



reddot award 2016 winner

The award "Red Dot" for high design quality, expressing innovation in form and function in an exemplary manner, is presented to:

Die Auszeichnung „Red Dot“ für hohe Designqualität, die in beispielhafter Weise Innovation in Form und Funktion ausdrückt, wird verliehen an:

Citizen Centric State Government Portal

SAP Design & Co-Innovation Center, United States

Team Lead: Janaki Kumar

Design: Jaehun Jeong, Navdeep Ganesh,
Muhammad Alam, David Ramsay

Singapore, 22 September 2016

Prof. Dr. Ken Nah

Kazuo Tanaka

Prof. Jure Miklavic

Ken Koo C.K.

Professor Dr. Peter Zec

Red Dot Award: Design Concept

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Citizen Centric State Government Portal

This is a US State government portal design that improves access to public information, increases transparency and regains citizen trust by providing a one-stop-shop. The portal helps citizens find relevant information for their needs via an intuitive and elegant user experience.

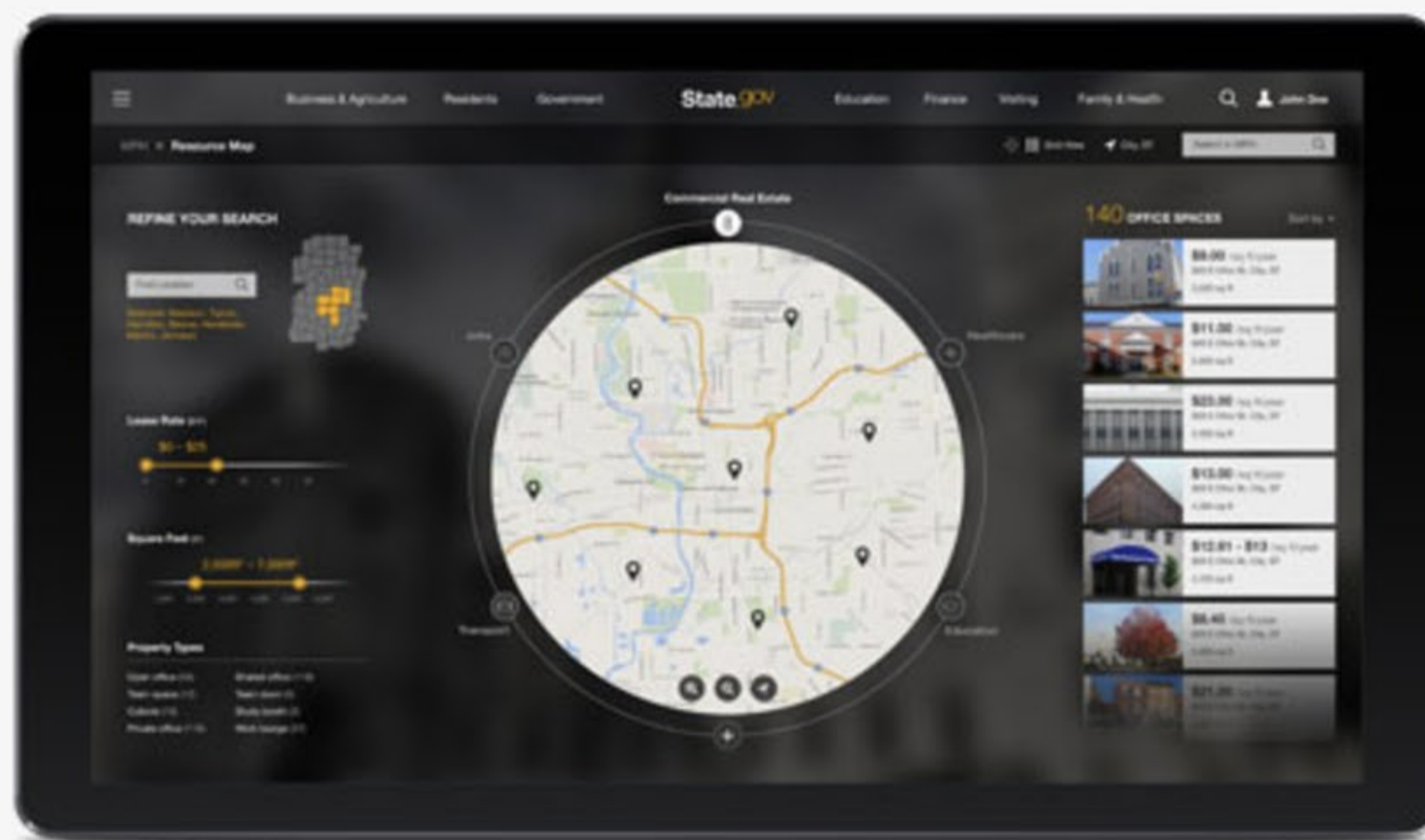


Public information is often fragmented, hard to access, and scattered across various government websites. This makes it difficult for citizens to find crucial information that could help improve their work and lives – be it a citizen looking for open and accessible food banks, a business owner looking for information on property taxes, or a journalist looking for salaries and financial records of elected officials.

This entry is about a partnership between a state government and SAP's Design and Co-Innovation Centre to help realise a vision of a more transparent and citizen-centric government. The solution is a one-stop, personalised web portal that allows citizens to access information that previously existed on 91 different state department websites. The portal uses machine learning to understand the user and provide information relevant to them, ensuring they get the right content at the right time. Additionally, the flattened information architecture, coupled with user interaction models and patterns catering to personalised content, allows users to easily and intuitively access relevant information. Finally, the minimalist design of the portal is responsive across desktop, mobile, and wearables, accommodating the various user groups involved.



By working alongside the government representatives responsible for this project, the SAP DCC team used a number of design thinking and user-centred design tools and methodologies that the State government has committed to implementing in future work. Beyond the solution itself, this project pushes the boundaries of how governments are expected to engage with their citizens, online and offline.



Design

SAP Design Et Co-Innovation Center,
United States
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Design: Jaehun Jeong, Navdeep
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Enquiry?

[Contact us.](#)

