



**GLOBAL FORUM
2003
Shaping the Future
Friday 7 November 2003**

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Cabinet Member for e-Government and Modernisation
Newcastle upon Tyne City Council

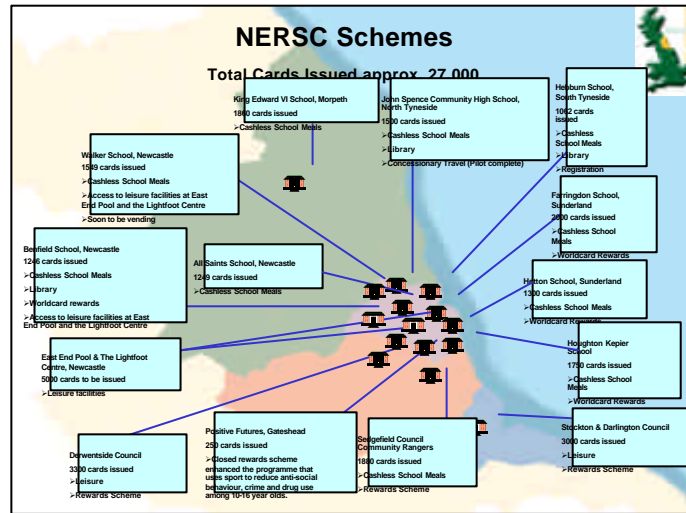
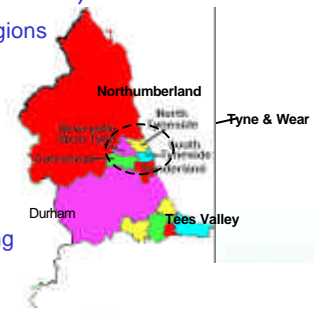
**Co-Ordination of eGovernment and eBusiness in the
North East of England**



NERSC North East Regional Smartcard Consortium

The Consortium (founded 1999)

- All Local Authorities in 4 Sub regions
- Transport Operators
 - Arriva
 - Stagecoach
 - Go Northeast
 - Arriva Trains Northern
 - NEXUS
 - Association of Train Operating Companies
- One Northeast
- Newcastle University
- Associates- East Riding of Yorkshire Council



The Development of a Common Architecture (Transition from NERSC to Smart North East)



- **Multi application / multi agency cards require:-**
 - Regional Infrastructure
 - A Trusted Service Network (a master index of citizens - a regional ID)
 - A single point of contact, clearing and settlement of accounts
- **Issues now being addressed (wider relevance for e-Government collaboration and modernisation)**
 - e-Government service (effective ID Management)
 - Further Education Colleges (Tyne & Wear) (Authentication & eLearning)
 - Identification, Referral and Tracking (IRT)
 - Smart cards (and other access tokens) in SME's and commercial sector
 - Federated CRM (enabling Local Authorities to share information and interwork)
 - Joined-up Customer Services (across Admin Boundaries and Sectors)

A Unique Programme for Interworking in the North East Region



(ONE, Local Authorities/Sub Regional Partnerships in collaboration and effective ID Management)

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| <ul style="list-style-type: none"> • Further Education in Colleges | <p>Smart cards for enrolment, building access, logon and eLearning</p> |
| <ul style="list-style-type: none"> • Business & Commercial Sector | <p>Undertaking an Economic Impact Study on the benefits of Trusted Services, and Regional Smart Cards. (Integration of Football Clubs, Transport, SME's)</p> |
| <ul style="list-style-type: none"> • Joined-up Customer Services | <p>Development of a business model to enable federation of CRM's/Portal's/ and ID Management Schemes</p> |

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| <ul style="list-style-type: none"> • Identification, Referral & Tracking | <p>Establishment of a 'Passport to Services' for all 0-19 year olds. (Content and Consent Management)</p> |
| <ul style="list-style-type: none"> • Community Portal Project | <p>A Community Service over the web and 80+ on-street kiosks. Further development with iDTV and Smart Cards (for authentication)</p> |
| <ul style="list-style-type: none"> • Further Development | <p>The production of a common architecture to support Transport Applications and multi modal transport services.</p> |

(A "build once / use many times Infrastructure)

- Secure services for citizens / suppliers
- Stamp on public sector probity
- Delivered region wide

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Service Provision

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| <ul style="list-style-type: none"> • Uni-lateral Services | <p>Voluntary Agencies using centrally provided Portals and call centres</p> |
| <ul style="list-style-type: none"> • Bi-lateral Services | <p>Two Local Authorities using common infrastructure to interwork and share information*</p> |
| <ul style="list-style-type: none"> • Multi-lateral Services | <p>Client consent to have his / her id added across organisations. Advised change of address / personal data once</p> |

Joined-up Services

- Up to date benefit entitlement feeding through to relevant school: automatic update of credits on smart card
- Patients discharged from hospital requiring assistance: information feeding directly to Care Agency, Meals on Wheels, Local Voluntary organisations (Help the Aged)
- Concessionary Travel entitlements feeding directly to local Transport Operators and smart card applications
- Commercial companies linking up to bundle strategic offerings **

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Benefits For Local Authorities

- Provides a master register of Citizens
 - across the North East Region
 - identifying their uptake of eServices
- Provides the security and governance framework for the Public Sector
- Enables Local Authorities to transact with each other, and other services (linking CRM facilities to the Master Register)
- Positions Local Authorities to offer services on each others behalf (outsourcing arrangements)
- Enables Local Authorities to be a 'gateway' to citizens across the region and beyond

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Benefits For the Region

- Creation of jobs and skills
 - User Support Hubs and Call Centre Networks
- Creation of jobs and services
 - Issuing and Accepting Networks
 - Centre of Excellence (Showroom facilities)
- Enabling business to develop applications and deliver services over the Networks
- Enabling widescale delivery of eLearning and development of ICT skills
- Introduction of a variety of 'out of the box' solutions for cost-effective packages of services for businesses. E.g.:-
 - building access
 - employee log-on
 - eLearning
 - security and recovery
- Satisfies a range of RES objectives via several themes
- Makes the Business Case for Transport a reality.

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Benefits For the Citizen

- enables inclusion and accessibility across the region
- enables a single, multi application card
- enables a single point of contact for:-
 - settlement
 - clearance
 - access to personal data
- enables the citizen to:-
 - track/control their take up of eServices
 - across administrative boundaries
 - across different services
- build once/use many times
 - more cost effective
 - reduced cost of receiving services

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A Smart North East