

Emirates Identity Authority

Presentation:

# Public Value and ROI Measurement in Government Sector

October 2009



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#### National Vision ... For Better Future

Our Vision: To be a role model and reference point in proofing individual identity and build wealth informatics that guarantees innovative and sophisticated services for the benefit of UAE

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# Agenda

- **Government IT Projects and Statistics**
- **Common Myths in Public Sector**
- **Stakeholders Interests and Objectives**
- **ROI Dimensions**
- **Reflection**

# The risks of IT innovation in government

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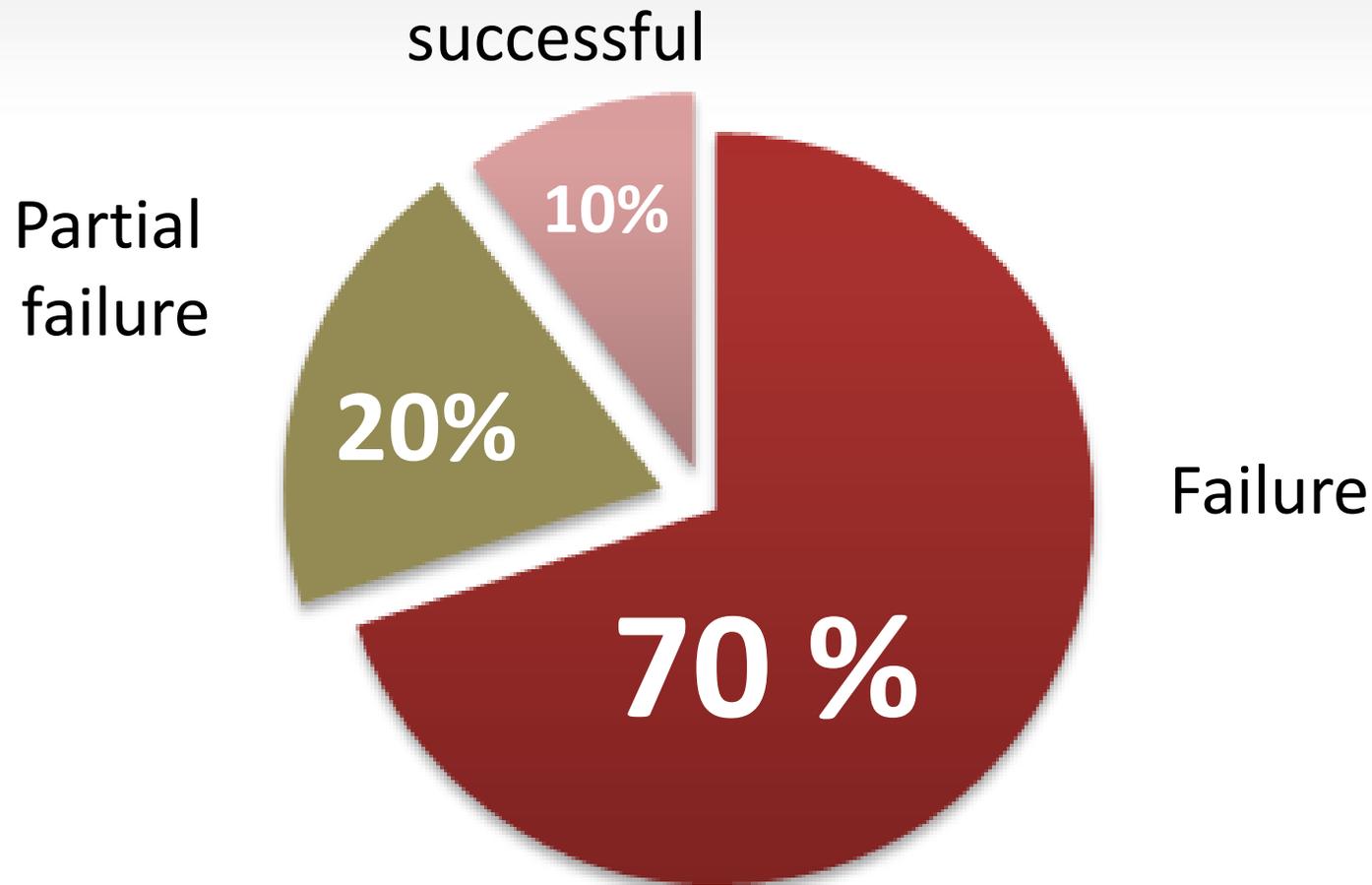


**“Frankly sir, we’re tired of being  
on the cutting edge of technology.”**

# Governments investment in IT Projects

- **Substantial** expenditure in IT projects
- **Criticised** for not measuring full value of IT investments
- Inability to **demonstrate** a return on investment based upon a well grounded measures

# IT projects research and statistics



# Some Common Myths in the Public Sector

- Government services are essential and, therefore, may not need this level of evaluation
- Absences of revenues and profits make the concept of ROI inappropriate
- Little or no hard data in government organisations
- Investment decisions in the public sector take place in a context of political and policy influences

# Some Common Myths in the Public Sector

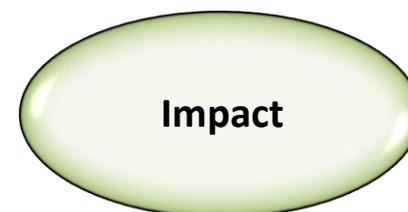
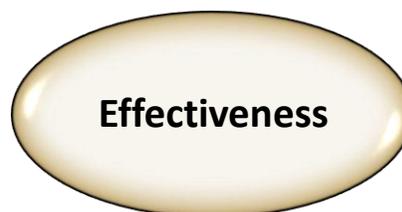
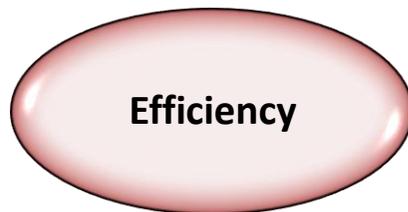
- Government services are essential and, therefore, may not need this level of evaluation
- Absence of government organisations practices and concepts  
concerning acceptance of new concepts only limited to private sector organisations.
- Little investment decisions in the public sector take place in a context of political and policy influences

# Stakeholder interests

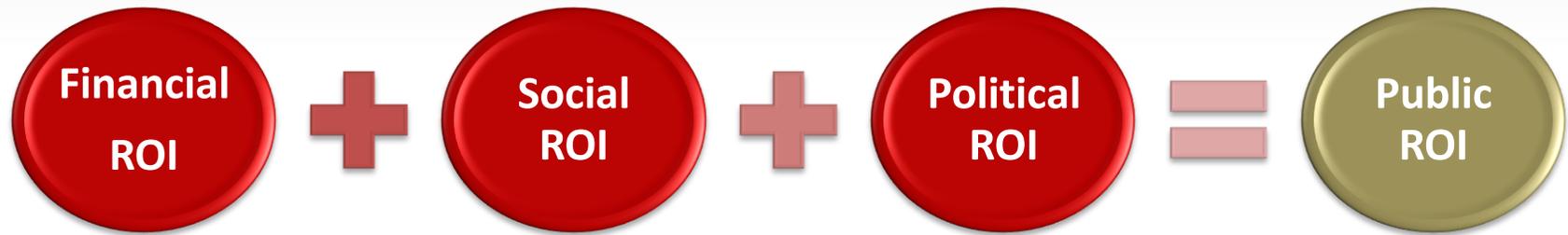
- Delivery of benefits to citizens
- Enhancing the value of government as a public asset

# Public Sector IT Projects Objectives

- Every government IT project have its own unique goals, value propositions, and stakeholders.



# The Three Dimensions of ROI



*direct, measurable  
**benefits and costs***

*indirect and difficult-  
to-measure  
**'public good'**  
benefits and costs*

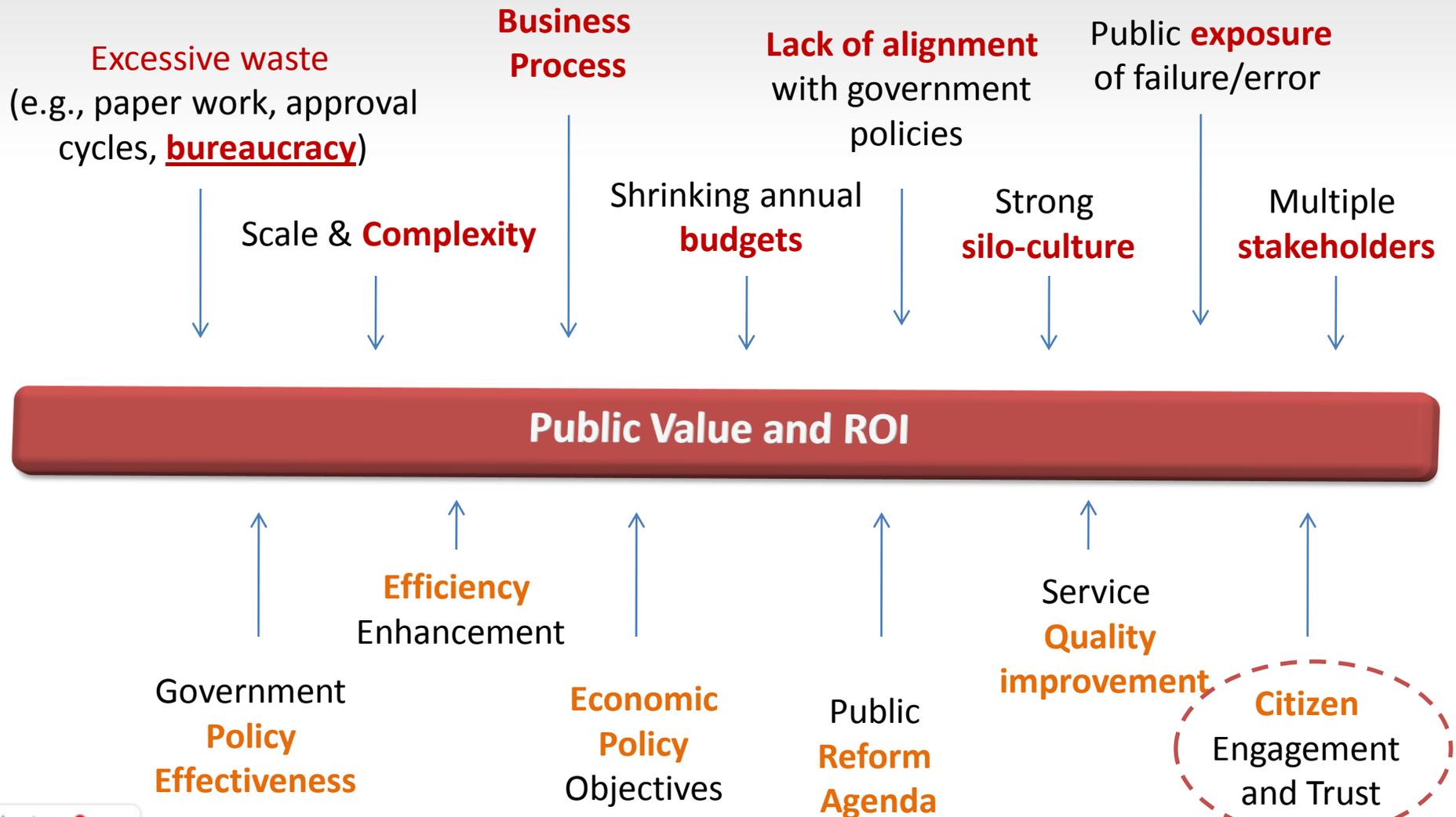
***motivational feasibility**  
of the project, or the  
benefits and costs for  
interested parties  
(champions, opponents,  
decision-makers)*

# Paradigm shift to a Result-Based Approach



- Assessment of performance effectiveness
- Specific objectives for behaviour & business impact
- Results expectation communicated to participants
- Environment prepared to support change
- Partnership established with key managers & clients
- Measurement of results and cost/benefit analysis
- Planning and reporting is outcome focused

# Motivating & Restraining Forces to Public ROI

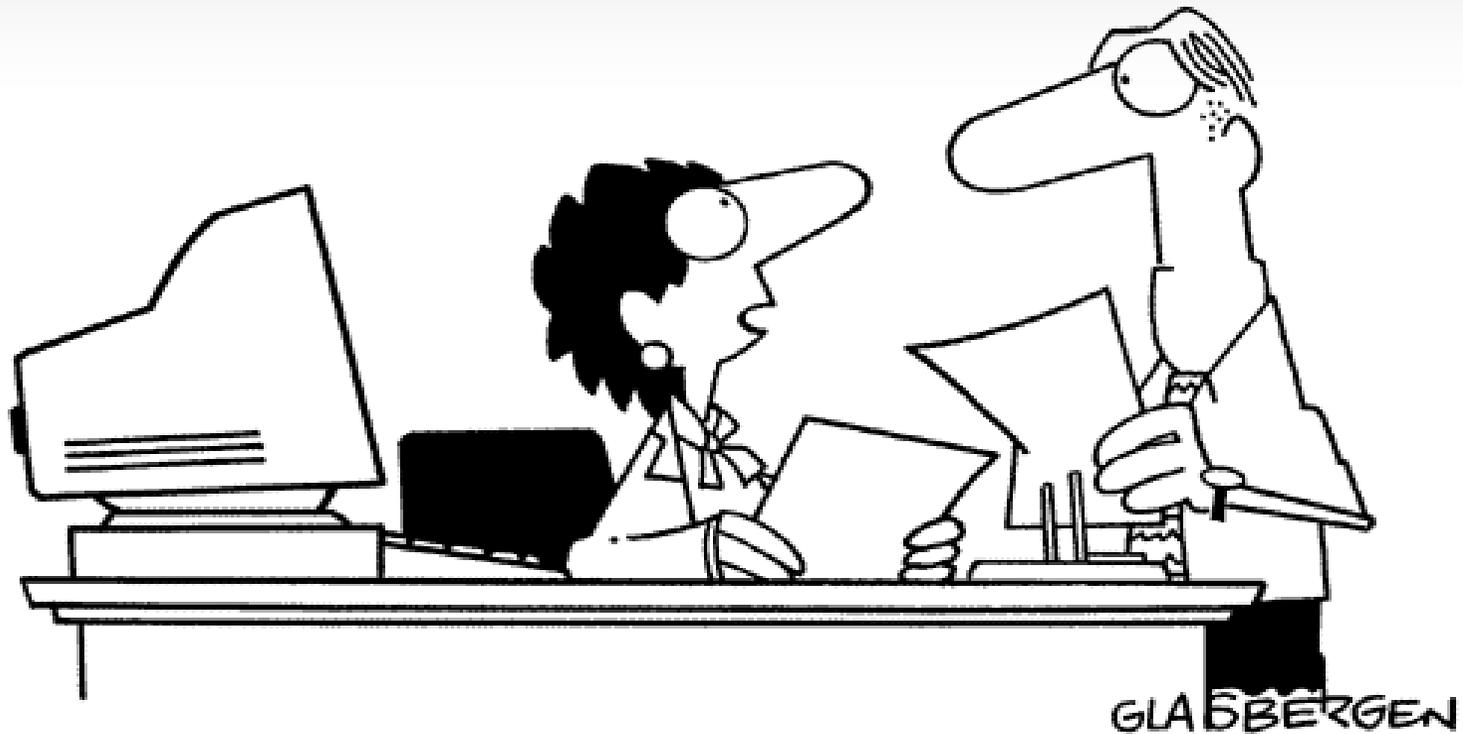


# Public value chain – a simple approach



# Public Sector - some practices

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**“Don’t tell them we failed. Tell them we decided to temporarily postpone our success.”**

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# Thank you



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