Microsoft

Detecting fraud, waste, abuse, and corruption

Empowering Cross-Agency Collaboration

This information is for government decision-makers who:

- Lead or manage taxation for individuals and businesses.
- Recognize the urgency to transform government processes to make it easier to work across agencies to more readily detect fraud, waste, abuse, and corruption but aren’t sure how to start.

Innovating for more effective government services

How can government organizations innovate for more effective services? Is it enough to digitize processes, or does transformation require a cultural shift as well?

The importance and impact of government agency work cannot be overstated. Its effects are felt by nearly every human on the planet. Collaboration between government agencies and departments is increasingly important, whether it's within the tax department, or across customs, taxation, budget office, or other compliance agencies. Technology has dissolved the boundaries between borders and between people. Government processes and interactions with the public need to keep pace with the increasing expectations of people.

Here we explore how cross-agency collaboration can help governments detect fraud, waste, abuse, and corruption while addressing the challenges—and how to overcome them.

Detecting fraud, waste, abuse, and corruption

In all parts of the world, fraud, waste, abuse, and corruption make it hard for governments to serve the public. They erode trust and impede investment, which affects growth and jobs. Countries that can confront these issues will be able to use their human and financial resources more efficiently, attract more investment, and grow more rapidly.

$2.6 trillion

(5% of global GDP) is lost annually to corruption.[1]

Here's how governments might begin to confront fraud, waste, abuse, and corruption:

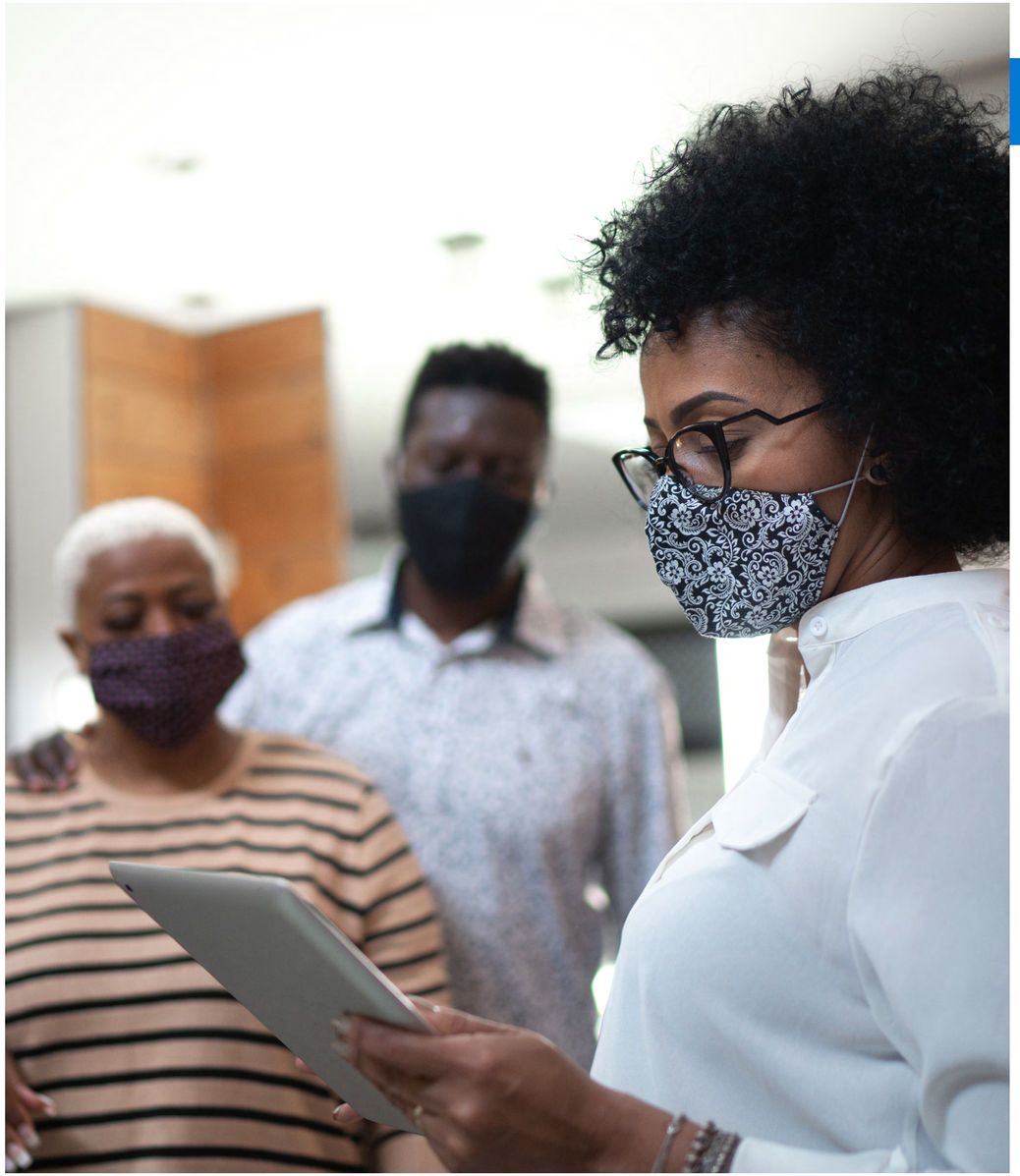
Get a 360-degree view

Governments need a complete view of their communities so they can better serve them and protect against any misconduct. Data collection is a big part of this view, and possible only when different agencies cooperate and share information.

Deploy data analysis

Having more data can be exciting, but reliable analysis is often hard to come by. To make sense of your data, meaningful analysis needs to come from government workers who understand how the data is connected—how the different parts work together to create a complete picture.

[1] United Nations, International Anti-Corruption Day, 2019.



Customer story

Australia's Department of Health breaks down silos to improve outcomes

To ensure government funds are well spent, the Department of Health (DoH) shapes Australia's health and aged care system through evidence-based policy, well-targeted programs, and best practice regulations. To do that it needs accurate, timely data and information systems able to operate at maximum efficiency and effectiveness, while ensuring security and privacy compliance. The DoH is undertaking a digital transformation that will provide just that while reducing its reliance on legacy systems with a transition to modern cloud-based technologies from Microsoft, including Exchange, SharePoint, and Dynamics 365.

> **When citizen data isn't centralized, it's extremely difficult to get a clear picture of who they are and how they interact with the organization. Dynamics 365 has made it easy to organize and access vital data, therefore improving the overall citizen experience."**

Heidi Madden
Enterprise Solutions
Australia's Department of Health

Getting started

The ability to efficiently detect fraud, waste, abuse, and corruption can make a big difference for government. This is because more tax can be collected, and public trust increases when these issues are resolved. Taking the first step toward digital transformation enables more powerful cross-agency collaboration, which can give leaders in fraud detection better visibility into misconduct across agencies. The urgency to embrace digital transformation has never been greater, and governments can build on this to lay the foundation for a long-term strategic approach.

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