

Right Click 2013



IMPROVING
productivity
AND
service outcomes
THROUGH
digital
CHANNELS



@ipaawa #RightClick2013

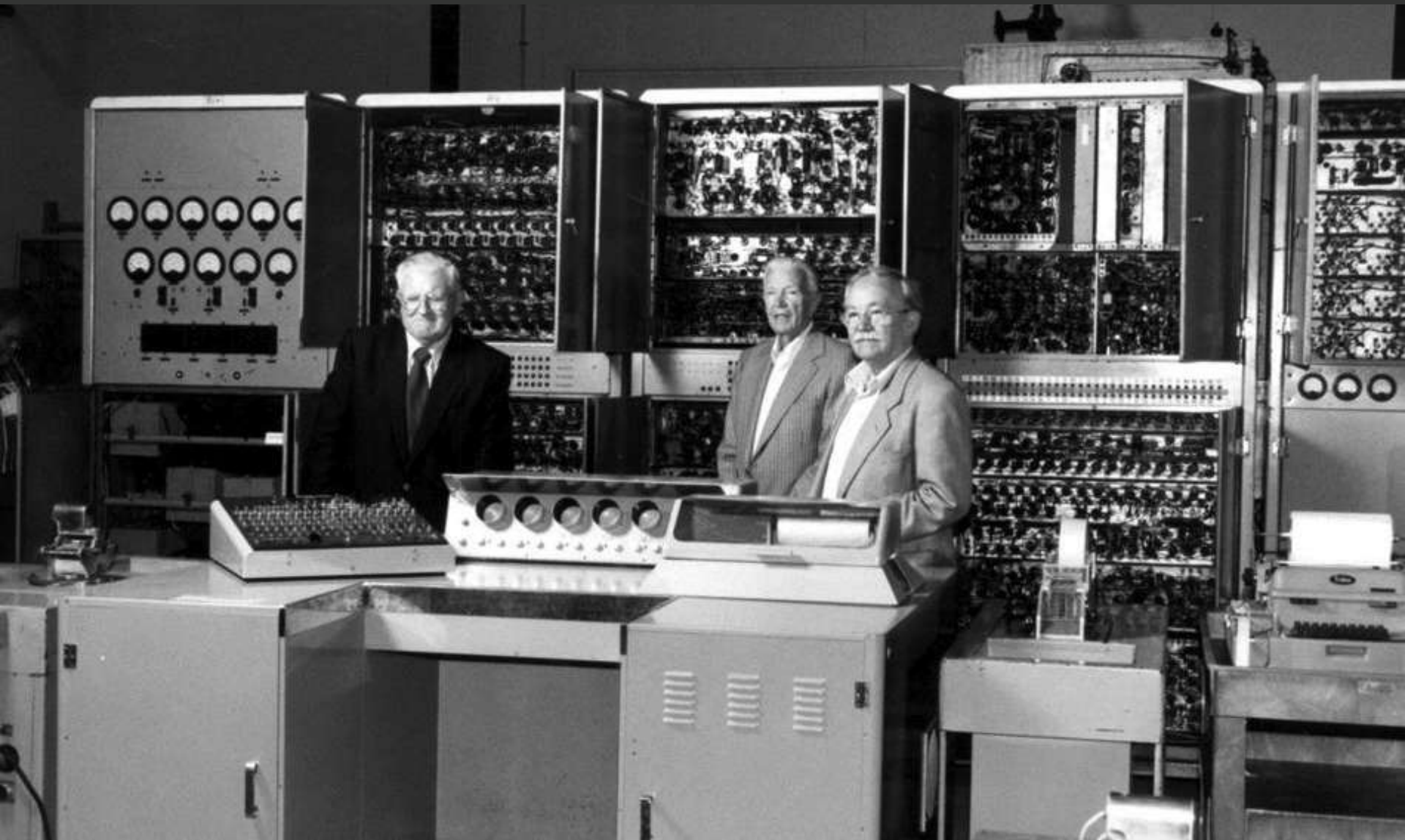




The latest in Global Digital Government

RightClick 2013

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Managing Director
Delib Australia





Welcome to the Government of Western Australia

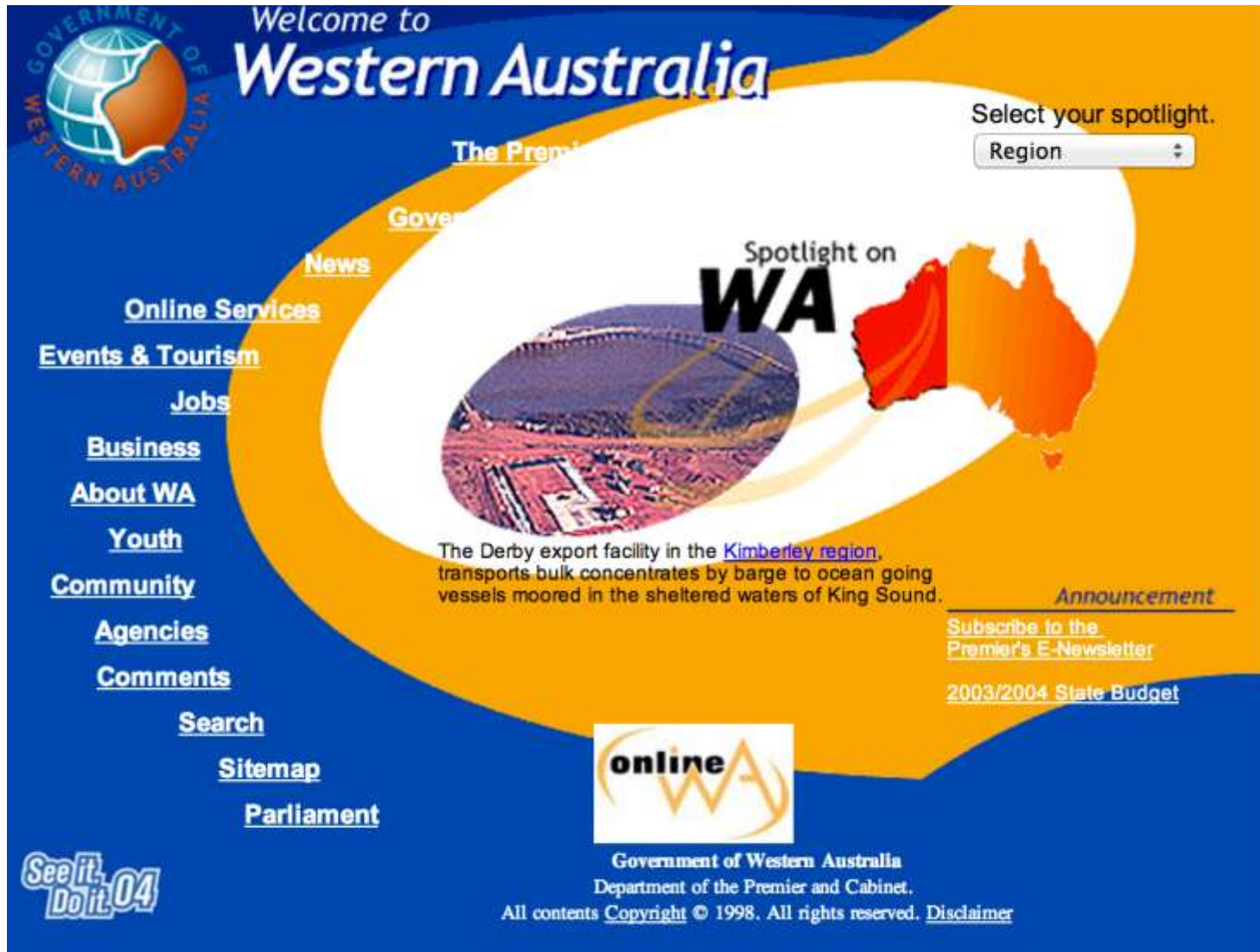
97/98 State Budget

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Welcome to Western Australia

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Spotlight on **WA**

The Derby export facility in the [Kimberley region](#), transports bulk concentrates by barge to ocean going vessels moored in the sheltered waters of King Sound.

Announcement

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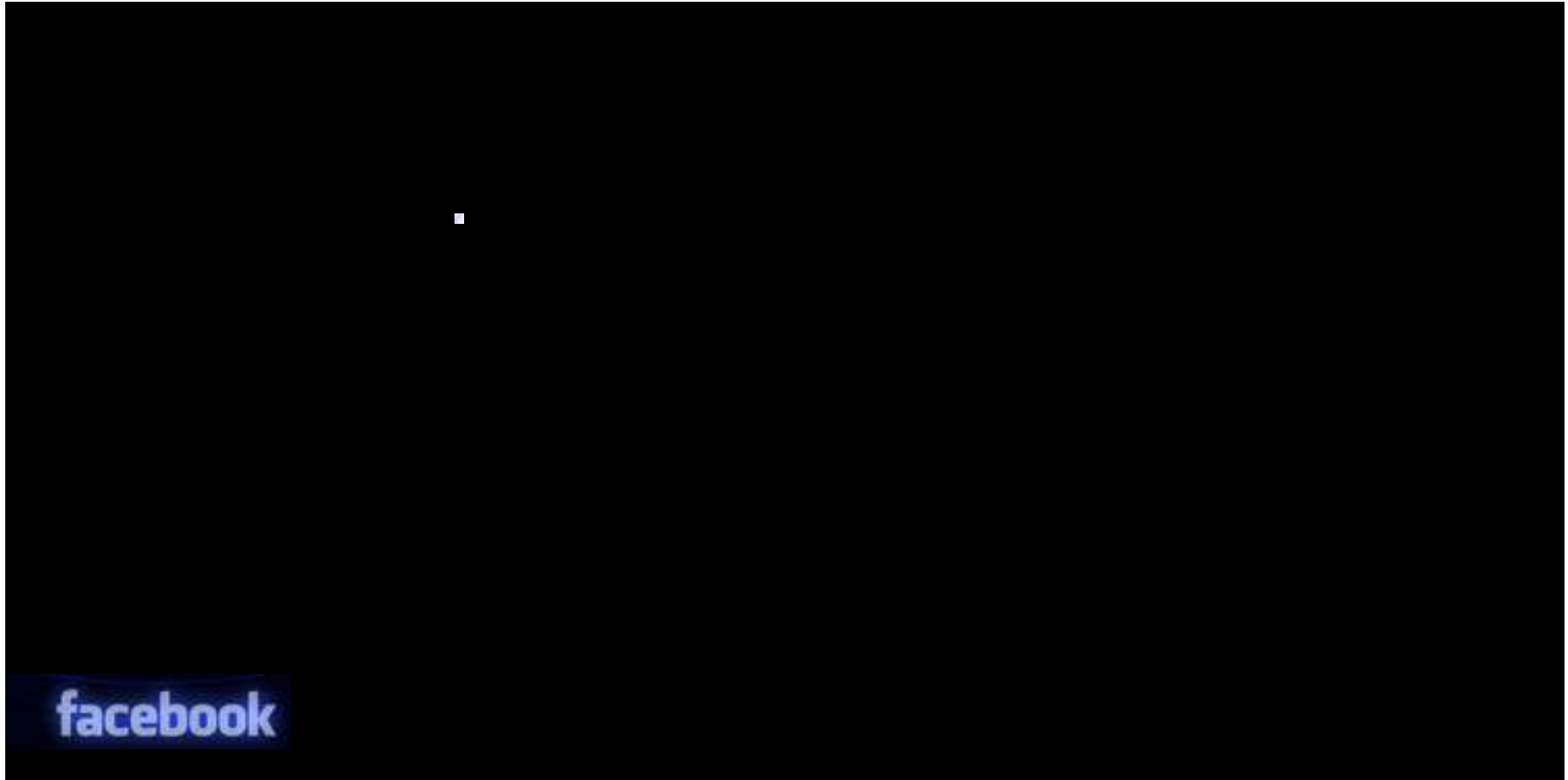
[2003/2004 State Budget](#)

online WA

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See it. Do it. 04

Facebook map of the world 2004



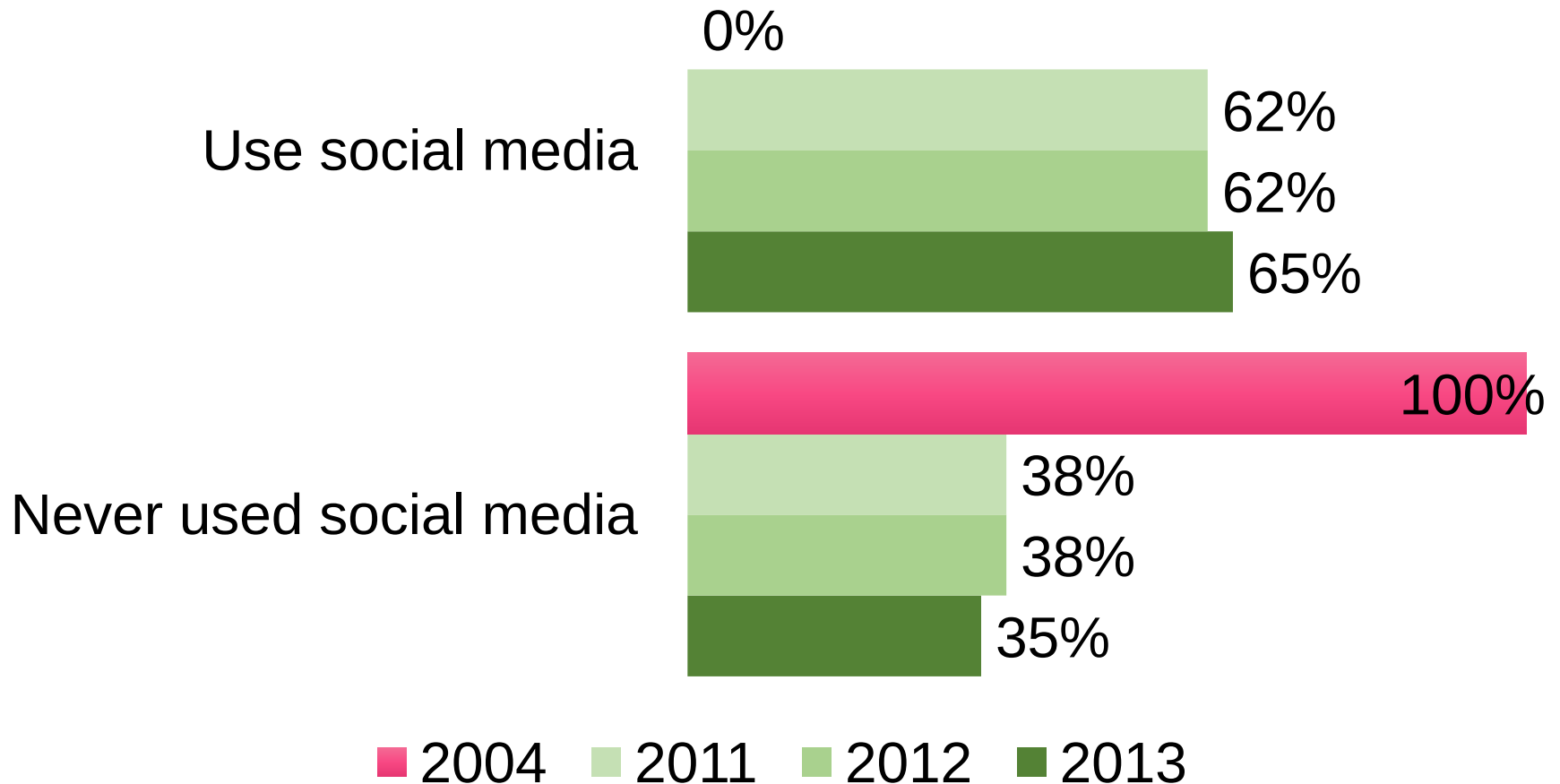
Facebook map of the world 2010



Facebook map of the world 2013



Australian social media use (as we define social media today)



Digital is mainstream for government

“The use of Web 2.0 is now commonplace in APS agencies.”

There are hundreds of government social media sites, including Twitter accounts, Facebook pages and YouTube channels.

Web 2.0 approaches are regularly used in policy development opportunities and many Australian Government datasets are included on data.gov.au with more being added regularly.”

- APS State of the Service Report 2011-12

Public sector use of social media

Australian public

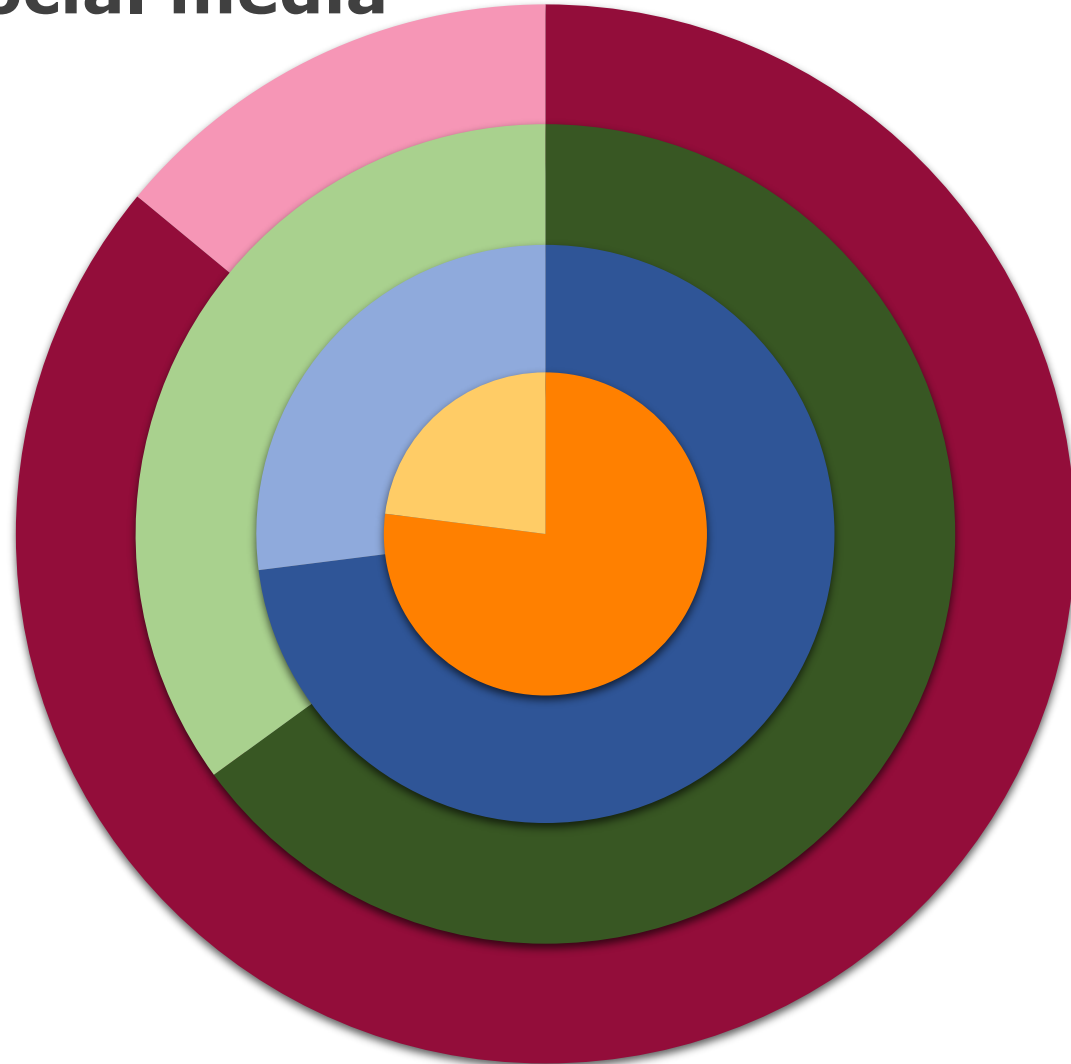
Use internet: 86%

Use social media: 65%

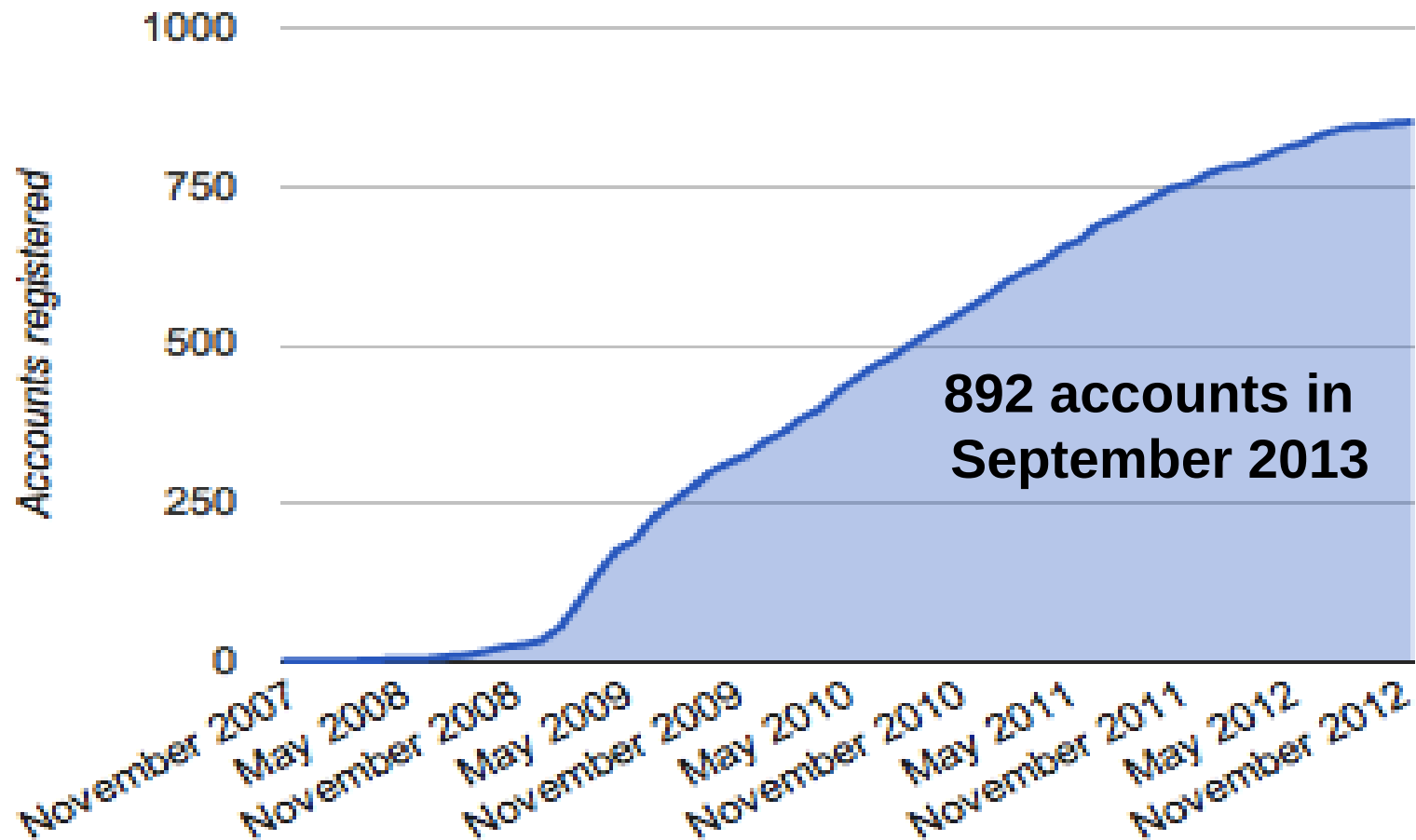
Australian Government
official use of social media

Agencies: 73%

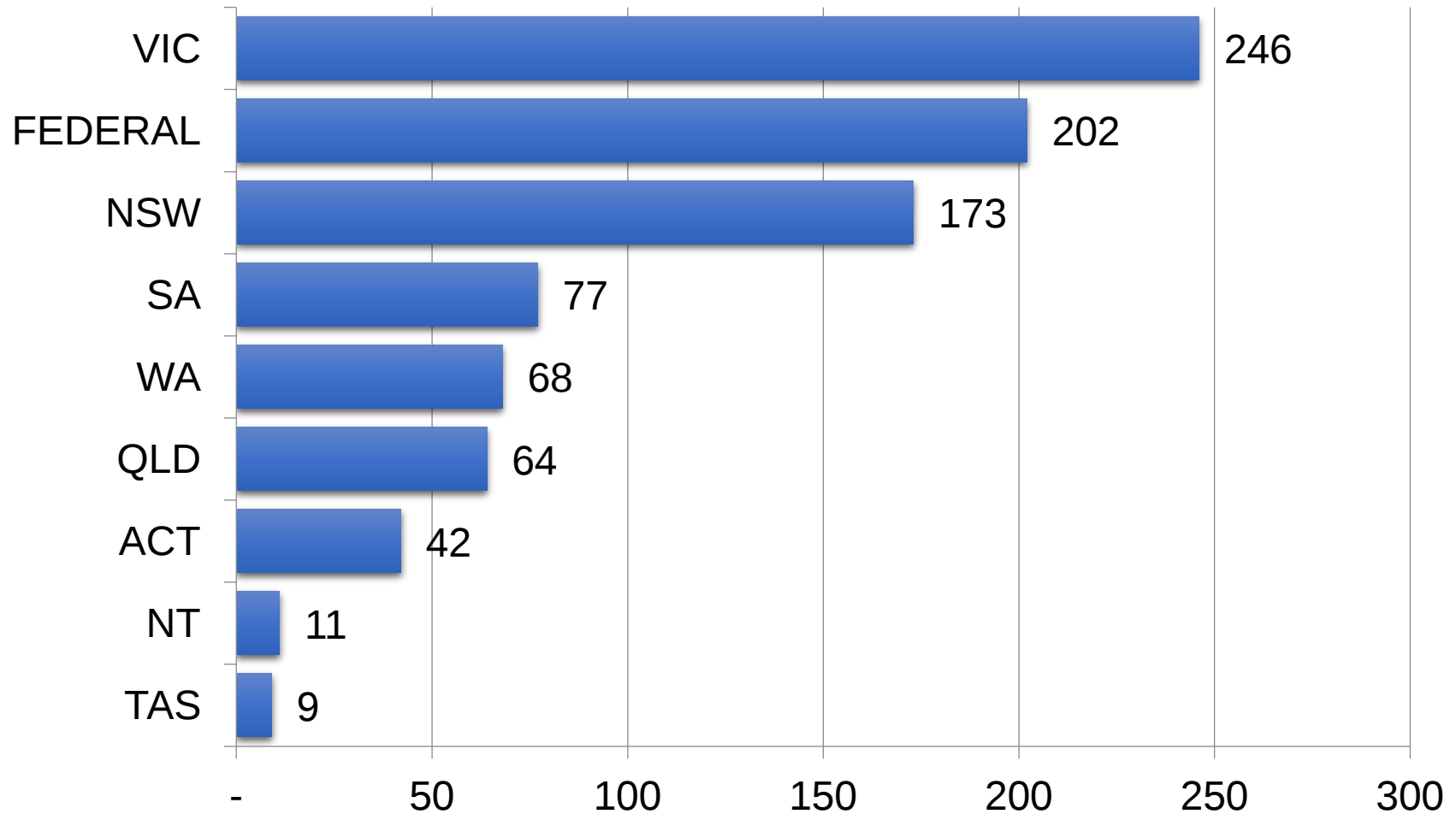
Politicians: 77%
(prior to 2013 election)



Twitter use – all levels of Australian governments



Twitter use – all levels of Australian governments



However it's not just Australia

“77.7% of the world's heads of state are now using Twitter ... (of 193 states in UN)



Digital government is global...

Open Government Partnership

Now involves 54 countries, with another six in process of joining.

Australia and New Zealand have both committed to join (in fourth wave).



Open data is global..

Over 280 jurisdictions have open data catalogues

(including Iran & China).

Australia has at least nine jurisdictions with open data catalogues.

Western Australia,
Tasmania & NT are the
only Australian
states/territories
currently without open
data catalogues.

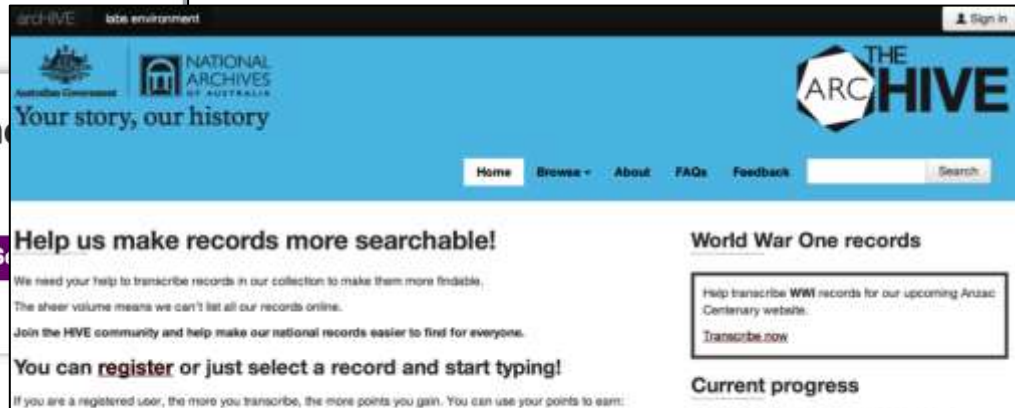


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OCT 20, 2013



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To enter the system you will have to authenticate yourself with the ID-card, Mobile-ID or through an internet bank.

Authenticate with ID-card or Mobile-ID:

Enter by foreign ID-card or Mobile-ID:

Authenticate through an internet bank:

Takeaways

- The internet hasn't changed what people (or governments) do, but it has changed how they prioritise and do them.
- Governments (and companies) are successful online when they focus on relevance, simplicity and ease of use.
- Connecting is critical.
- It's not about the technology, it's about the goal – digital is a means, not an end.

Takeaways

- Dinosaurs can survive a giant meteor, but do need to update their plumage and approach.





Questions?

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