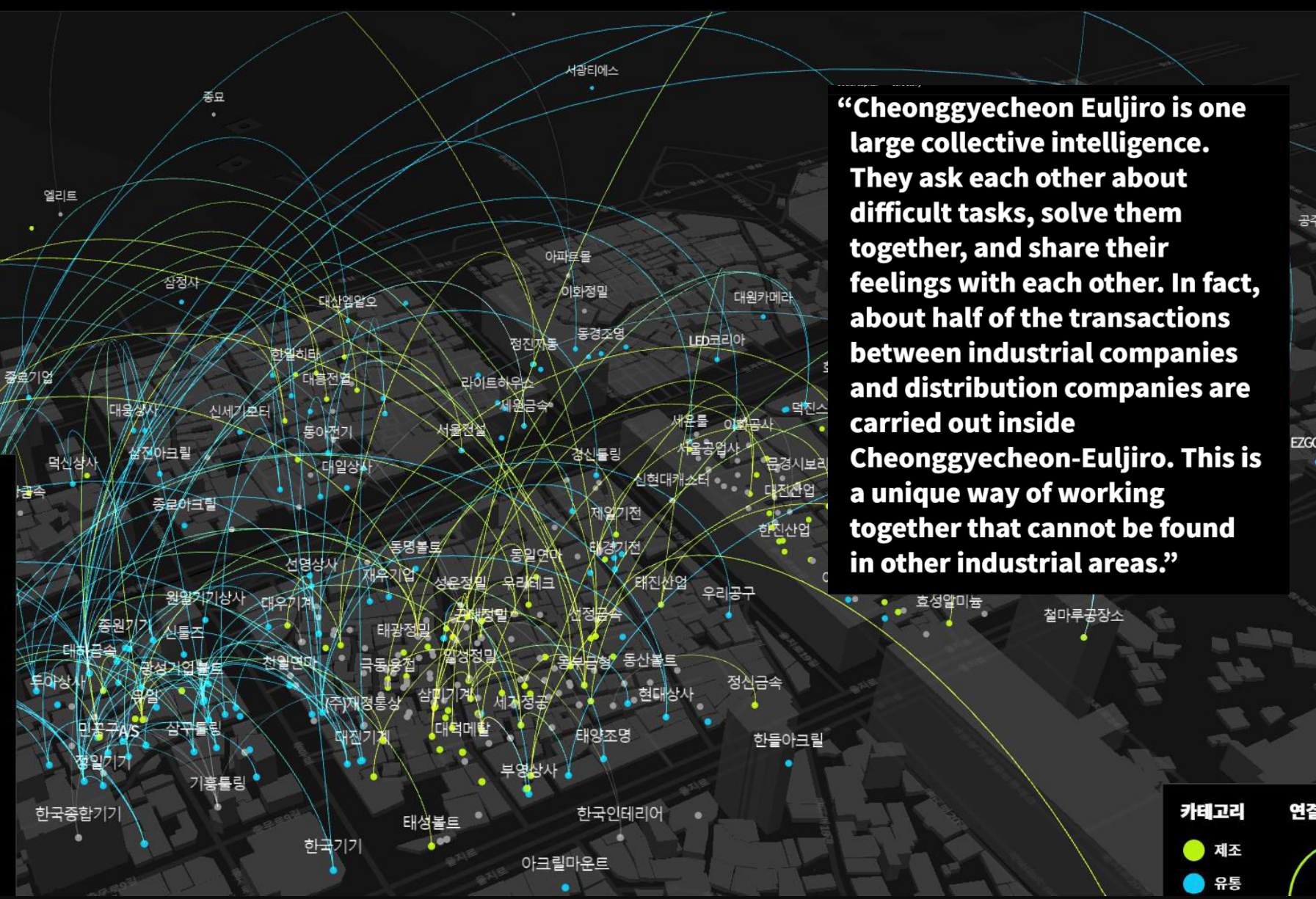
Collective Intelligence
for Sustainable
Development
Getting Smarter Together



Industrial Ecosystem Network (Cheonggyecheon-Euljiro)

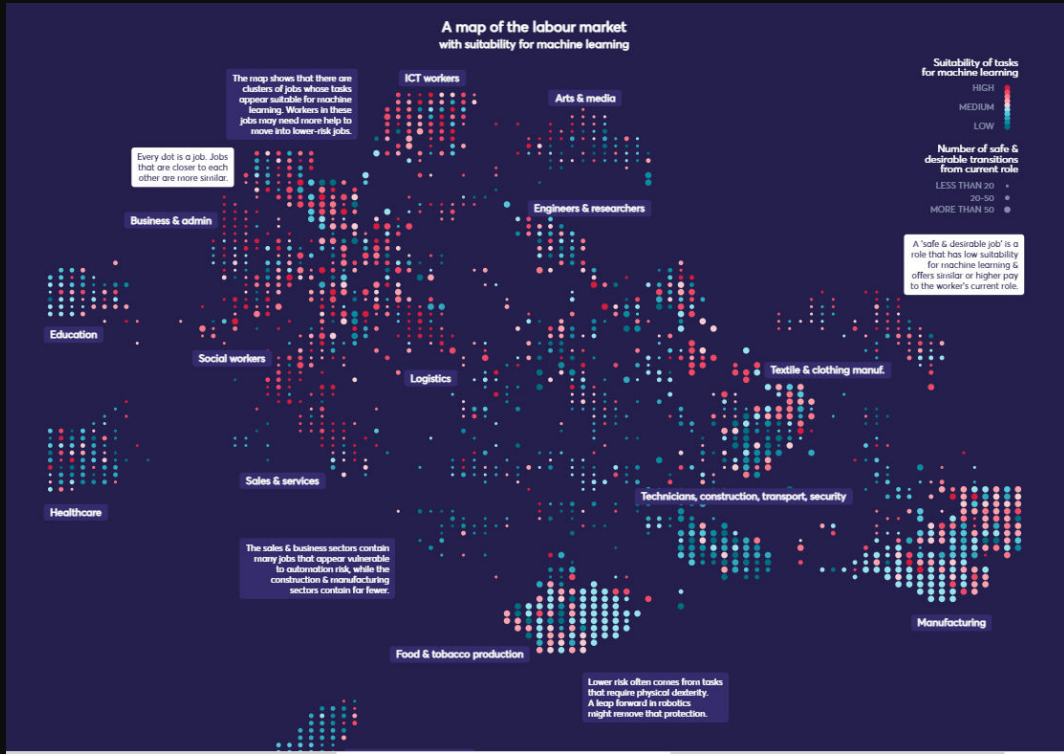
This is a map that visualizes the trading partner data of the surveyed companies. If you click on the company, you can see simple company information and the company you are dealing with. There are quite a lot of connections between manufacturers and distributors, as well as between manufacturers and distributors.

* Some company information and location may be incorrect,



“Cheonggyecheon Euljiro is one large collective intelligence. They ask each other about difficult tasks, solve them together, and share their feelings with each other. In fact, about half of the transactions between industrial companies and distribution companies are carried out inside Cheonggyecheon-Euljiro. This is a unique way of working together that cannot be found in other industrial areas.”

Data organized as a commons as a foundation



Open Energy

Building the web of energy data

1. Develop an open standard that enables open marketplaces for data-sharing to flourish
2. Lay the foundations for interoperable and cohesive energy data infrastructure
3. Build on existing work and investments in existing initiatives to enable discovery and use

IcebreakerOne.org

Using Data to Improve Outcomes for Children

The Data for Children Collaborative with UNICEF is a joint partnership between UNICEF, The Scottish Government and the University of Edinburgh's Data Driven Innovation Programme which seeks to improve outcomes for children locally, nationally and globally. We draw on the strengths of all partners to bring insight and solve problems using data and data science techniques.

Data for Children Collaborative WITH UNICEF

HOME ABOUT US THEMES IMPACT COLLABORATIONS NEWS CONTACT US

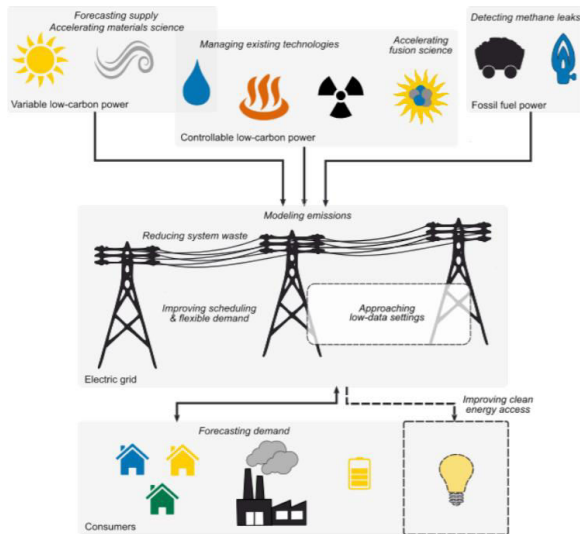
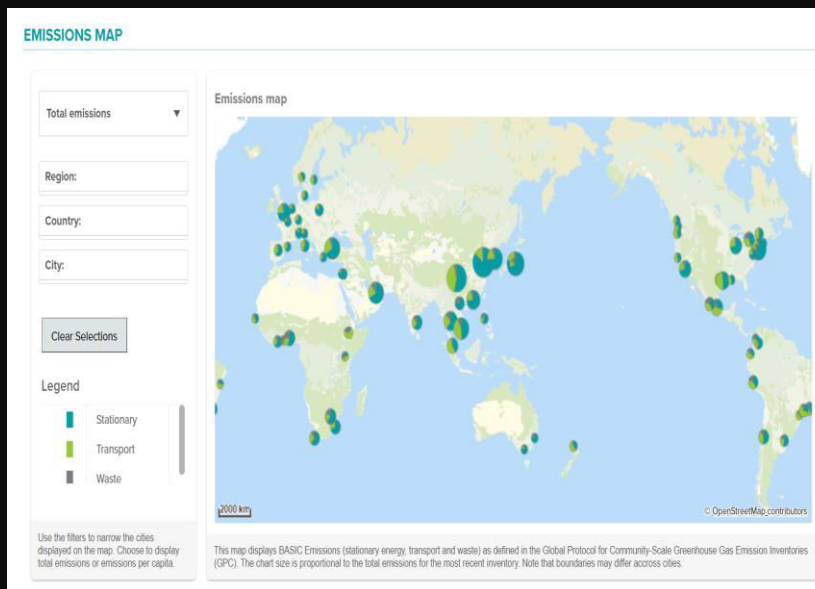
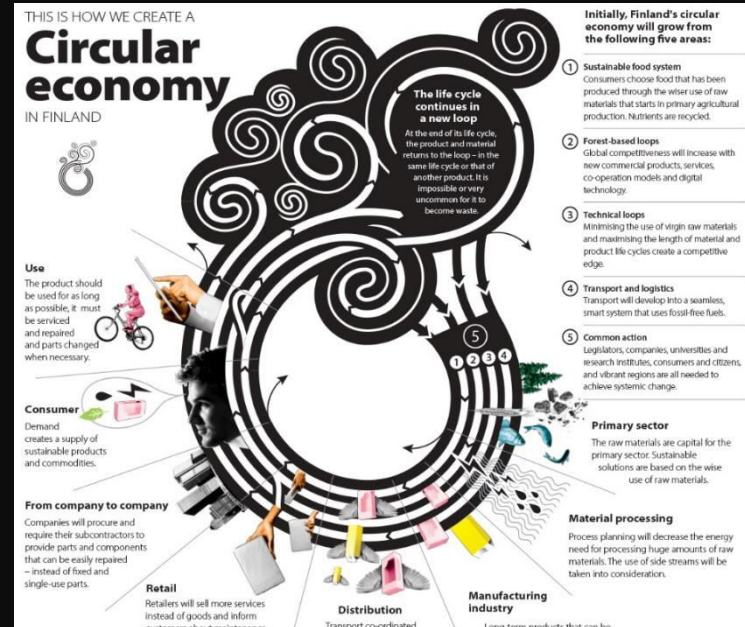


Figure 1: Selected opportunities to reduce GHG emissions from electricity systems using machine learning.



Smart meter data
Building level data (BIM)
Emissions data
Transport data
Energy grid data



Systems intelligence as a commons (eg for decarbonization or care) and at the core of future digital government

- **Data** – shared, open by default, privacy designed-in
- **Evidence and interpretation** – with clearly identifiable responsibilities
- **Foresight and preparation** – shared pictures of what lies ahead
- **Peer learning** – curated and orchestrated
- New roles of **systems architects** to organise

