

## Four action areas



1. Driving adoption  
⇒ LEADERSHIP

3. Opening up government  
⇒ TRANSPARENCY

2. Engaging communities  
⇒ PARTICIPATION

4. Building capability  
⇒ PERFORMANCE



**Public Service 2.0**  
Helen Silver  
Secretary  
Department of Premier and Cabinet



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## The old and the new



	Public Service 1.0	Public Service 2.0
<b>Management</b>	Hierarchical	Networked
	Silos	Collaborative
	Rigid	Flexible
<b>Service delivery</b>	One-size fits all	Personalised
	Supplier-driven	Choice-based
	Single channel	Multi-channel
<b>Performance</b>	Input-oriented	Outcome-driven
	Closed	Transparent
<b>Decision making</b>	Public as spectator	Public as participant

Adapted from Deloitte (2009), *Unlocking government: how data transforms democracy*

government  
**2.0** action  
 plan

leadership participation transparency performance



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## Fourteen initiatives



### Driving adoption in the VPS

1. Department leadership projects
2. WovG taskforce
3. Privacy and records guidance
4. Social media guidance

### Opening up government

9. VPS Hack
10. data.vic.gov.au
11. Information Management Framework

### Engaging communities

5. Have Your Say
6. Public Records 2.0
7. Regulatory governance wiki
8. Citizen centric services

### Building capability

12. Managing risk
13. Gov 2.0 toolbox
14. Sharing best practice



## Distributed approach to implementation



- DPC as incubator, catalyst and broker
- WovG Taskforce to oversight implementation
- Progress reports to the Secretaries
- Development of performance measurement framework using Gov 2.0 Approach



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