

**ORACLE®**

## **Delivering the Next Generation of Public Services**

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# Agenda

- Key Messages
- Trends
  - Use of ICT in Government services
- Vision
  - European Vision for 2010
  - From e-Government to t-Government
- Making it Happen
  - Barriers to change
  - Delivering on the promise

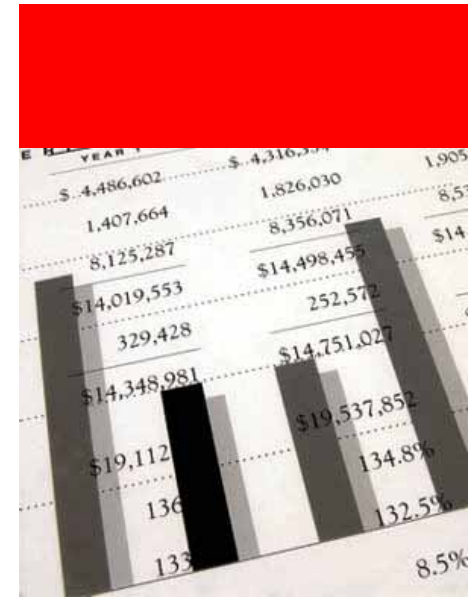


## Key Messages

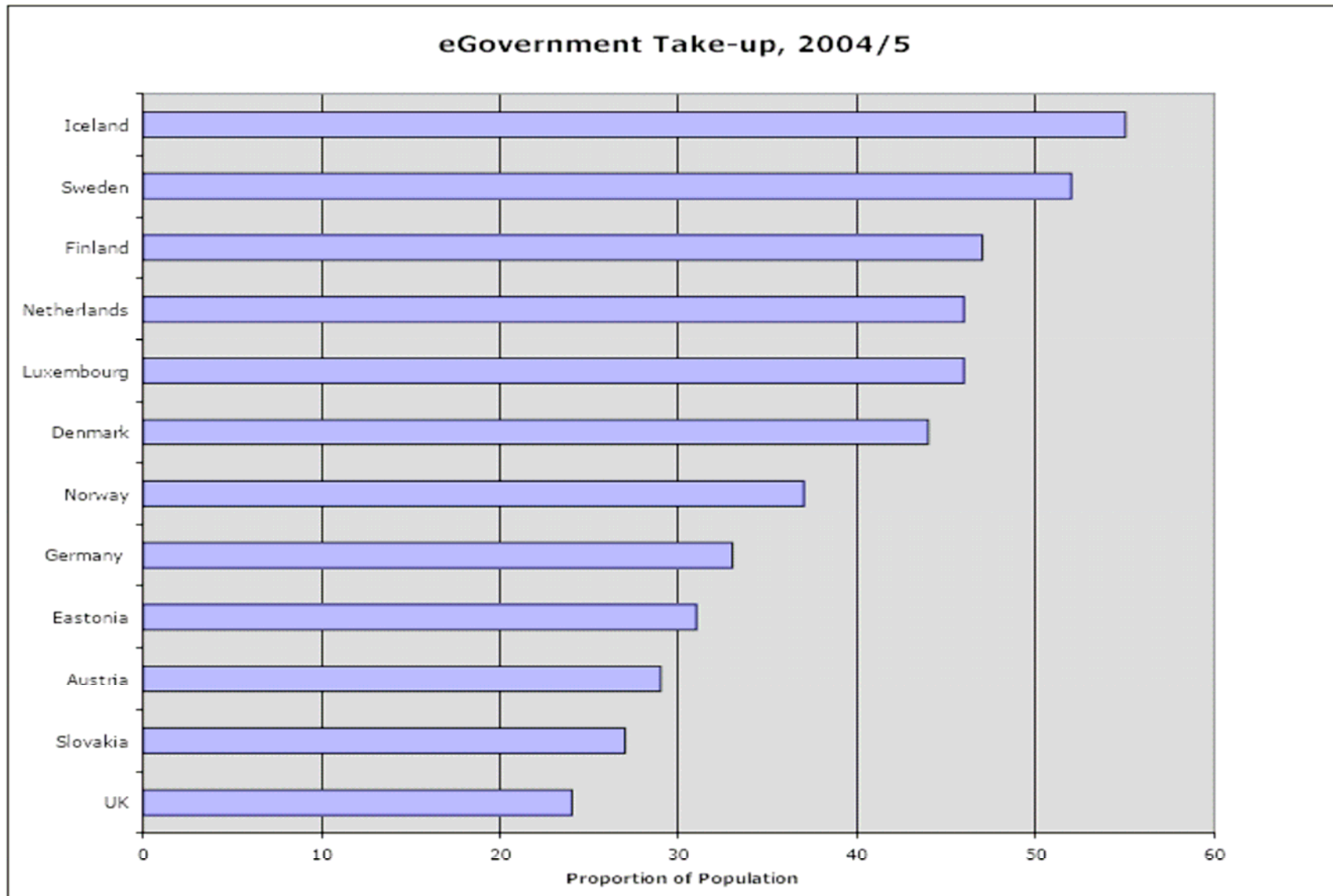
- Take-up of e-Government services has been slow, so a new approach is needed if public services are to take best advantage of ICT
- This has led to a change from the initial views of e-Gov to t-Gov: *Transformational Government enabled by ICT*



# Trends



# Take-up of e-Government in upper 50% of EU Countries

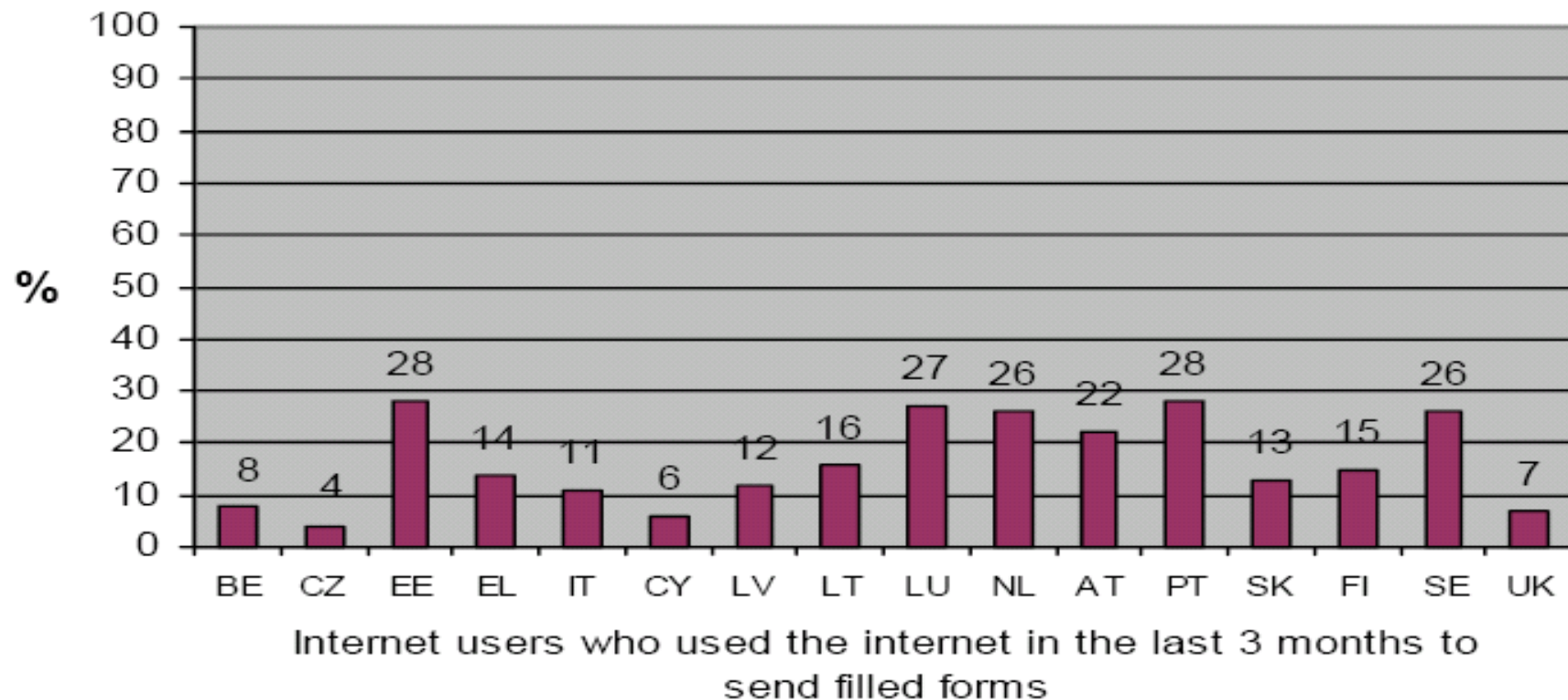


Source: EU Commission



# Transactional e-Gov't in EU Countries

Internet users interacting with public authorities (sending filled forms)



Source: Eurostat 2005

# EU Businesses Using e-Government

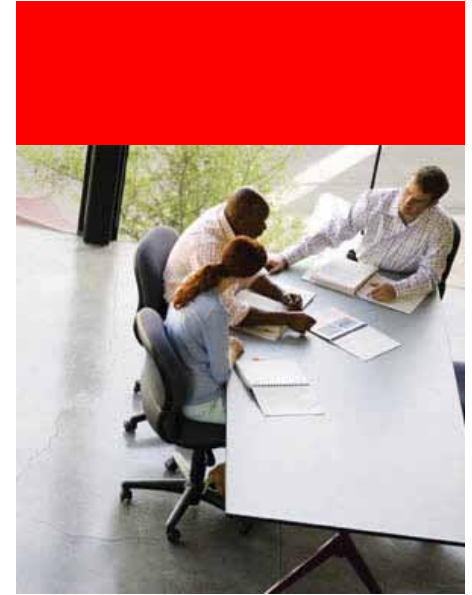
Percentage of enterprises which use the Internet for interaction with public authorities

	2003	2004	2005	
	%	%	%	
<i>EU (25 countries)</i>	:	52	57	
Finland	89	91	91	2005
Denmark	75	85	87	Belgium (61)
Norway	65	69	84	Portugal (58)
Greece	:	77	81	Netherlands (57)
Sweden	89	92	80	Slovakia (57)
Czech Republic	:	75	79	Spain (55)
Ireland	:	69	76	Germany (44)
Austria	81	74	75	Cyprus (40)
Italy	:	65	73	
Lithuania	:	65	72	
Slovenia	:	47	72	
Estonia	:	84	70	
Malta	:	:	68	
Hungary	:	35	67	
Poland	:	74	64	
.....				
<b>UK</b>	<b>29</b>	<b>33</b>	<b>39</b>	

Source: EU Commission,  
Eurostat



# Vision



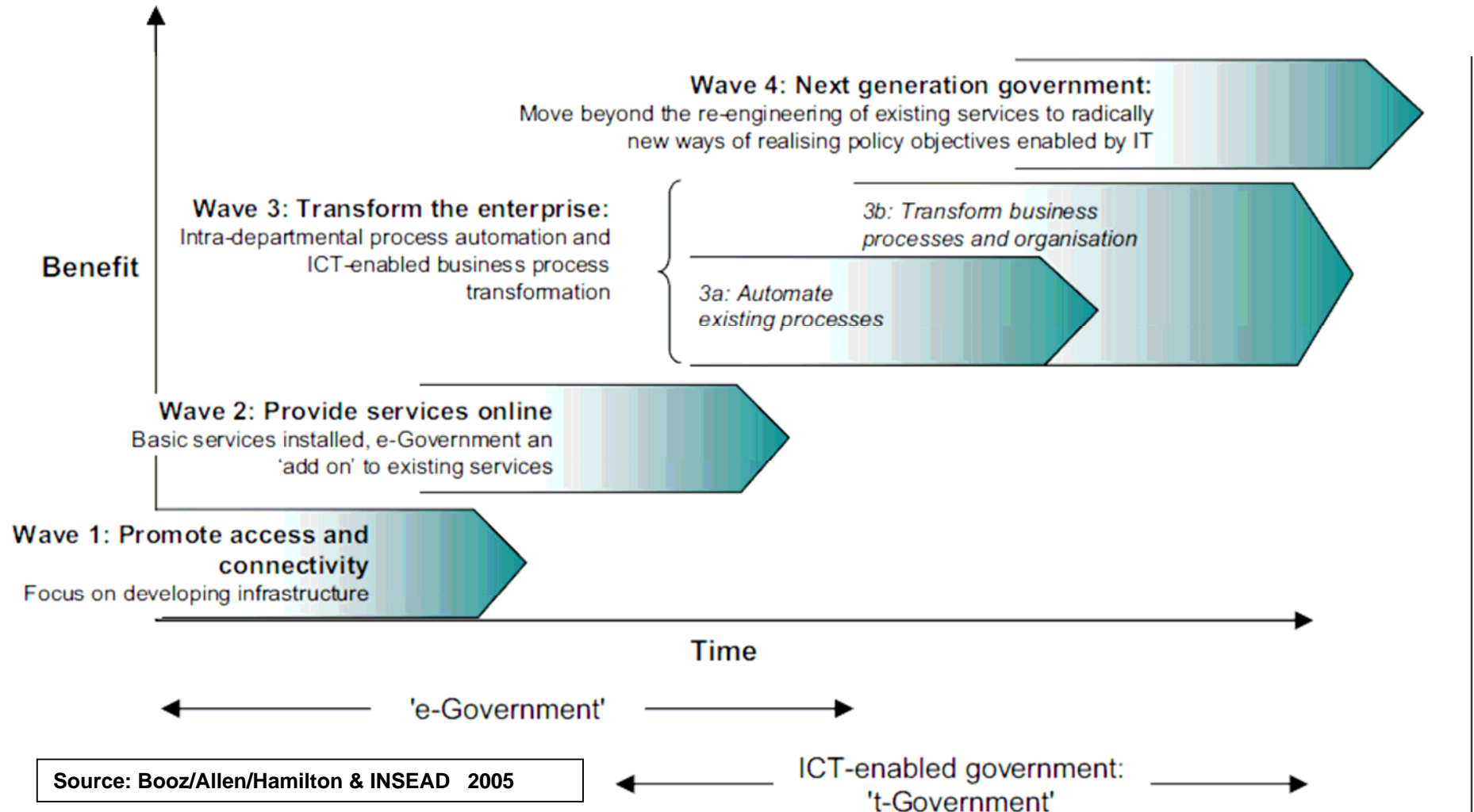


# i2010 Priorities in the EU



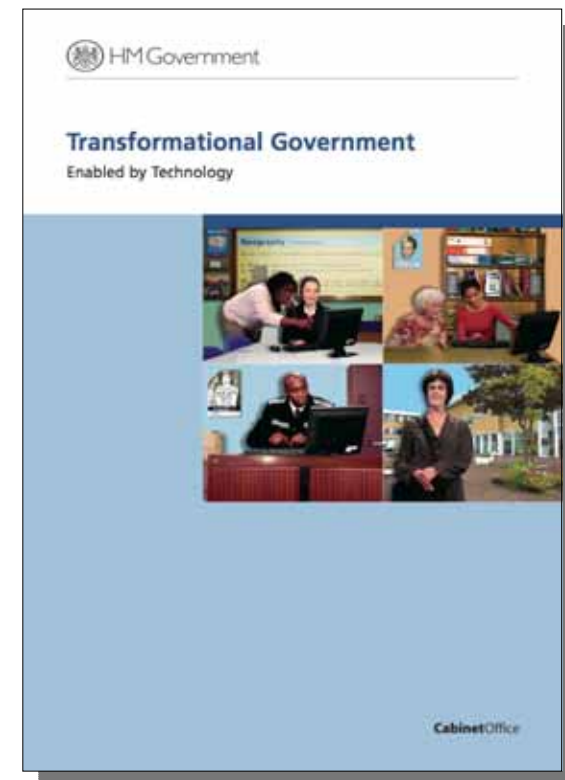
- **No citizen left behind** - advancing inclusion through e-Government so that by 2010 all citizens benefit from trusted, innovative services and easy access for all
- **Making efficiency and effectiveness a reality** - significantly contributing to high user satisfaction, transparency and accountability, a lighter administrative burden and efficiency gains
- **Implementing high-impact key services for citizens and businesses** - by 2010, 100% of public procurement will be available electronically
- **Putting key enablers in place** - enabling citizens and businesses to benefit from convenient, secure and Interoperable authenticated access across Europe to public services
- **Strengthening participation and democratic decision-making** – demonstrating tools for effective public debate and participation in democratic decision-making

# Evolution of e-Government to Transformational Government



# t-Gov in UK: Three key transformations

- Design services around the citizen and business
  - Meet rising customer expectations
  - Focus on defined groups of “customers”
  - Rationalise contact centres
- Move to a shared services culture
  - Standardise, simplify & share business processes
  - Identity management and data sharing
  - Release resources for front-line delivery
- Professionalism in planning, delivery, management, skills and governance



# Services designed around the citizen/business

*Systematic engagement with customers*



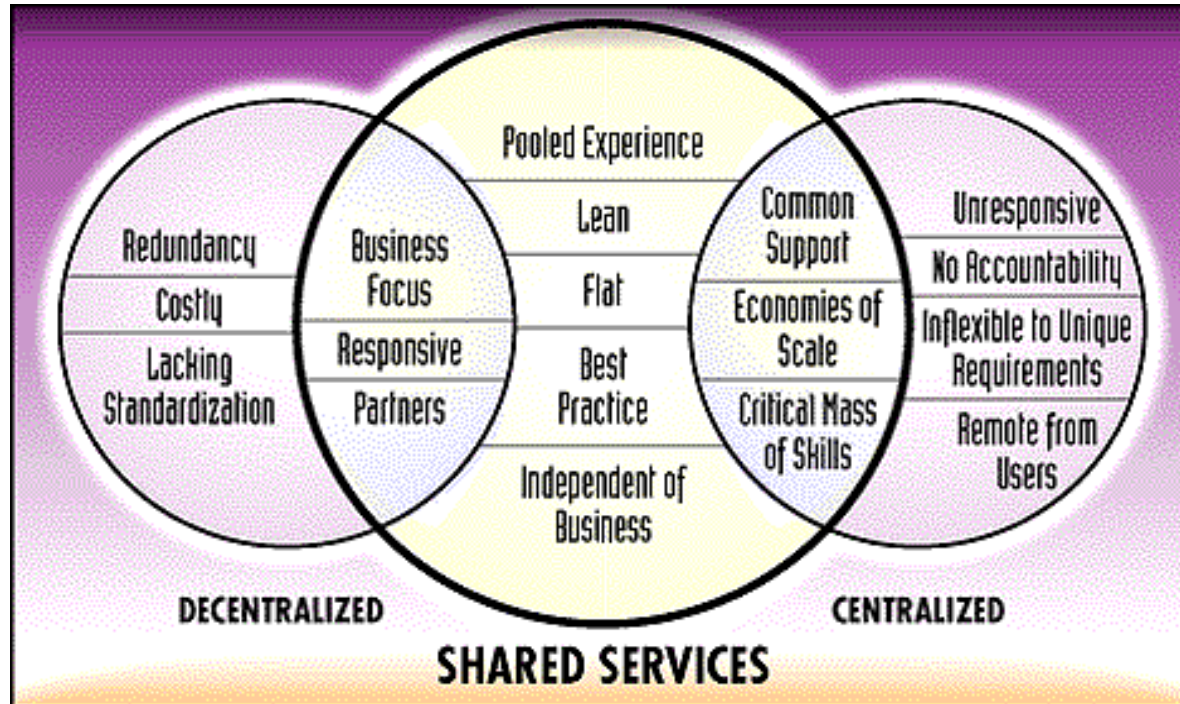
- Better understanding of customer behaviour
- Standards for consistent and comparable customer insight research
- Central analysis of departmental research

*Use of modern access channels*



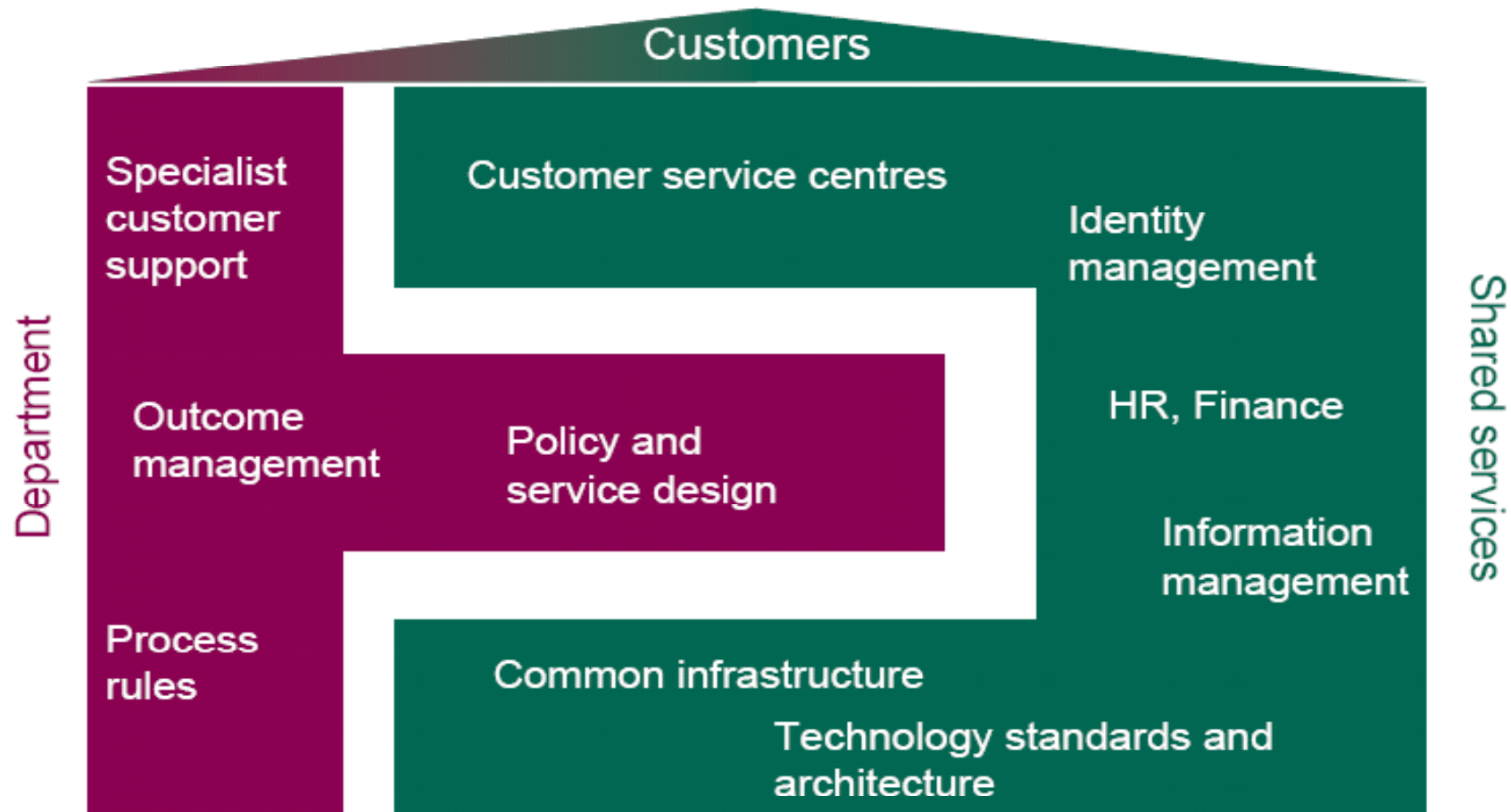
- Reduced numbers of websites
- New mobile technologies

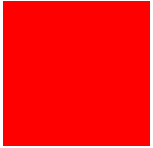
# Move to a Shared Services culture



- Back-office and Front-office
- Needs common infrastructure and standards
- Needs identity management for staff and customers
- Efficiencies in back-office enable resources to be redirected to the front-line
- Contact centres can be shared and rationalised

# Many Government Processes Can Be Shared





# Making it Happen



# From Strategy to Implementation Plan

HM Government

## Transformational Government

Enabled by Technology

CabinetOffice

HM Government

## Transformational Government

### Implementation Plan

CabinetOffice

HM Government

## Transformational Government

Phase 1 November 2005 - July 2007  
Phase 2 August 2007 - 2011  
Phase 3 August 2011 - 2015

### Phase 1

The diagram illustrates the highlights of the first major rounds of transformational government. It is structured as a grid with three main categories on the left: Customer Focus, Shared Services, and Professional Focus. The top row indicates the timeline: Workstream, Completed, By November 2006, and By July 2007. Each cell in the grid contains a specific initiative, its current status, and the target completion date.

	Workstream	Completed	By November 2006	By July 2007
Customer Focus	Systemic Requirement		Finalised for summer 2006 rollout. Cabinet Single Account rollout. Cabinet Single Account rollout.	
	Customer Single Account	Non-essential implementation agreed.	Measurement of progress to enable delivery of Cabinet Single Account. Non-essential implementation agreed.	
	Service Design Principles	Service Design Principles finalised and published. Service Design Principles finalised.	Service Design Principles finalised. Service Design Principles finalised.	
	Market Channels		Overall Service Design Principles agreed. Plans for delivery of market channels agreed.	Departmental Compliance Spending Review. Departmental Compliance Spending Review.
Shared Services	Customer Service Centre		Study of Government contact centre completed.	
	HR, Finance and Corporate Services	Study for shared services completed. Shared services implementation plan agreed.	Implementation plan for all shared services. Implementation plan agreed.	
	Common Job Structures	Common Job Structures finalised.	Common Job Structures finalised.	
	Data Sharing	Plan for shared services agreed.	Common Job Structures finalised.	Departmental Compliance Spending Review. Departmental Compliance Spending Review.
	Information Management		Information Management finalised. Information Management finalised.	
	Information Assurance	Information Assurance finalised. Information Assurance finalised.	Information Assurance finalised. Information Assurance finalised.	
	Identity Management	Identity Management finalised. Identity Management finalised.	Identity Management finalised. Identity Management finalised.	
	Technology Standards and Architecture	Technology Standards and Architecture finalised. Technology Standards and Architecture finalised.	Technology Standards and Architecture finalised. Technology Standards and Architecture finalised.	
	Shared Centres	Shared Centres finalised. Shared Centres finalised.	Shared Centres finalised. Shared Centres finalised.	
	Leadership and Governance	Leadership and Governance finalised. Leadership and Governance finalised.	Leadership and Governance finalised. Leadership and Governance finalised.	
Professional Focus	Public Management	Public Management finalised. Public Management finalised.	Public Management finalised. Public Management finalised.	
	IT Performance	IT Performance finalised. IT Performance finalised.	IT Performance finalised. IT Performance finalised.	
	Business Process Redesign	Business Process Redesign finalised. Business Process Redesign finalised.	Business Process Redesign finalised. Business Process Redesign finalised.	
	Supplier Management	Supplier Management finalised. Supplier Management finalised.	Supplier Management finalised. Supplier Management finalised.	

For more information visit [www.cio.gov.uk](http://www.cio.gov.uk)

CabinetOffice





# Top 10 Barriers to t-Gov

1. Coordination across central, regional and local levels of government (83%) **Poor Coordination**
2. Resistance to change by government officials (80%) **Workplace & Organizational Inflexibility**
3. Lack of interoperability between IT systems (79%) **Poor technical design**
4. Low levels of Internet use among certain groups (70%) **Digital Divides**
5. Lack of political support for eGovernment (69%) **Leadership Failures**
6. Lack of standards for electronic identification across the EU (68%) **Poor technical design**
7. Differences in administrative traditions and processes across the EU (66%) **Poor Coordination**
8. Lack of secure electronic identification and authentication (64%) **Lack of trust**
9. ICT skills among government officials (64%) **Workplace & Organizational Inflexibility**
10. Public concerns over potential for online theft and fraud (63%) **Lack of trust**



Source: Oxford Internet Institute



# UK Implementation Plan

- Closely linked to budgets
- Leadership and governance
- Builds on the key transformations
- Annual reporting cycle

## Budget 2006

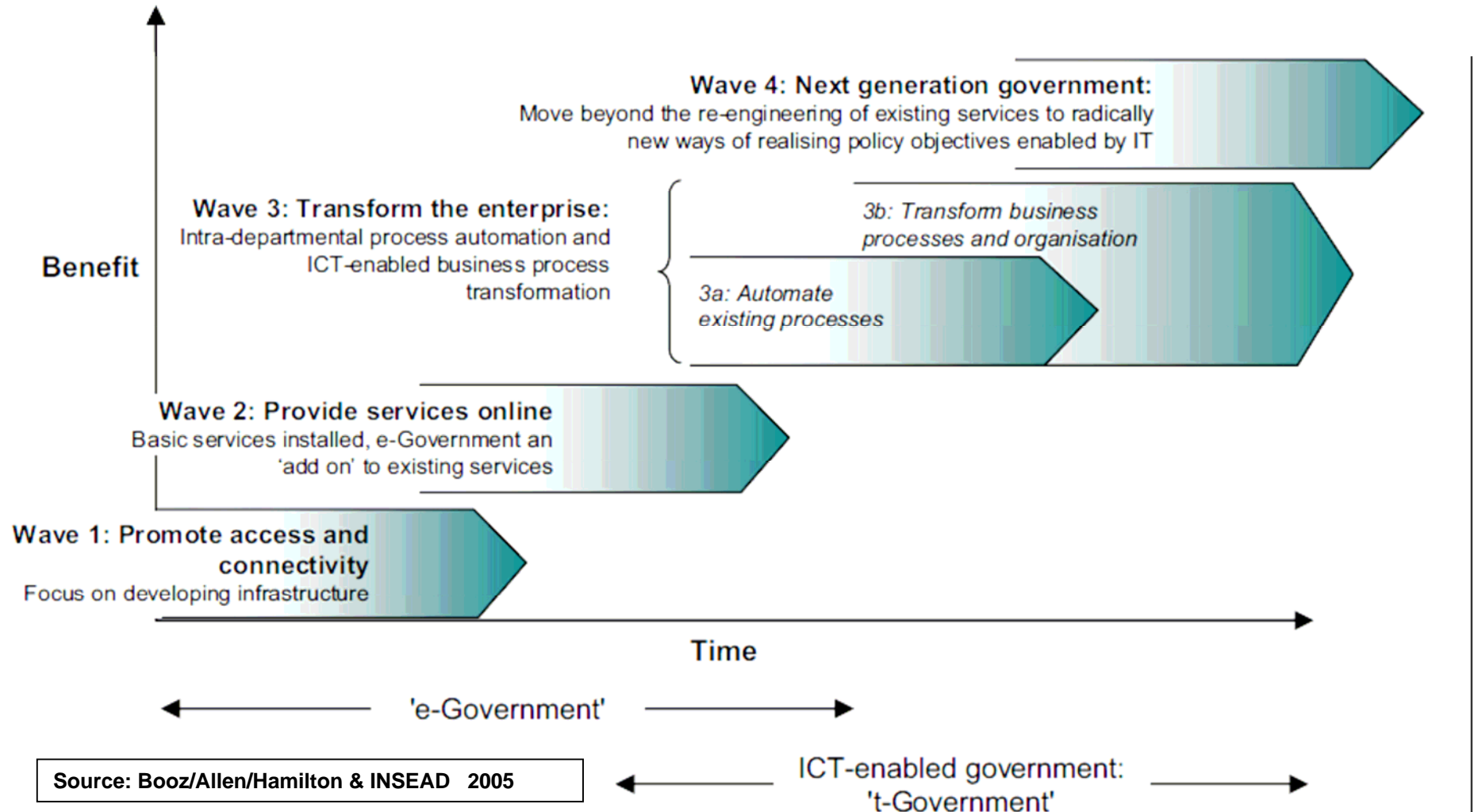
March 2006



strengthening economy:  
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HC 968

# Evolution of e-Government to Transformational Government



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