




Shaping the Global e-Society

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The Information Society - making it happen


- Access to information
- Understanding and using information
- Acting on information
- Who benefits?



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Access to Information


- Who?
 - All members of society
 - ◆ Disabled
 - ◆ Disadvantaged
 - ◆ Children
 - ◆ Employers
 - ◆ Pensioners
- How?
 - Anytime
 - ◆ 24 x 7
 - Anywhere
 - ◆ From home
 - ◆ From work
 - ◆ On the move
 - Any route - Variety of devices
 - ◆ PC
 - ◆ Mobile Phone
 - ◆ PDA



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Understanding and Using Information

- Simplicity of use
- Consistent view, no matter which channel
- Ease of access to the information **you** need



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Examples

- ICL "Citizen" Projects
 - Lord Chancellor's Office
 - Finnish Government
 - UK Post Office
- ICL Multi-channel Access Projects
 - Thomas Cook
 - BBC Shop



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Lord Chancellor's Office

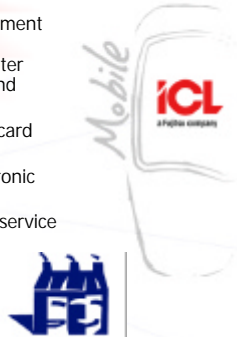
- ICL developed and implemented an internet site enabling the Lord Chancellor's Office to supply good quality, free legal advice to the general public.
- Seven UK languages supported
- "We were confident that ICL could deliver on time." - Jonathan Freeman, *Just Ask!* site manager
- Winner in the Charity and Public Sector category of the New Media Age Effectiveness Awards 2000
- www.justask.org.uk




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Finnish Government

- ICL helped the Finnish Government set up a secure, electronic infrastructure to instigate greater Internet use among citizens and corporates.
- Based on a national ID smart card scheme and PKI system
- Use of a secure, reliable electronic infrastructure –
- Anytime, anyplace, anywhere service
- Cost and time savings



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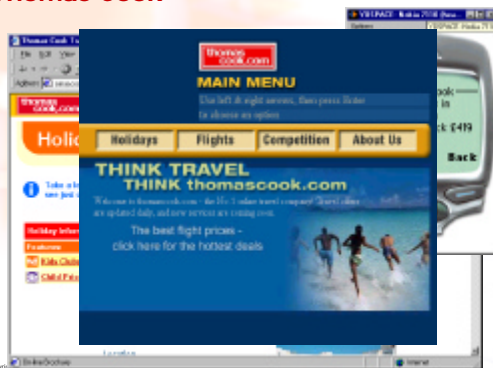
UK Post Office

- Developed and implemented by ICL, a new Intranet service is enabling Post Office Counters to manage its knowledge more effectively.
- Benefits
 - Knowledge Sharing
 - Efficiency
 - Cost-Effectiveness
- “The company now recognises the value that comes from treating information as an asset and mobilising its movement quickly through the organisation.”
Rupert Lloyd Thomas - *IS Strategy Manager, Post Office Counters*



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Thomas Cook



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Acting on Information

- Rapid location and access to information
- Ease of making and completing transactions
- Security



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Who Benefits?

- The citizen
 - Greater access to a wider variety of information
- The business community
 - Opportunities for new products and services
- The Government
 - Reaching the citizen
 - Reduced cost



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Thank you
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Case studies at:
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