



Innovating to create better citizen services

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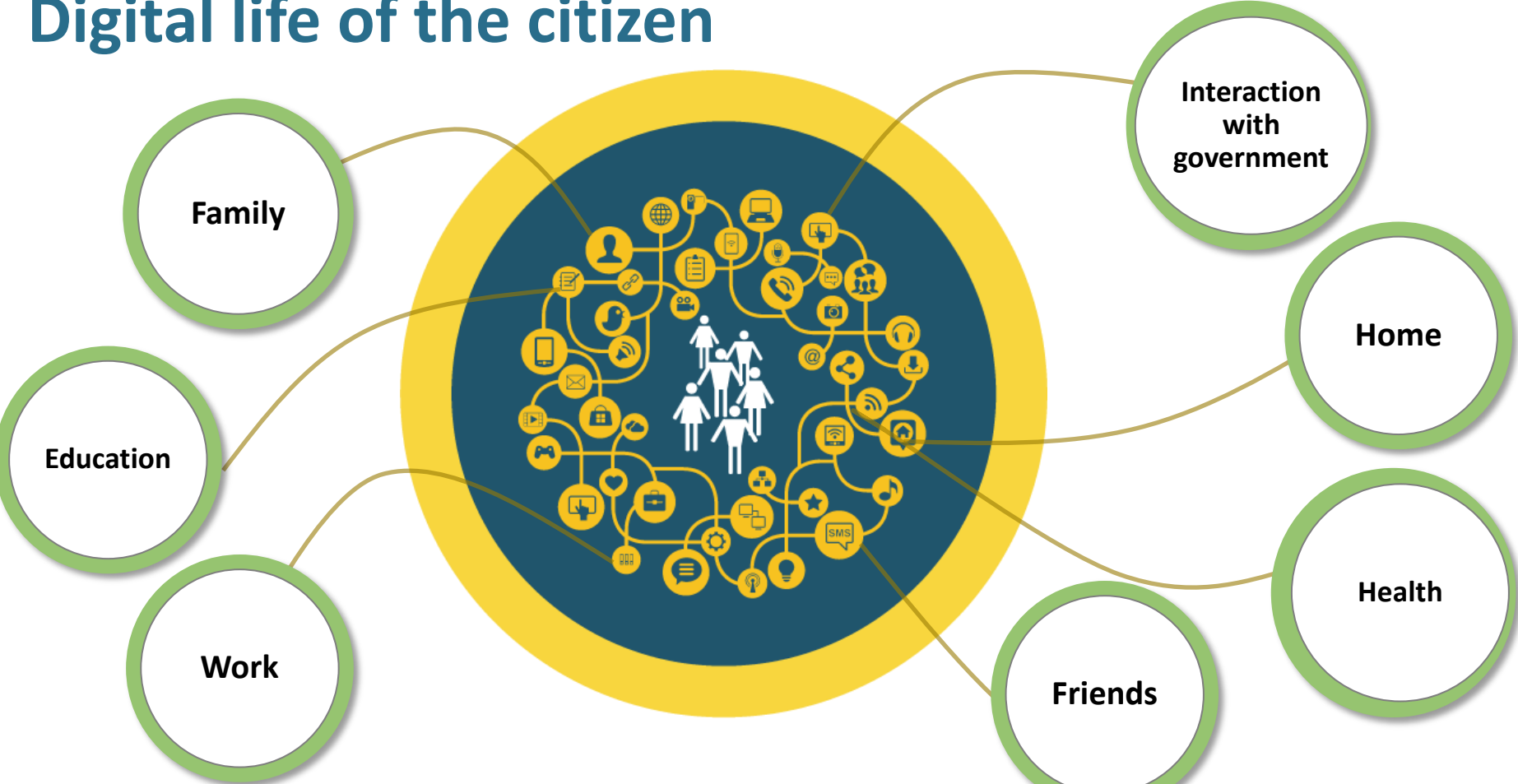
New Zealand Government

New Zealand context

- Central and local government
- 30+ core government departments
- 78 local government authorities
- 4 million citizens, plus 1 million overseas
- Delivering Better Public Services – one of four government priorities



Digital life of the citizen

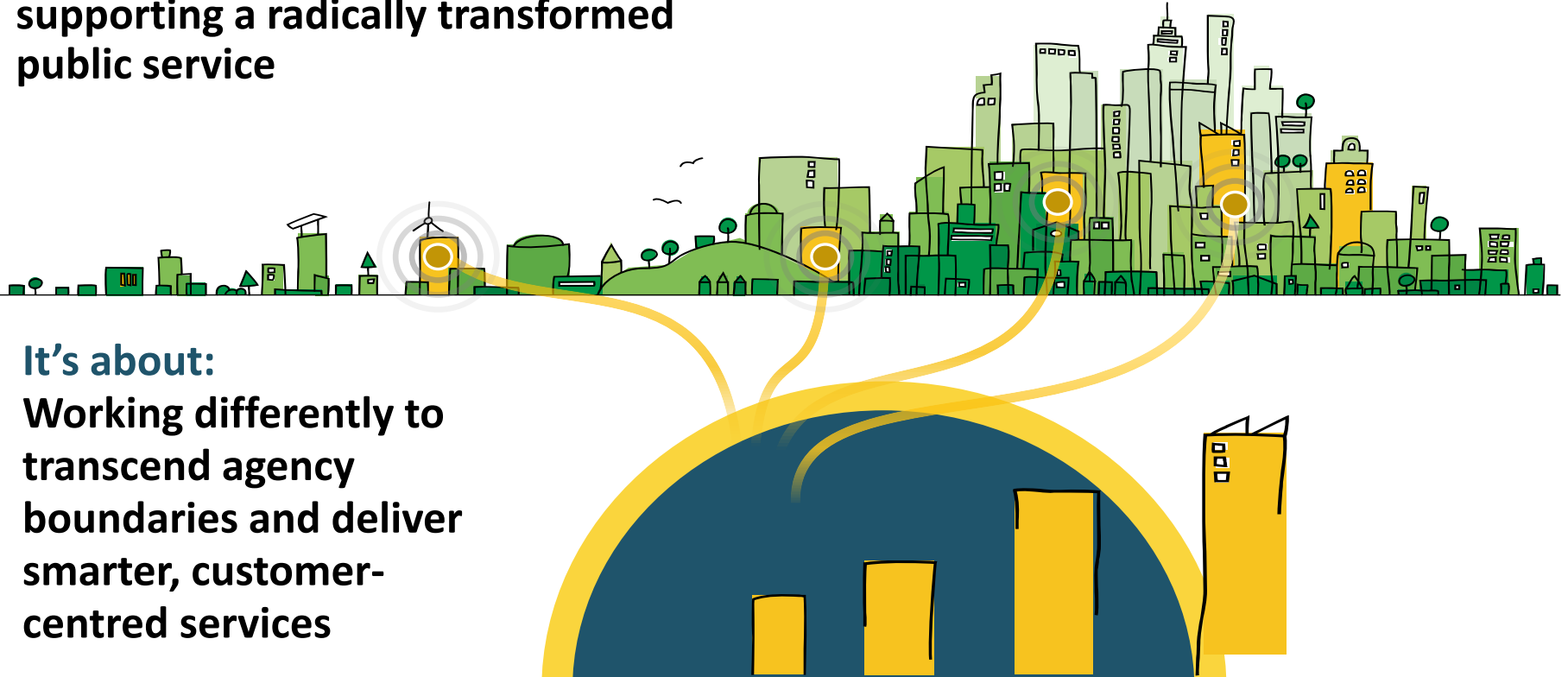


We're rethinking how we offer services

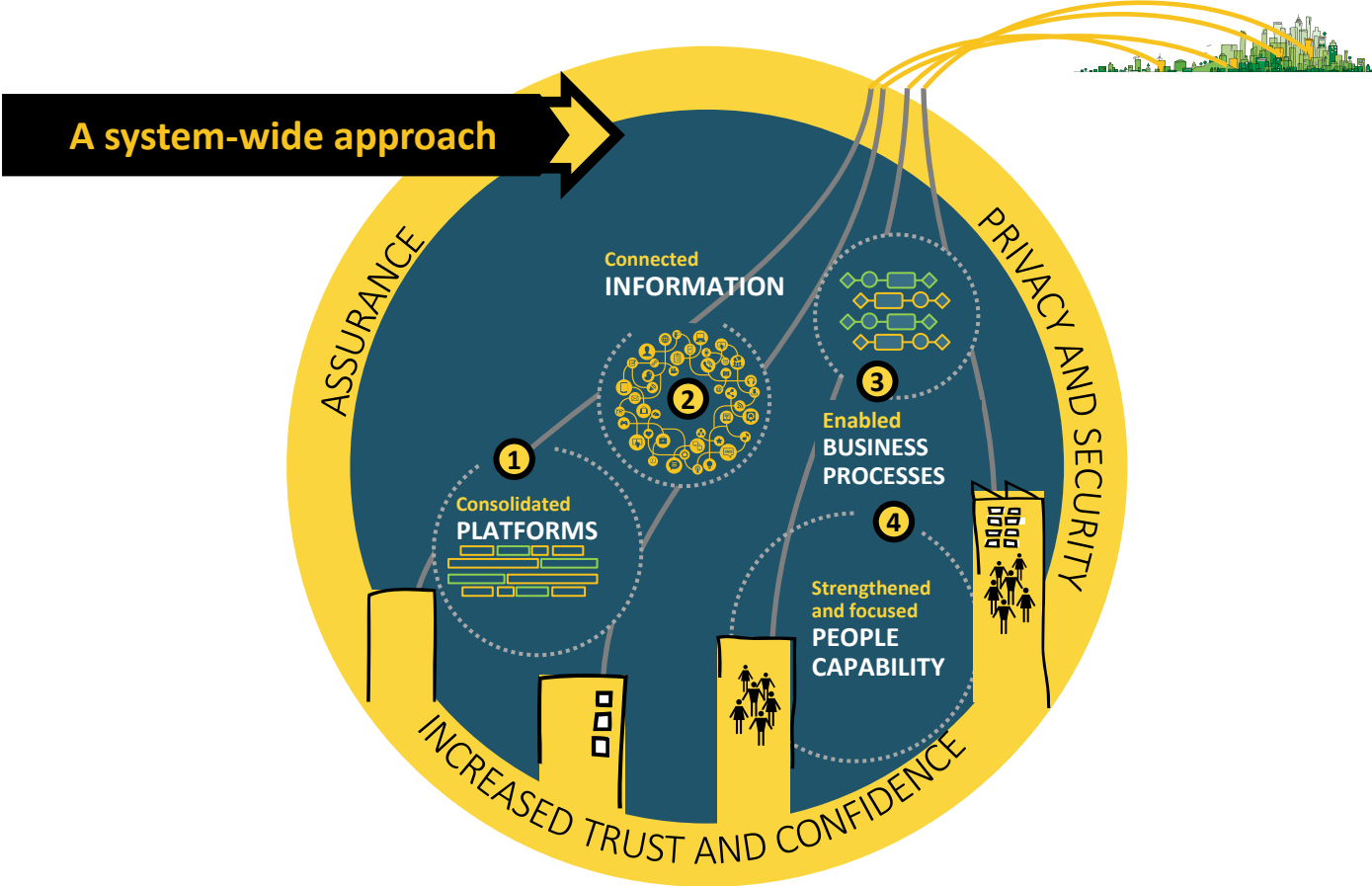
A single, coherent ICT ecosystem supporting a radically transformed public service

It's about:

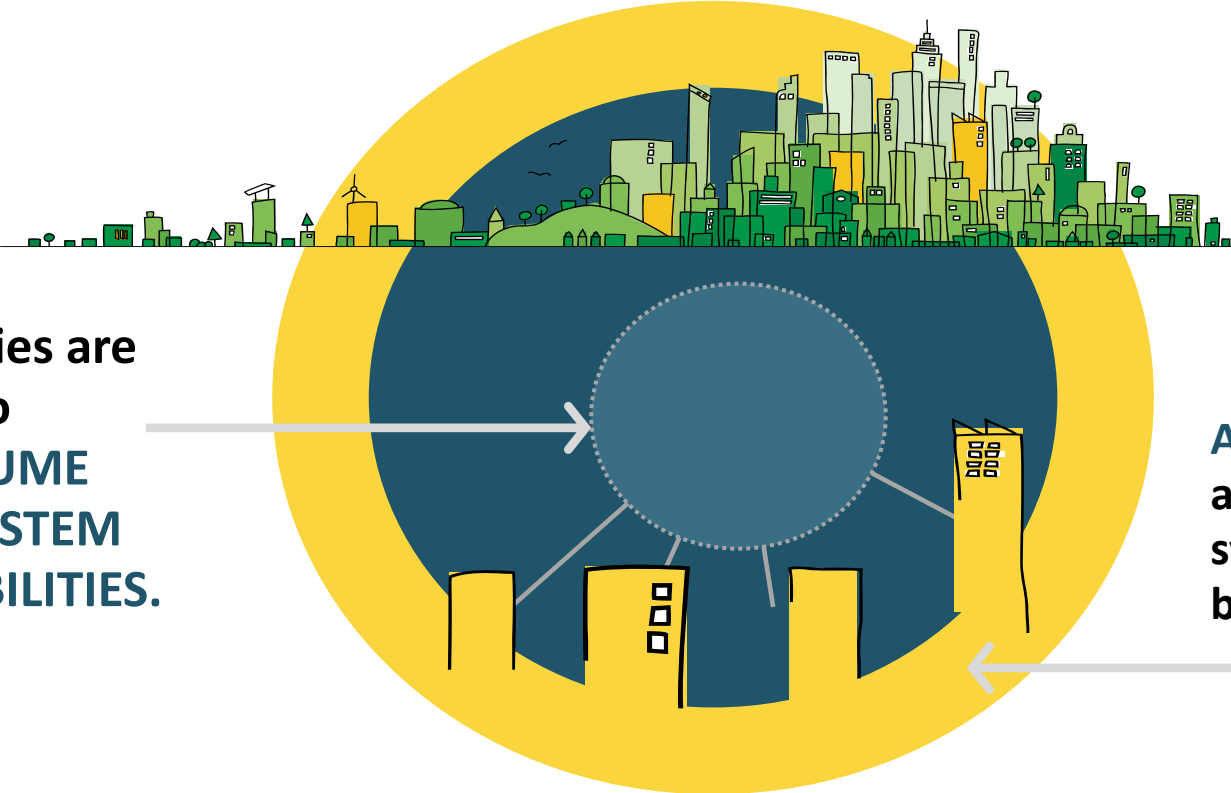
Working differently to transcend agency boundaries and deliver smarter, customer-centred services



We're building a digital ecosystem



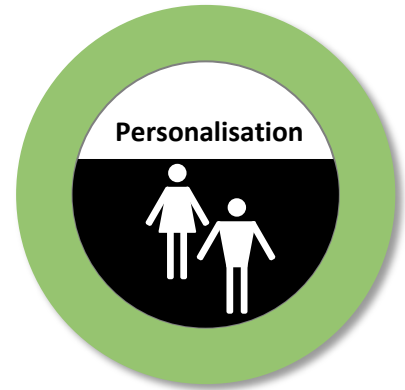
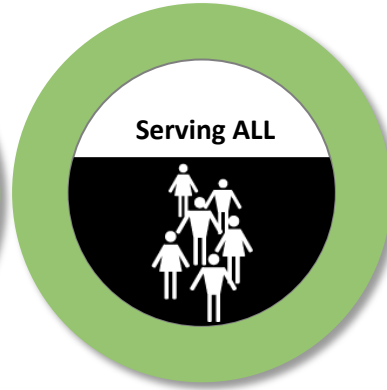
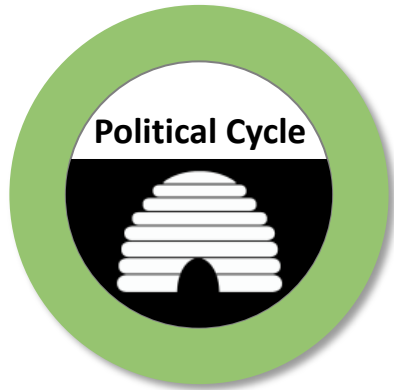
We've been standardising our technology platform



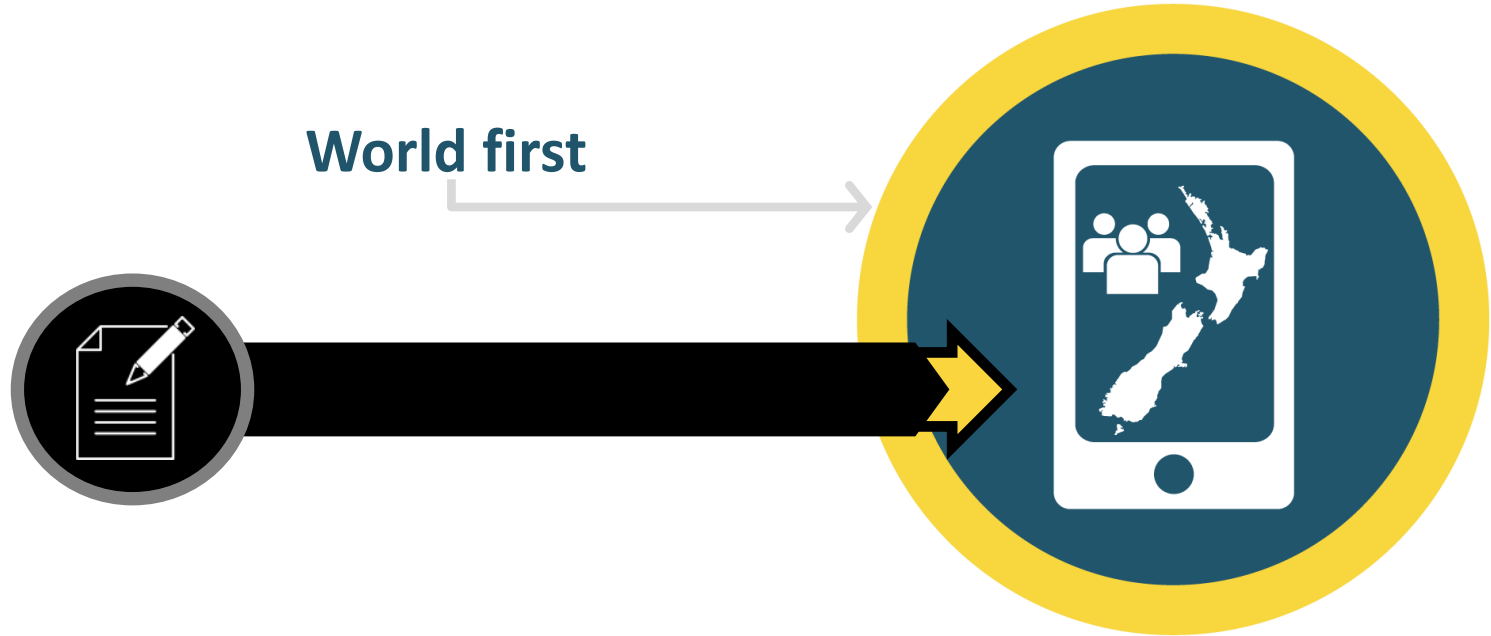
Agencies are able to CONSUME ECOSYSTEM CAPABILITIES.

AGENCY SOLUTIONS are designed for system-wide benefits.

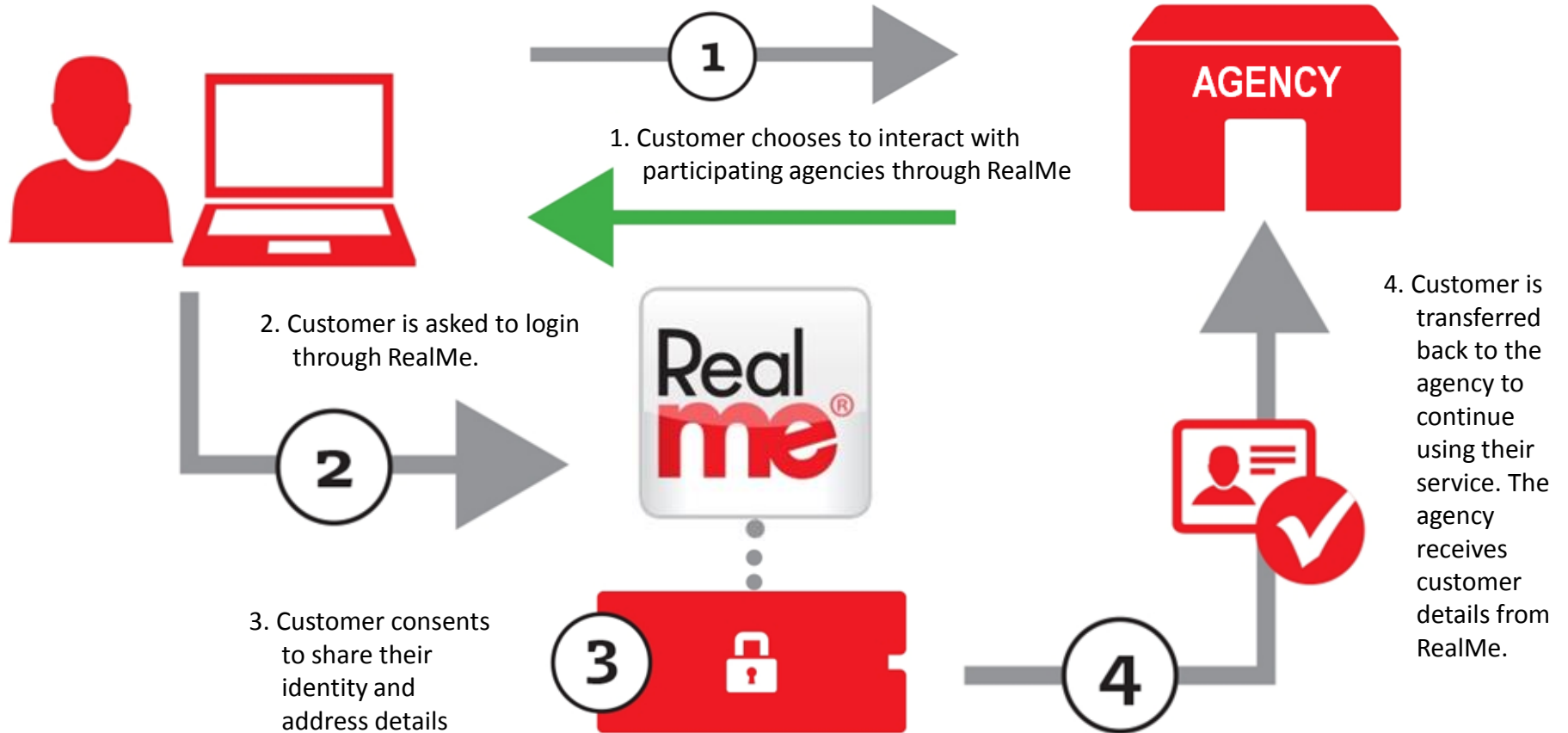
Innovation can be complex



How we've been innovating – online passports



How we've been innovating - identity verification



How do we exploit new opportunities?

