# When Technology Works, So Do Public Services

How we're unlocking smarter oversight and service delivery in the digital age



### Government Services Need a Digital Upgrade

In a rapidly evolving digital landscape, governments worldwide are investing in technology to transform public service delivery. But as systems become more complex and data-driven, the need for strong, independent oversight grows ever more urgent.

At the INTOSAI Development Initiative (IDI), digitalisation is not just about adopting new tools. It's a strategic priority aimed at building resilient, technology-enabled Supreme Audit Institutions (SAIs) that can rise to the challenges of a digitised public sector.



# Lead boldly: Provide oversight on how governments implement, use, and regulate new technologies



Audit smarter:
Use AI, data
analytics, and
tech tools to
enhance audit
quality



Govern better:
Strengthen
internal digital
capacity and
ICT governance

### OUR APPROACH TO DIGITALISATION

#### **RESULTS IN 2024**







SMARTER, MORE ACCOUNTABLE INSTITUTIONS

20+ SAIS ENGAGED



## IDI's Flagship Governance Initiative: pICTure

pICTure is IDI's leading **digitalisation programme**, focused on enhancing ICT governance within SAIs.

**Why governance?** Because good intentions and costly tech investments aren't enough without clear strategies, efficient operations, and secure, inclusive systems. At IDI, we help ensure these elements are in place—so Supreme Audit Institutions can effectively oversee the public sector.

#### Through pICTure, we:

- Support SAIs in developing their own ICT strategies and digital governance frameworks
- Facilitate peer learning and access to global experts in government tech and cybersecurity
- Help SAIs improve IT operations, connectivity, and the responsible use of digital tools

#### Digitalisation isn't just a buzzword. It's the next frontier for accountable governance.



At IDI, we deliver country-led, expert-informed solutions that are scalable and built on trust, through a network of 140+ SAIs worldwide. We're seeking partners who share our vision of digital transformation that strengthens public institutions and accountability.

