

eGOVERNMENT BENCHMARK FOR GOV.IM

USER CENTRICITY

25th
OUT OF 34

"Quality over quantity"

MOBILE PERFORMANCE

1st
OUT OF 34

"Portal nature leads Europe"

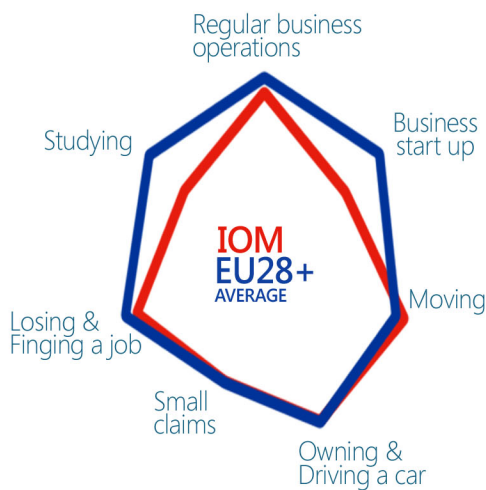
ATTRACTING & GROWING BUSINESSES

19th
OUT OF 34

"More online services needed"

Life Events

Benchmarked categories



Strengths

Simple, Easy to understand services
European leader in mobile performance
 Single website
Easy to access for other European citizens
 Good support for regular business operations

Weaknesses

Many services not fully online
eGovernment not externally focussed
 Sub-par digital services for Studying and Business Start up
Digital skills in workforce

Opportunities

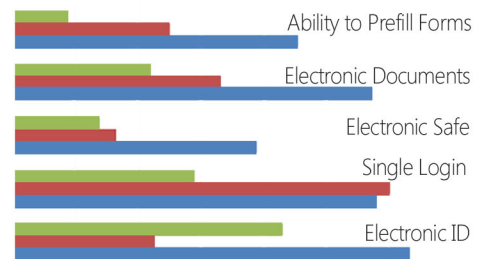
Potential for quick transparency improvements
Tax services could be used to verify eID
 One website makes it easy to introduce new services

Threats

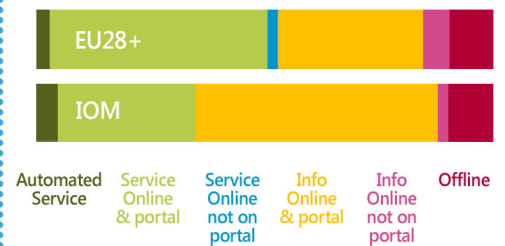
Competitively providing excellent eGovernment for businesses
Keeping pace with Key Enablers
 Sustainable funding

Key Enablers

UK IOM EU28+



Online Service Maturity



"The Isle of Man has made substantial progress over the last 3 years."

"eGovernment is a complex and moving target. Expectations by citizens and businesses have risen and other European countries have made progress as well"

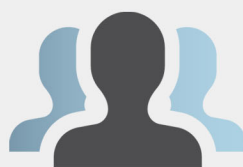
The way forward



Be service minded



Deliver the potential



Collaborate



Be open minded



Continuously develop digital skills