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Where every presentation is a keynote

# *Integrated Portfolio Management of Public Services*

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Mihkel Lauk

**pwc**



# *The beginning*

Age of the Customer  
Digital Transformation  
eGovernance  
Better Public Services

**20%**

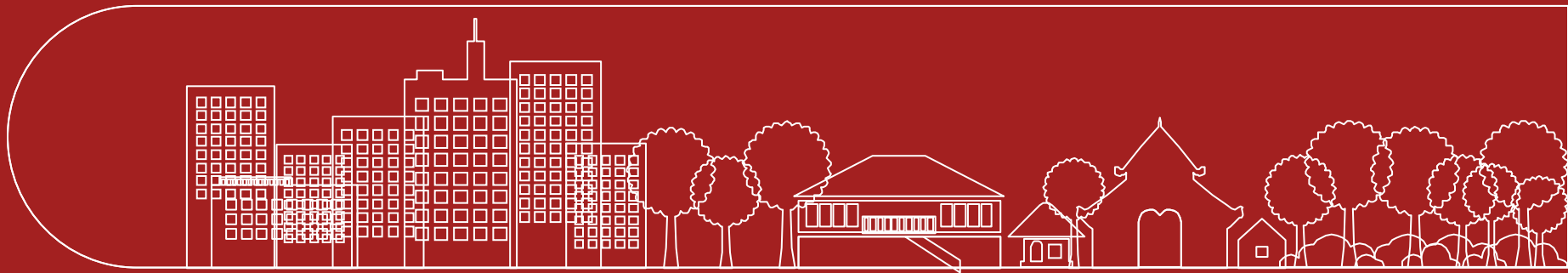
smaller state budget  
by 2020



**85%**

smaller IT investment budget by 2020

# *The need*

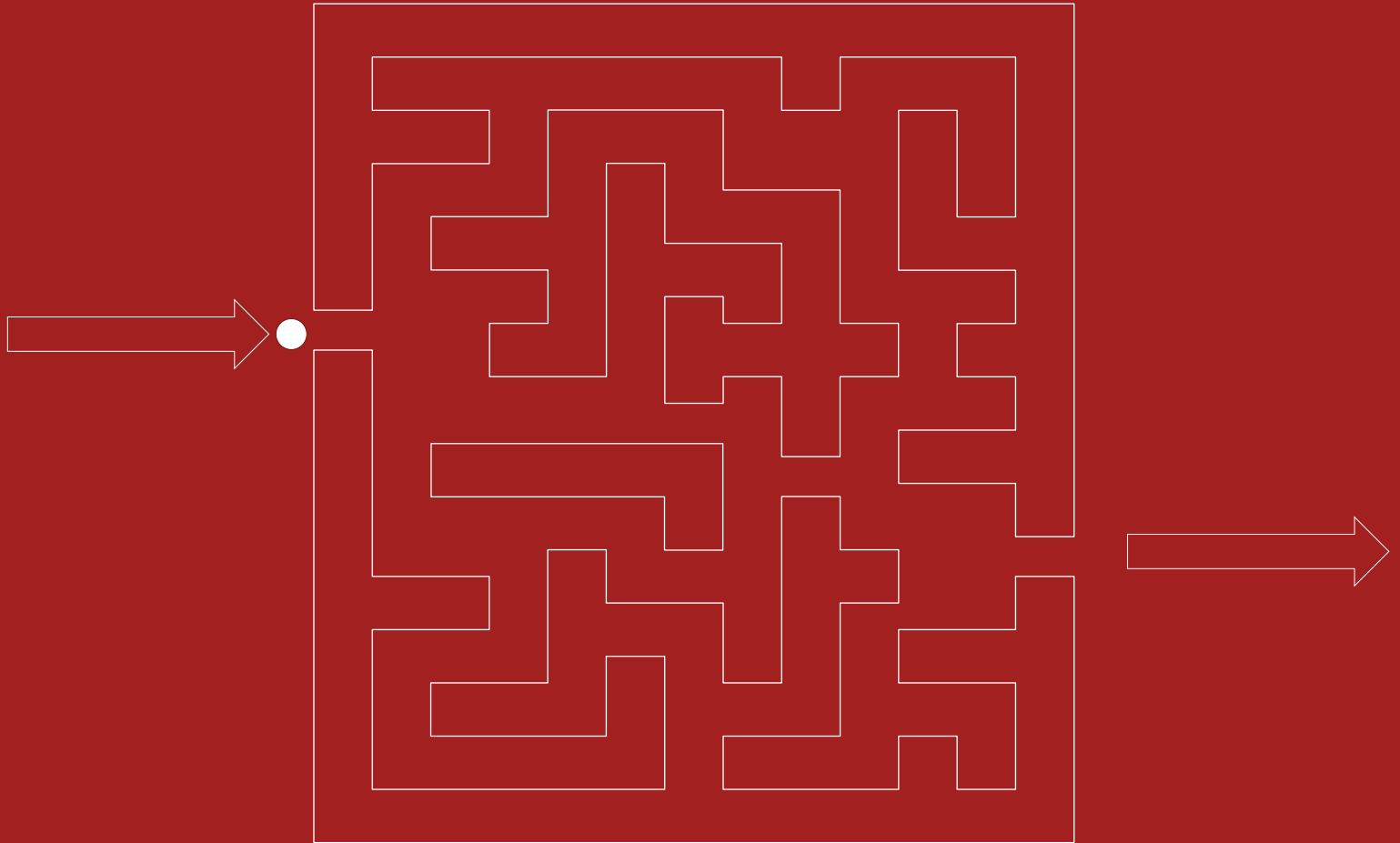


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## ***The need***

1. The need for an ***integrated development*** of the „portfolio” of public services, i.e. to manage the services in a uniform manner, always considering certain elements, in mutual joint influence and by taking into consideration the best manners for providing services.
2. The need to ***direct the development*** of e-services for fulfilling the objectives set for public services and measuring the results.
3. The need to develop provision of public services in ***various channels***, both electronic and physical channels, by choosing the best channels for each service.

# *The solution*



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## *Management of public services as a “portfolio”*

Portfolio management of services is a standardised approach in describing services – ***including public services***.

Describing public services in a uniform manner and in the agreed language, it can lead to various benefits over time:

- services are developed in a more balanced way because this enables to ***better assess*** the impact of developments;
- overlapping services are decreased because they can be ***identified***;
- service development is ***better coordinated*** and organised because one effort benefit several institutions;
- developing services by portfolio management helps to make their functioning more ***cost-effective*** and more ***transparent***.

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## *The solution components*

- Single principles and method on how to describe public services (vocabulary of public services, its data model);
- framework for creating an integrated dynamic portfolio of public services (including assessment model for public services and channels);
- the concept of the catalogue and architectural alternatives, comparable assessment about their IT, organisational and legal implementability.

The Estonian Public Service Description Model was developed on the basis of Core Public Services Vocabulary (CPSV), the semantic asset of the ISA programme, European Commission.

[https://joinup.ec.europa.eu/asset/core\\_public\\_service/description](https://joinup.ec.europa.eu/asset/core_public_service/description)

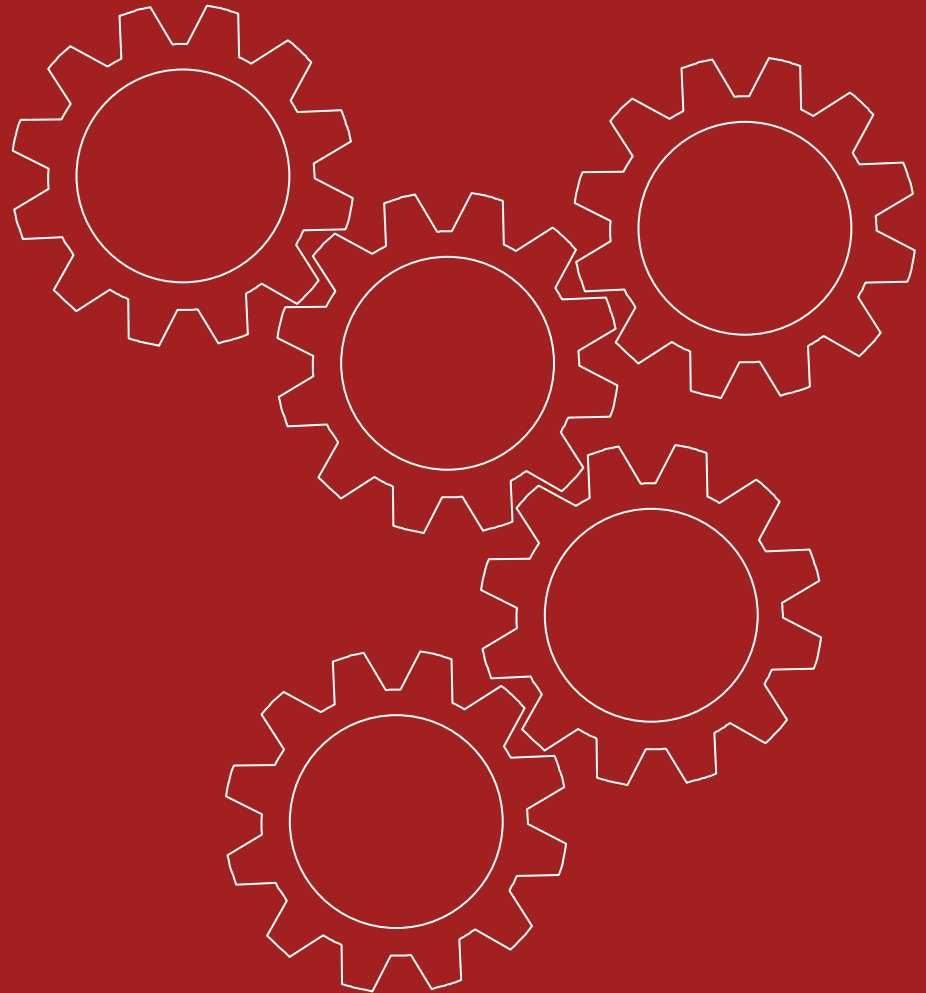


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## ***Key ITIL concepts used***

- Terminology and definitions (portfolio, catalogue)
- Portfolio management core activities
- Service description attributes (lifecycle, assessment)
- Organisation: clients and roles
- Responsibilities (RACI model)

# *Proof of concept*



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## *Case study of 7 services*

- 90% usable public service vocabulary.
- Low maturity in measuring services.
- Low maturity in managing services.

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# ***Redesign of 20 public e-services***

## Mini-portfolio management

- 2 standardised services – completely different but identical processes – option for central solution.
- 5 merged services.
- 1 data automatisisation – less mistakes, shorter process.
- 5 process automatisations – >50% less administrative burden.
- 1 proactive service.
- 3 „lost“ services.

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***Public services portfolio management next big challenge***

# ***Information Governance***

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# *Thank you!*

*Mihkel Lauk*

*[mihkel.lauk@ee.pwc.com](mailto:mihkel.lauk@ee.pwc.com)*

*+372-516-1234*