STREAMLINING THE DEVELOPMENT OF DIGITAL PUBLIC SERVICES

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Acting party
Committee on prices and tariffs engages in the regulation of prices (tariffs) in the Moscow region

Process
- organizations submit the calculated tariff proposal (application) for regulated types of activities.
- the Committee evaluates economic feasibility of the calculation, makes the tariff decision.

Result
An approved tariff decision (contains the price/tariff for a unit of production/service valid for 1, 3 or 5 years)
NEEDS AND OPPORTUNITY COSTS ASSESSMENT

What limitations does the service have in its present form?
How can it be optimized using the digital technologies available?

- Eliminate paper-based tariff applications
- Ensure convenient digital communication between stakeholders
- Standardize and automate tariff evaluations
- Introduce improved analytics and forecasting
RESOURCE PLANNING

Who is going to implement the project?

How is it going to be financed?

How long will the development and deployment take?

customers – government officials;
task managers – tariff regulation experts;
software development team – IT staff and external contractors

Financed from the regional budget

2019 – 2020:
1. E-service portal is launched
2. Business processes turned to a digital format
3. Developed backend microservices
4. Launch and optimization
IDENTIFYING CHALLENGES AND RISKS

What are the possible obstacles?
What/where/when can go wrong?

- "Tariff" AIS
- "Smart Template"
- E-services portal
- Committee website

- ! digitization of the methodological requirements
  → about 2,000 indicators for each decision

- ! tight deadlines → Agile approach
IMPLEMENTATION AND M&E

Does the service address the limitations issues identified during the needs assessment? Are “pains” of different stakeholders being resolved?

- Number of litigation trials down $\times 10$
- Contactless evaluations 5% → 100% of org-s
- Labor productivity up $\times 3$
- Use of online tools: 95% use the e-services portal, 90% use the template
- Failures in opening a tariff case: 25% → 4%
- Delays in tariff decision: 30 → 5
- Response time: 25 days → 24 hours (90% of requests)
- Use of online tools: +30% to website visits and social media coverage
- Price increase below inflation rate
- Tariff reductions for 1 million people in 2020, 700 thousand in 2021, 440 thousand in 2022
SUPERSERVICES

➔ complete paperwork for a newborn baby;
➔ apply to university;
➔ move to another region;
➔ register a mutual agreement between drivers after traffic incidents;
➔ pay debts and initiate legal actions online;
➔ communicate with law enforcement agencies;
➔ receive retirement benefits;
➔ … (a total of 25 superservices for both individuals and organizations)
Thank you!

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