

Main Summary:

- There is a big prize for digital transformation
- UK climbed the world ranking in digital government from 8th to 1st within three years and currently occupies the top OECD ranking.
- Lebanon's proposed strategy is largely based on the UK Government Digital Service principles. The formation of the "**Digital Transformation Unit**" as a cross government Internet era institution has the potential to transform public services in Lebanon beyond recognition.
- Fully supportive of the ambitious plan "Proposed strategy for government digital transformation"
- By building capability in house, it is possible
- Standards are important to have a whole-of-government approach
- You need different supplier mix.
- Radical different (internet era) alignment political leadership is crucial
- As our experiences have shown in many countries (New Zealand, Argentina, Peru, Norway, , ..) the successful implementation of this transformation requires **clear mandate** from the top political leaderships, a clear strategy, appropriate investment, a pool of digitally savvy talents and a commitment to change. All these ingredients seem to be available in Lebanon: a country rich in its human capital, spirit for innovation, endeavour for excellence, multi-culturalism and openness to the whole world.
- In UK we have services improved and build digital foundations/infrastructure for sustainable prosperity
- Other countries following
- The important question is at what cost?
- No new investment but using £30m/year cost to start – by terminating a private company contract.
- The real cost is £0 but £4bn savings in four years!