GovTech: A Case Study of Cambodia

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Lesson Leant: Why do we need GovTech?



Not all digital services are created equally. The ideal services are seamlessly experienced with minimal data input.



Public services are multi-facets offered by different authorities. Traditional Digital Services will only offer a mean to citizen to access to the services, but they fail to enhance the user experience to the fullest potential. GovTech is expected to deliver innovative public services by focusing on citizen-centric, data-driven and interoperable and digital first. It's also considered a mean to minimize the government expenditure on development the services.

Traditional Digital Services without Digital Services based on GovTech GovTech in Mind Tax Filling Business Tax Filling Social Business Social **Public Services** Licensing Security Licensing Security UI/UX **UI/UX Standard** DPI + Data Interoperability Layer Governance **Common Software Digital Government** Component **Tech Stack** Common Infrastructure Infrastructure

GovTech isn't about putting the services online– it's about reimagining how government works in digital age.



Cambodia GovTech Stack



This model excerpts from **David Eaves'**s Theory of Changes in Digital Transformation from Harvard University.



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GovTech in Public Finance





GL: General Ledger BA: Budget Allocation BP: Budget Planning PO: Purchasing Order AR: Account receivable AP: Account Payable CM: Cash Management PR: Procurement AM: Asset Management IM: Inventory Management



An Enterprise Architecture for Implementing GovTech in Public Finance

SARMIS: State Asset Register MIS NRMIS: Non-Tax Revenue MIS

Key Take Away

Lesson Learnt

- We experienced the issue of ownership and silo systems for 2 decades.
- We learned from the experience and now have 4 DPIs in operation.
- We proved that it works on for Online Business Registration for 5 years.
- We even developed an Enterprise Architecture for Public Finance.
- We have sufficient policy and strategic papers at the national level in place.

Why can't we bring 90% of services online as of now?

Challenges and Perhaps Recommendation

- The level of understand the concept from the line ministries are not the same.
- Coordination hell.
- Political willingness.
- Budget limitation.
- Cultural issue hesitating technology adoption.
- Capacity of the government officials.

We aim to bring 80% of commonly requested services for business online based on our DPIs by 2028.

Will we achieve it?



Thank You!

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