

## World Bank public sector modernization project reference patterns (seed)

### Purpose

Supports retrieval for common design patterns in public sector performance and service delivery improvement interventions.

### Common components in public sector modernization projects

- Institutional diagnostics and performance baseline
- Capacity building for managers and operational staff
- Process redesign and service improvement pilots
- Data systems and reporting enhancements
- Performance reviews and adaptive course correction

### Design heuristics

- Phase implementation to allow diagnostics and pilot learning before scale-up
- Link training directly to process changes and management routines
- Build agency ownership through focal points and management accountability
- Use a limited number of high-value service/process pilots to demonstrate results

### Illustrative risk areas

- Reform fatigue and competing priorities
- Weak administrative data quality
- Staff turnover in trained units
- Slow adoption of new reporting routines