Dashboard 1: The System Change We Are Seeing

New Zealand Government

Digital Services

Customers experience seamless, integrated and trusted public services

Making it easier to find and use government services

- 3.8 million visits to www.govt.nz in 2016, up from 3.4 million in 2015. Improved content focused on multi-agency user journeys for seniors, births, deaths, marriages and citizenship
- Discover service beta launch - new tool to help citizens find government services they may be eligible for

Driving the uptake of digital services

- Average of 59.8% of most common transactions completed in a digital environment

On track to meet BPS Result 10 target of 70% by end of 2017

- New Result 10 target agreed – By 2021, 80% of transactions for the twenty most common public services will be completed digitally

Building integrated, user-centred services

SmartStart launched, first Integrated Service based on customer life events

- Over 50,000 visits to SmartStart in first three months. Significant time and cost savings for customers and agencies from sharing of digital birth record
- Service Innovation Lab pilot established - cross-functional multi-agency teams can work together in a shared environment to build integrated services using an agile, user-centric approach, supported by use of an innovation toolkit

Building an ecosystem to allow customers to identify themselves digitally across govt

- Digital Identity Strategy developed to outline proposed transition to a marketplace solution for digital identity
- 275,000+ people with RealMe verified Identity
- 90 services across 32 organisations now using RealMe

Information

Information-driven insights are reshaping services and policies, and adding public and private value

Releasing open government information

- 20% increase in users of datasets on data.govt.nz
- 15% (636) increase in the number of datasets listed by government agencies In last six months
- Content migrated to a more powerful data management system that makes data more accessible via API

Taking a system-wide approach to investment in data infrastructure

Data Investment Framework developed by Partnership Framework

- Has allowed a more efficient and consolidated approach to investments in data infrastructure

Providing Data and Analytics Functional Leadership

- The Partnership Framework has supported Statistics New Zealand in establishing a new Functional Lead role for Data and Analytics

Customers

Providing System Leadership

- Strengthening the role of the Partnership Framework including greater ownership of the Integrated Programme of Work to deliver the Government ICT Strategy
- Senior leaders participated in Digital Leaders Program at Harvard Business School, bringing learnings back to NZ

Ensuring that we have people with the right skills and capabilities

GovTech Graduate Programme established

- Provides recent graduates with opportunity to build digital skills across government
- Second tranche of graduate recruitment currently being considered

Working with our international partners

Attended the D5 summit in South Korea. NZ is current chair of the D5, preparing to host next conference in 2018

- GCIO is current chair of the OECD E-Leaders working party
- Digital exchange with UK government – UK delegation visited NZ in March, return delegation will visit UK in July
- Working with officials from other countries to share experiences in digital government

Accelerating the adoption of public cloud services

- 12 month programme of work well underway

High agency demand for cloud services, significant benefits and cost savings expected. Public Cloud Marketplace being established

- Successful completion of a prototype public cloud marketplace to make it easier for agencies to consume a wider range of cloud services

Increasing business resiliency

- Able to set up infrastructure, desktops and web services to allow Statistics staff to access systems from any location within two days of Kaikoura earthquake

Technology

Adoption of information and technology innovations is accelerated and value is being created

Leadership & People

Complex problems are being solved and innovative solutions are being adopted

Moving ICT operating model to 'as a service' and 'govt as a single customer'

- 170 agencies using at least one shared capability service (up from 140)
- 148 agencies consuming software agreements with Microsoft and Oracle
- Software Framework Agreement with Hewlett Packard Enterprises agreed

Operating model drives sustainable business savings

Assurance

Ministers and Chief Executives have confidence that ICT investments are well managed and that the benefits of the investment are delivered

Providing assurance of the supply chain

- Supplier Services Dependency Mapping proof of concept exercise with DIA to map supply chain, improve supplier services and manage risk
- Potential to make available as an All of Government service in the future

Making it easier for agencies to complete self-assessments

- New tool to streamline reporting process for agencies and product owners – being used for five self-assessment processes

Providing consistent, high quality assurance services

- Assurance Service Panel established to provide independent IQA and TQA services to agencies
- 13 agencies using panel with average agency satisfaction of 4.6

Realising sustainable business savings

$100m annual savings target achieved ✓

- Delivered $107m against the 2017 target of $100m annual savings
- Significant non-monetary business benefits also realised

Investment

Investment in innovative digital services is being prioritised and benefits are being realised

Investing in innovation

- BPS Seed fund due to end this financial year
- Working with Strategic Investment Group to discuss future funding options

Supporting the system of Investment Management

- Continuing to work closely with Treasury and agencies to improve strategic planning
- Working with Treasury in other areas including ICR, business case clinics and sustainable monitoring pilot
- Lifting benefits management capability across government – over 300 people from 30 agencies attended Benefits Management seminars with international expert Steve Jenner