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# The ‘Whole of Government’ Strategy

Bangladesh as a nation is about to step into an important achievement in the year 2021 – 50 years of its independence. The nation had a vision termed as Digital Bangladesh, planned to enhance various sectors such as education, health, job placement, etc. through the effective use of digital technology. As a result, in the last few years, the nation’s digital adoption has seen huge boost. Both Government and Private Organizations have embraced digital technology to enhance their service delivery process. However, this has also led to digital silos where units in an organization operates on its own and mostly has huge challenges in coordination within the organization

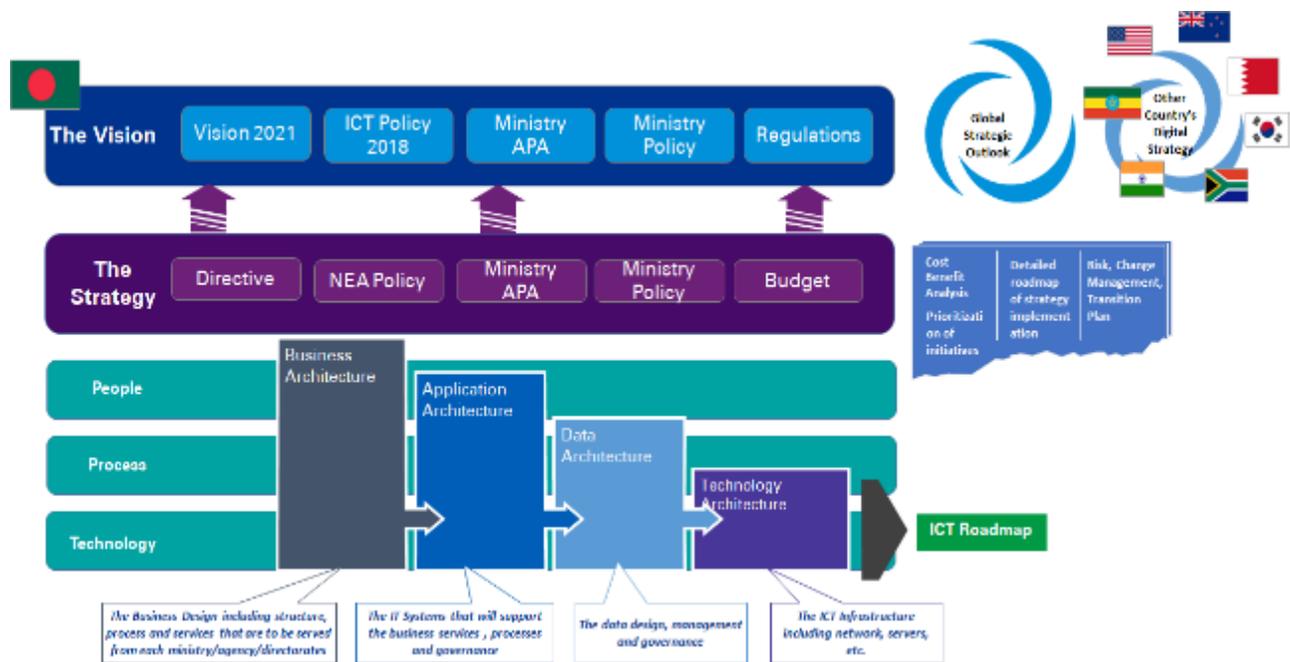
The Bangladesh Computer Council, the statutory body under the Ministry of Posts, Telecommunications and Information Technology, Government of Bangladesh has endeavored into the Whole of Government ICT Strategy to fill the gap and enable effective usage of digital technology to accomplish the objective. The objective of the Whole of Government ICT Strategy is to provide better, faster and more secure digital services to the people of Bangladesh to help build a Sonar Bangladesh.

The vision 2021 is to transform the lives of the people of Bangladesh by designing policies and services that are smart, simple and seamless. The vision is establishment of a resourceful and modern country by 2021 through effective use of information and communication technology-a “Digital Bangladesh“. It is intended to develop a data informed and agile public service that will make government services easy to use, reduce complexity and streamline processes. Typically, it would also mean to respect the community’s desire for maintaining protections for their and their families’ privacy, and personal and health information.

The derived strategy is aligned to the vision; the priority implementation would again be derived from the vision and Government’s strategic priorities. It is critical to understand the methodology of how the strategy connects with the vision and the levers that would help implement the strategy. Considering , the scope of the assessment – wide and inclusive of all aspects of the Government ‘s ICT , business services and supporting process , the relationship on how all these items stich together is key to understand :

- **What are strategic programs?**
  - The strategic programs, connects the strategy with the vision. These are nothing but a group of transformation initiatives to help realize the vision for the Government. These programs also helps to map incremental change initiatives to the larger strategy, thus help in prioritization
- **How to implement the strategy?**
  - The change levers are People, Process and Technology. The assessment studies on all of these aspects to make sure the study and the planning is holistic and includes all aspects
- **How architecture connects to these change levers?**
  - Enterprise Architecture, through its methodology covers all aspects of people, process and technology. The individual architecture domains covers all the change levers in a standardized methodology

Below is a diagrammatic representation of how the strategy connects to the vision and how the strategy would be delivered using the defined change levers



Digitizing the Bangladesh Government requires attention to three major considerations:

- People- skill, leadership, talent, and culture
- Process – Used to provide services, decision making approach, and IT development process.
- Technology – systems used and the system’s capability to adapt to changing environment

The whole of Government approach needs a coordinated and dedicated digital strategy that would connect the dots. To achieve the desired integration and collaboration among different working groups within the Government of Bangladesh, there needs to be dedicated promotion of a clear directive across these working groups. The objectives should be to channelize the digital initiatives in a single, coordinated and strategically aligned plan

The key directive to achieve Integrated Digital Government with a scope of Whole of Government would be Connect, Integrate and Govern. This directive needs to be well imbibed among the key stakeholders for their effective mindshare

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## The Connect

The connect directive has the following objective:

- Connect citizens through digital services so that citizens can reach out to the Government from any anywhere and at anytime
- Last Mile connectivity would ensure all the citizens are connected through a dedicated network with the capability to help citizen avail any Digital Services
- Digital Service Delivery Channel is to provide citizens services across all delivery channels with the maximum ease

## The Integrate

The integrate directive has the following objective:

- Service delivery channels such as Web, Mobile and others would be integrated across the Government , to help users switch delivery channels with ease
- One IT System for ONE common business function, this would lead to ease of digital adoption and lower cost of ownership of IT systems
- Cross channel integration would need appropriate data security, the Whole of Government aims to build a strong security for digital systems

## The Govern

The manage directive has the following objective:

- Standardized Governance and data management would ensure all round governance of the data, the most critical asset to Government's ICT
- All employees would work in a collaborative environment , with collaboration platform built on digital channels

