



How Converging Technologies Transform Government

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Alan Jones
Chief Executive
Somerset County Council



Meaning what we say ...

‘We put our customers first - right?’

‘OK - get ready to turn the organisation
inside-out for them’



Driving change from within

- Customers first
- Service quality
- Reducing costs
 - Investment
 - Careers



Introducing South West One

- Public / Private partnership
- A joint venture company
- A 'framework contract'
- Open to all public bodies in the region



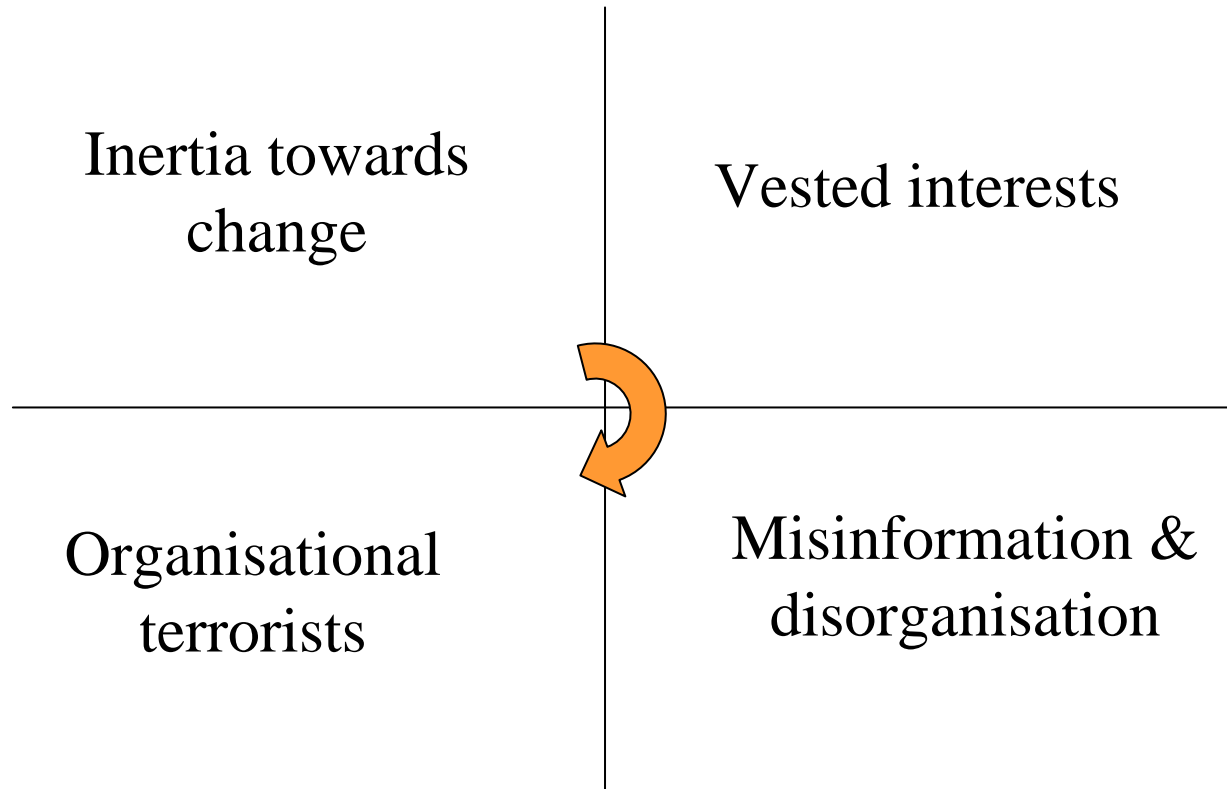
What does SW1 encompass?

- ‘Back office’ and ‘Front of house’
 - World class technologies
 - World class procurement
- Enterprise-wide transformation

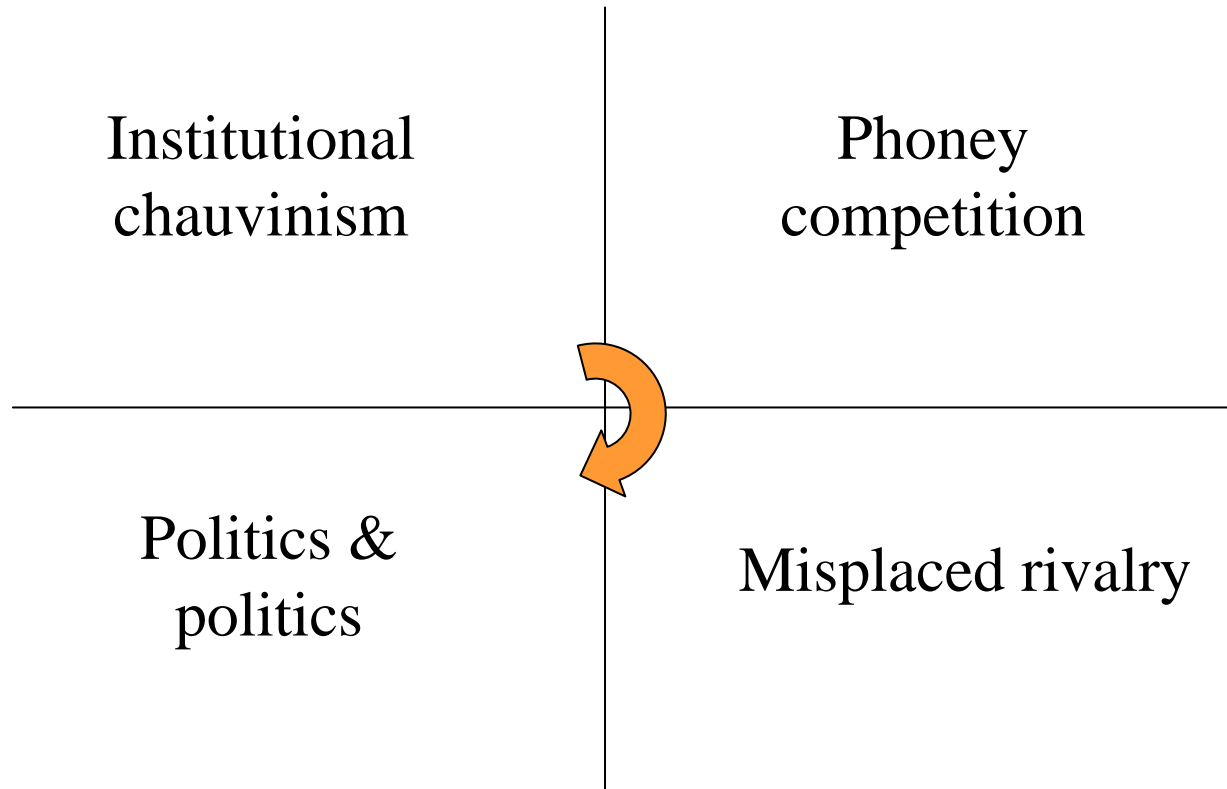


Why was it so difficult?

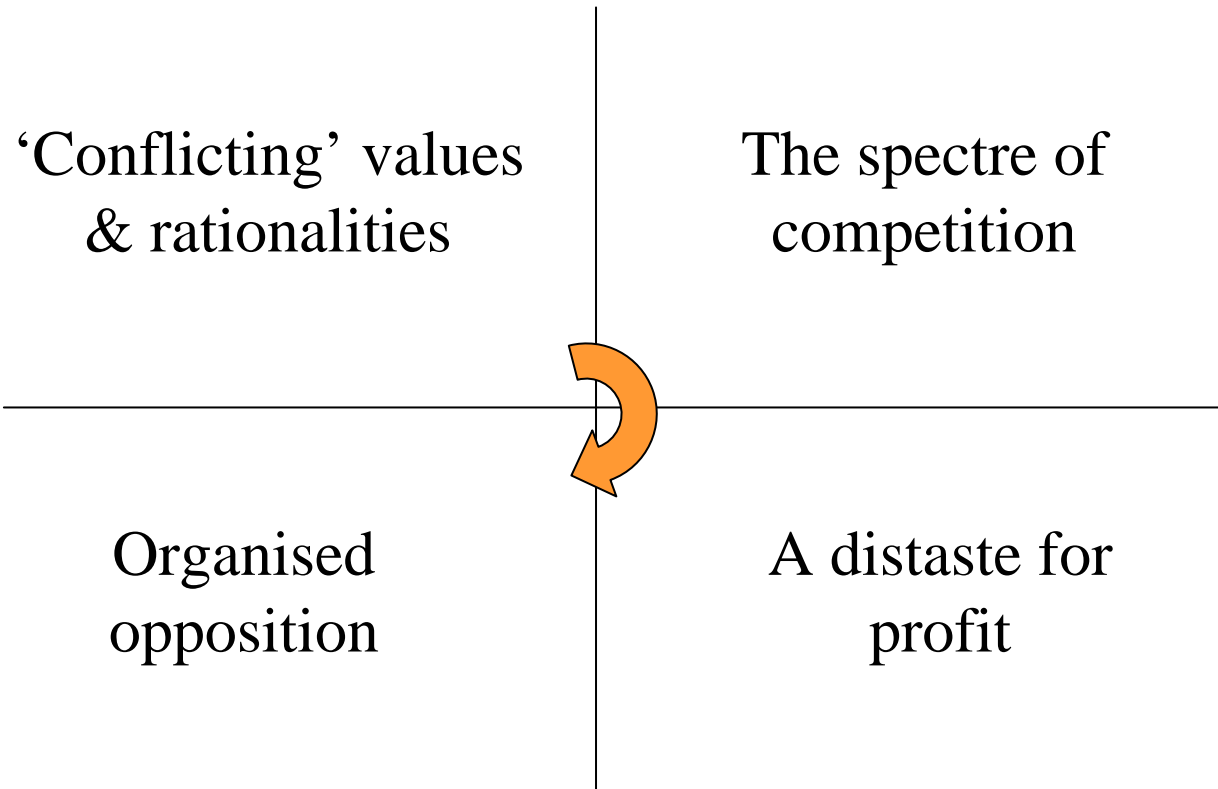
The spirit of partnership is weaker than the spirit
of independence



Challenges within organisations



Challenges *between* organisations



Public–Private sector tensions



Nothing happens without a dream

It's not just about contract technology

It's not just about benefits realisation

It's not just about business planning



It's About Leadership



In Summary

- Re-engineering behaviour is the lever
 - Leadership is the fulcrum
 - Clear political leadership
- Resolute managerial leadership