

Developing Public Sector ICT Strategies that promote efficiency, sustainability and better customer service

Barry Lowry
Government CIO

Strategy: “a plan of action designed to achieve a long-term or overall aim”

Efficiency: “ability to accomplish a job with a minimum expenditure of time and effort”

Sustainability: “ability to maintain or support an activity or process over the long term”.

Customer Service: “the process of ensuring customer satisfaction with a product or service”

Strategy: “a plan of action designed to achieve a long-term or overall aim”

So a successful strategy should:

- enable us to improve services to our customers (internal or external);
- while reducing costs; and
- contain mechanisms aimed at continuous improvement

satisfaction with a product or service

Public Sector ICT Strategy (2015)

1. Build to Share



Creating ICT shared services to support integration across the wider Public Service to drive efficiency, standardisation, consolidation, reduction in duplication and control cost.

2. Digital First



Digitisation of key transactional services and the increased use of ICT to deliver improved efficiency within Public Bodies and provide new digital services to citizens, businesses and public servants.

3. Data as an Enabler



In line with statutory obligations and Data Protection guidelines, facilitate increased data sharing and innovative use of data across all Public Bodies to enable the delivery of integrated services, improve decision making and improve openness and transparency between Government and the public.

4. Improve Governance



Ensure that the ICT strategy is aligned, directed and monitored across Public Bodies to support the specific goals and objectives at a whole-of-government level and with an emphasis on shared commitment.

5. Increase Capability



Ensure the necessary ICT skills and resources are available to meet the current and future ICT needs of the Public Service.

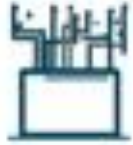
Public Sector ICT Strategy (2015)

1. Build to Share



- ✓ Reduce Cost
- ✓ Improve Service
- ✓ Build Sustainability & continuous improvement

2. Digital First



- ✓ Reduce Cost
- ✓ Improve Service
- ✓ Transform services

3. Data as an Enabler



- ✓ Reduce Cost
- ✓ Improve Service
- ✓ Build Sustainability

4. Improve Governance



- ✓ Build Platform for long-term improvement & growth

5. Increase Capability



- ✓ Reduce Cost
- ✓ Improve Service
- ✓ Build Sustainability & choice

Public Sector ICT Strategy (2015)

1. Build to Share



Creating ICT shared
Service to drive ef
duplication and cont

Why does Digital First
come second?

on across the wider Public
consolidation, reduction in

2. Digital First



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3. Data as an Enabler



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“Go Digital or Go Home”

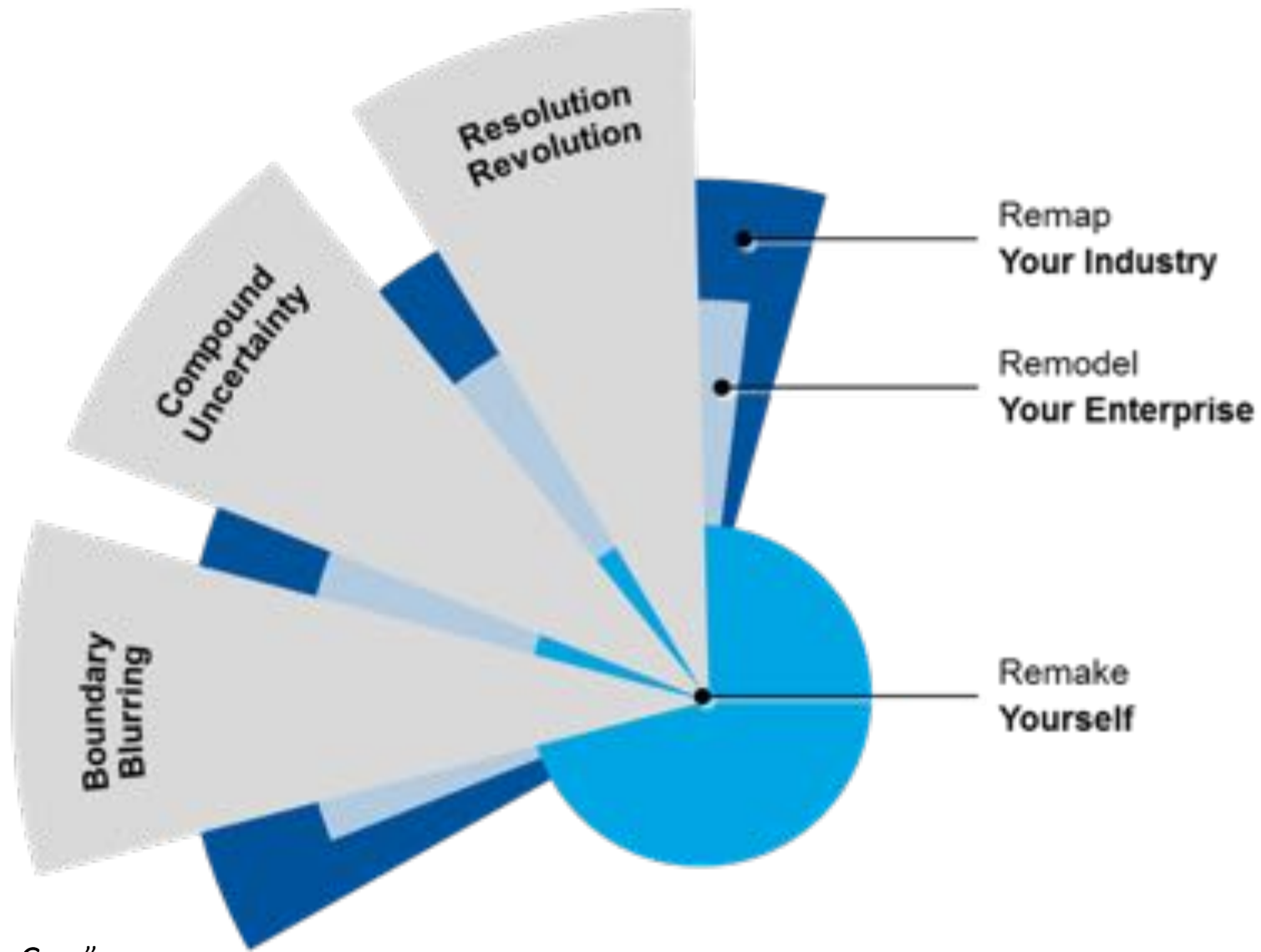
Mark Raskino (Gartner)



What ever happened to

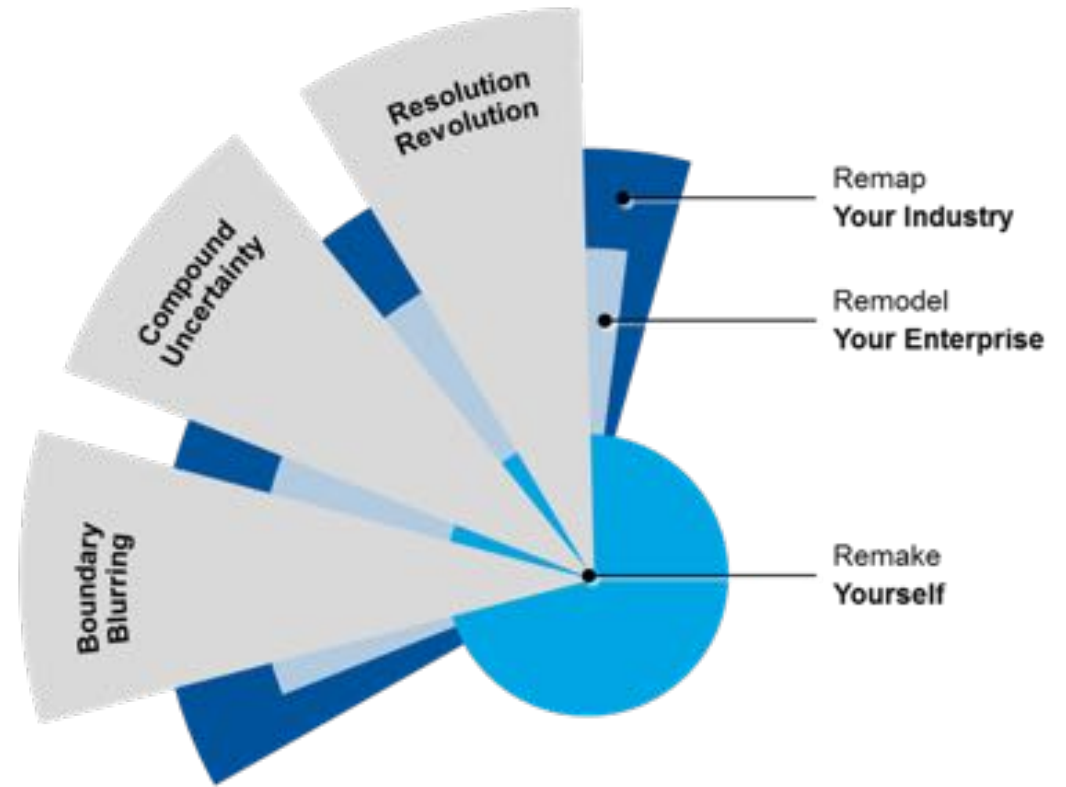
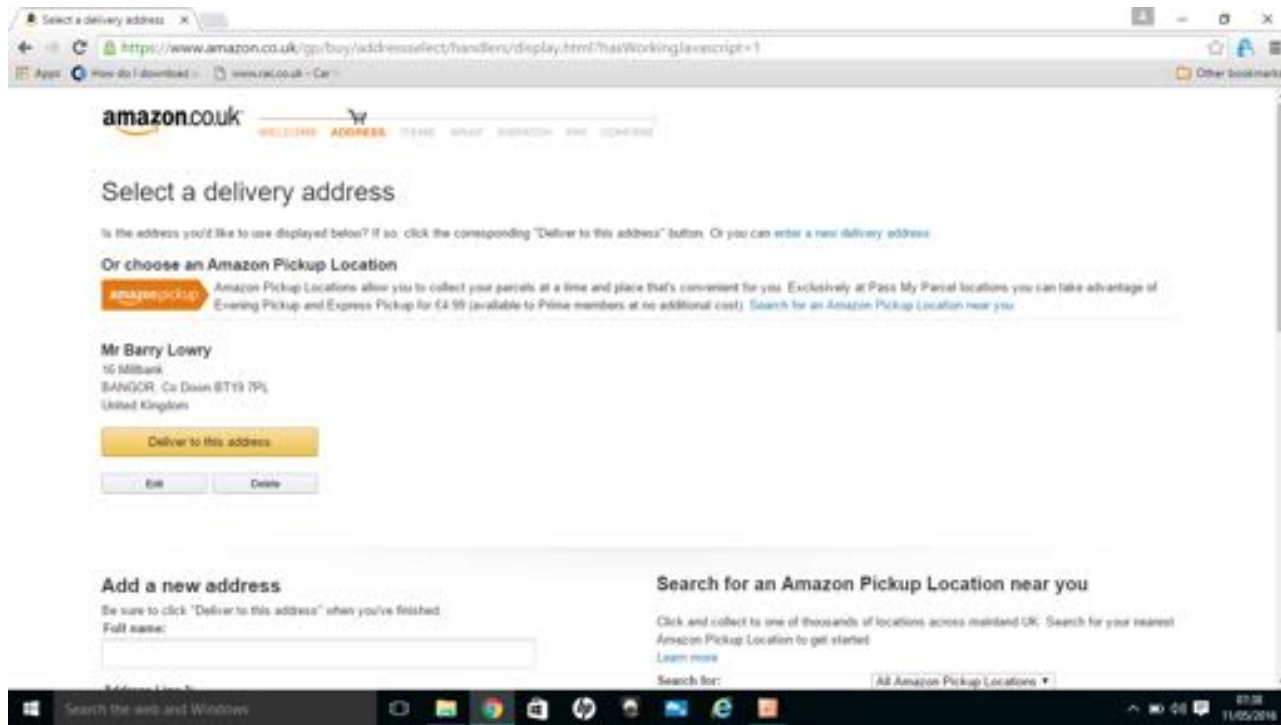


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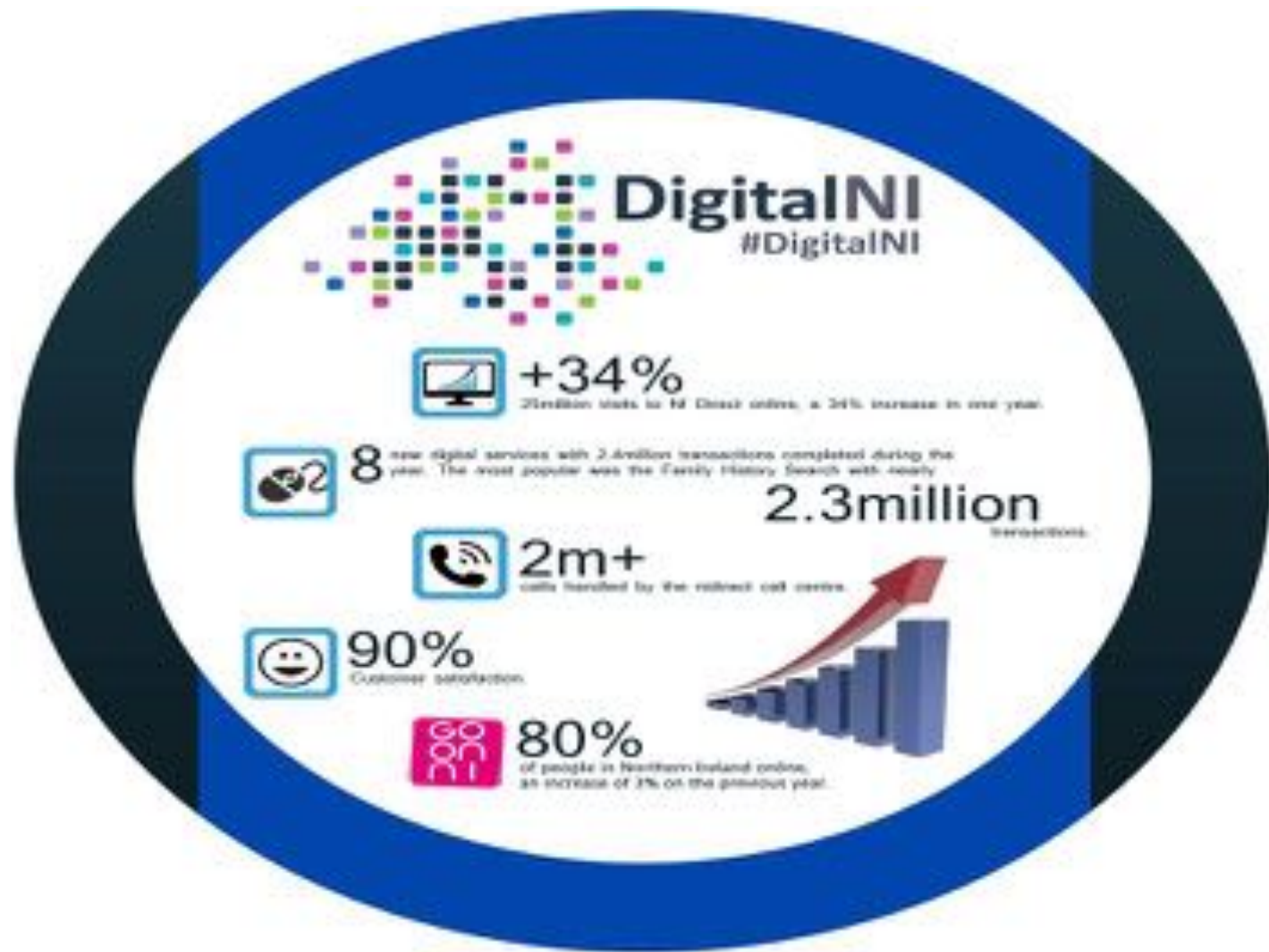


"Digital to the Core"

Mark Raskino & Graham Waller(Gartner)



16 by 16 Digital Services



nidirect.gov.uk

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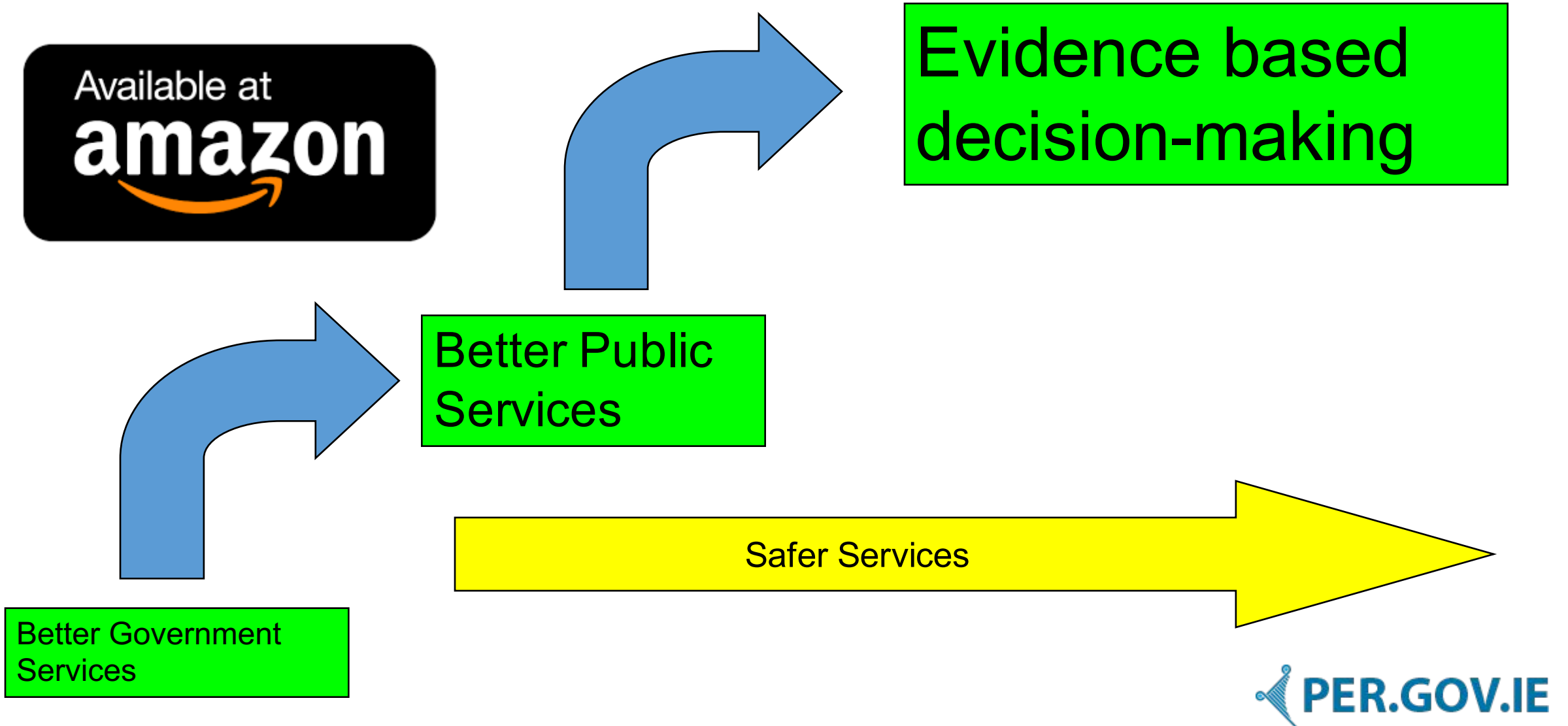
A starting point towards
a staggering
transformation?



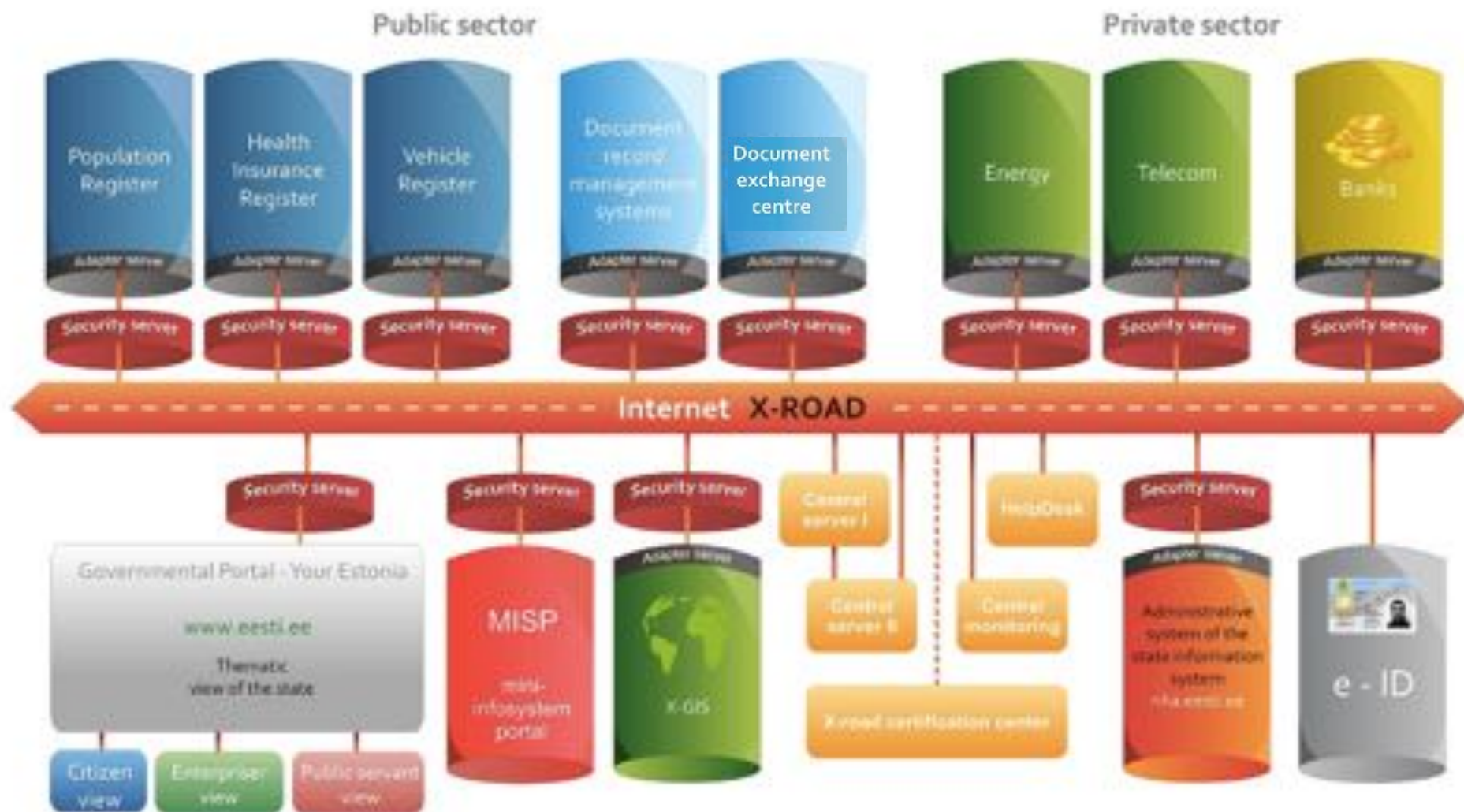
Not him,
the card!



The National Data Infrastructure



Could Ireland end up here? - X-road



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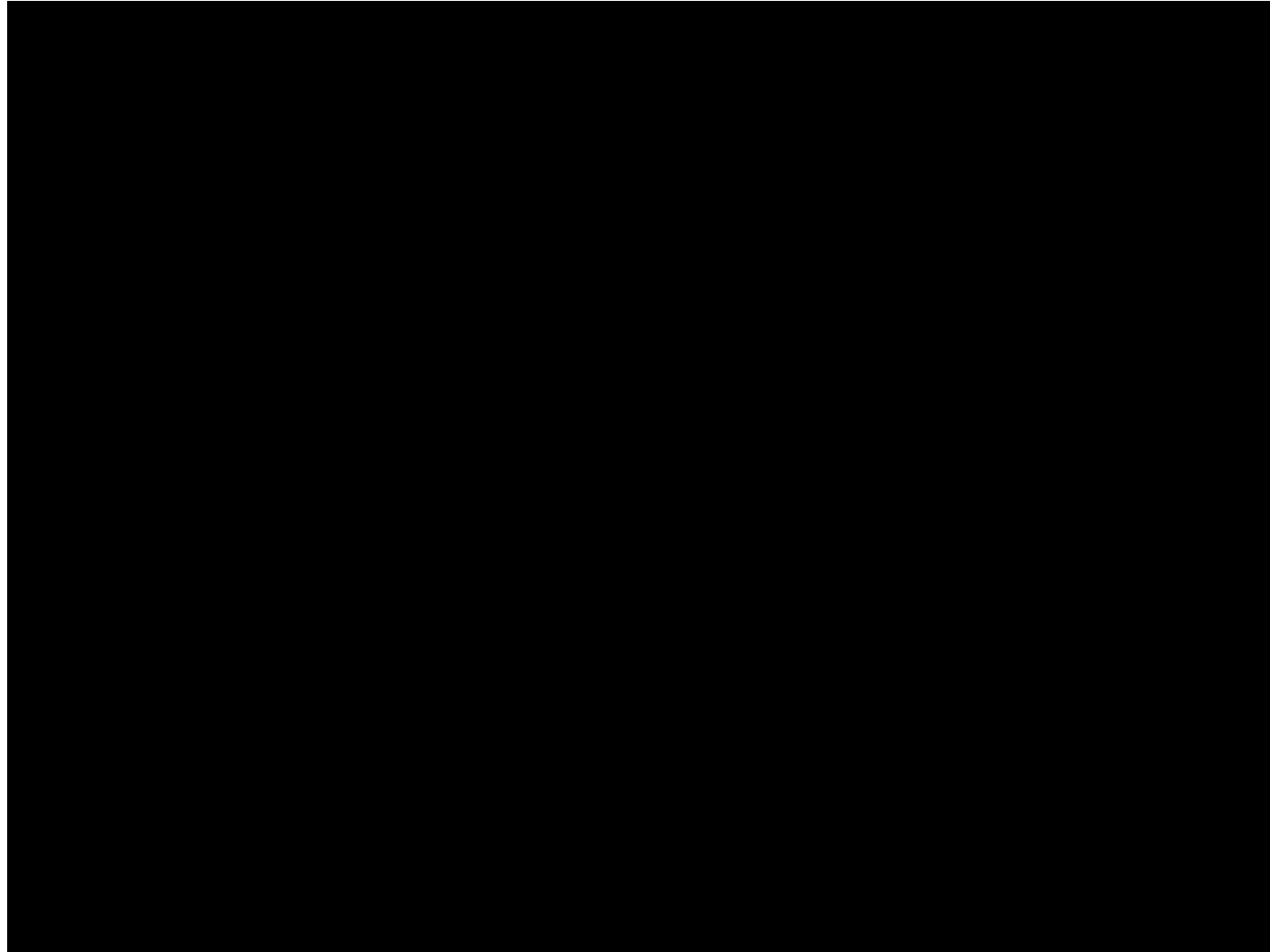
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Why sharing is important



What are Shared Services?

Shared Services is a business model with the following characteristics:

- An internal organization becomes an internal service provider and manages a non-core, but essential functional area
- Business organizations request products and services from the shared service provider
- The shared service organization provides products or services to multiple business organizations in the company
- The users of products and services are charged by the provider for the things they use
- The shared service organization is run rather like an independent business, covering their costs through revenue
- Measurements including external and internal benchmarking assure that the shared services organization is efficient and always improving
- **It's not outsourcing or consolidation!**

Why Shared Services?

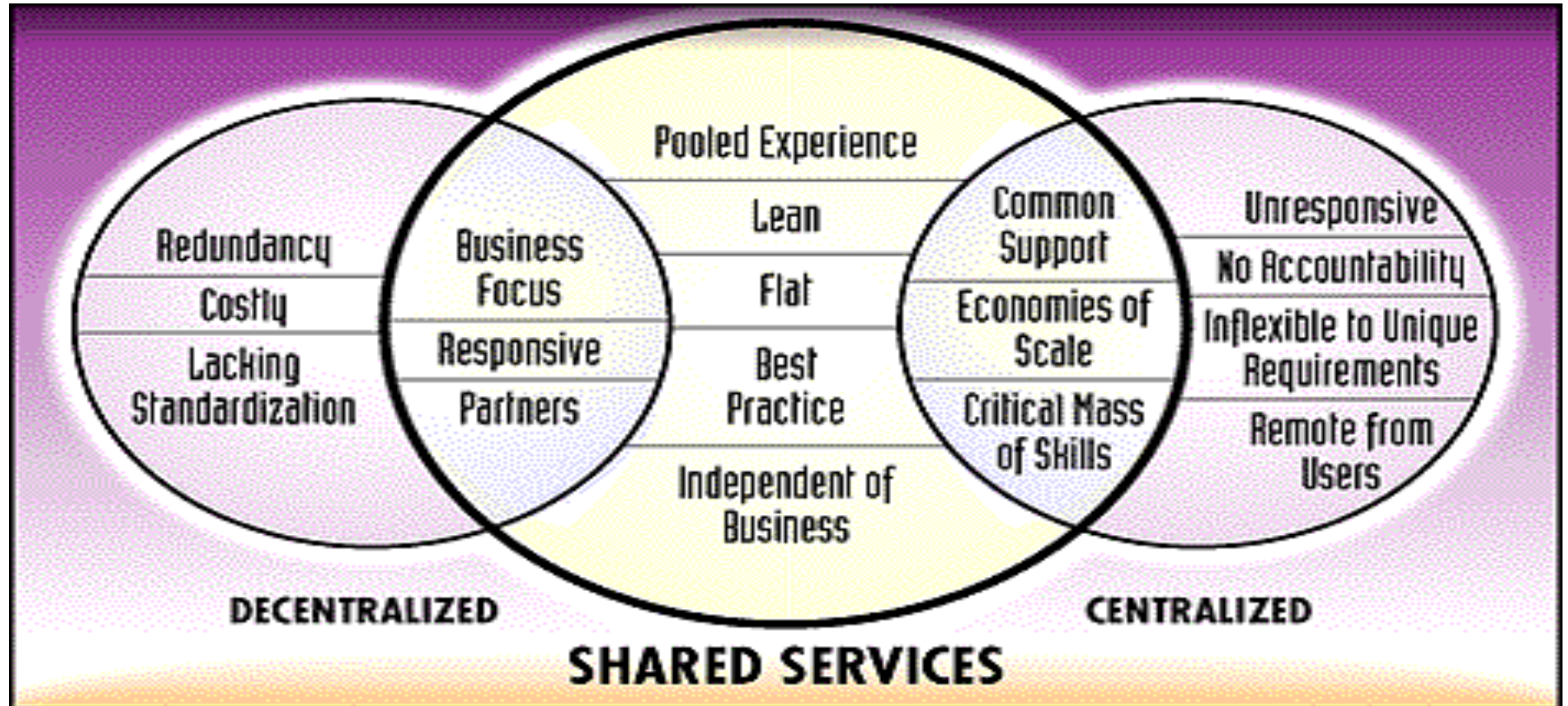
(Holland & Davis)

The objective of the shared services model is to improve the financial performance of the corporation. This objective is accomplished by:

- Shared services allows internal providers to be more efficient through common processes, economies of scale, standardization
- Shared services provides an internal function with enough size to provide a community of expertise, attractive for hiring, training, retaining
- A shared service business model allows the business units to discontinue their fragmented focus on non-core support areas, because the shared service group accepts responsibility and accountability for those areas

Why Shared Services?

(Holland & Davis)





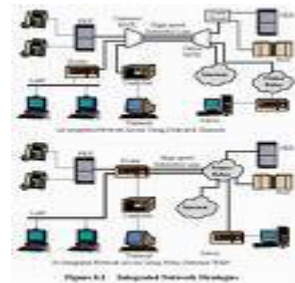
Accommodation



People

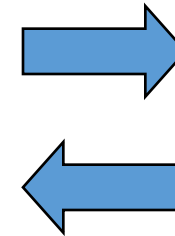


Processes



Technology

The Northern Ireland IT Assist model



Back Office

Front Office

Customers

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Data

Board
Meetings

Benchmarking

Security
Testing/Accreditation

Service
Level
Agreements

Audits

Standards

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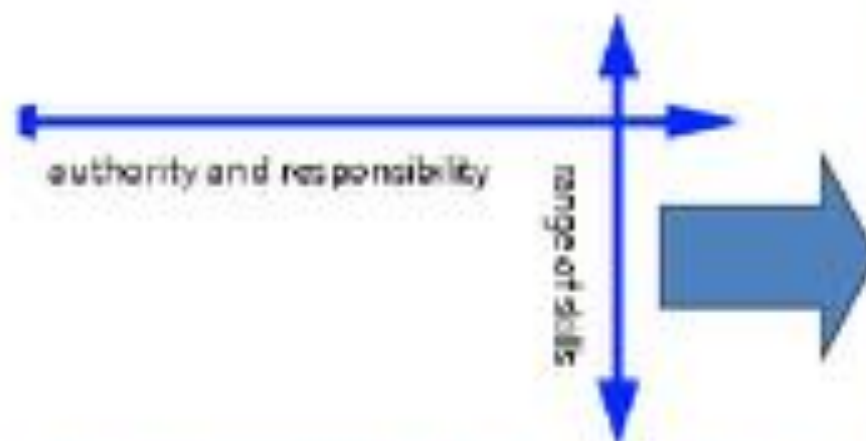
Ensure the necessary ICT skills and resources are available to meet the current and future ICT needs of the Public Service.

Creating a world class internal capability

- Move to specialisms
- Highly skilled with a culture of continuous development and accreditation
- Emphasis on business and “soft” skills
- Improved communications including listening
- Culture of empowerment, dynamism and “can do”

What SFIA looks like

The framework provides a clear model for describing what ICT practitioners do. It is a two-dimensional matrix.

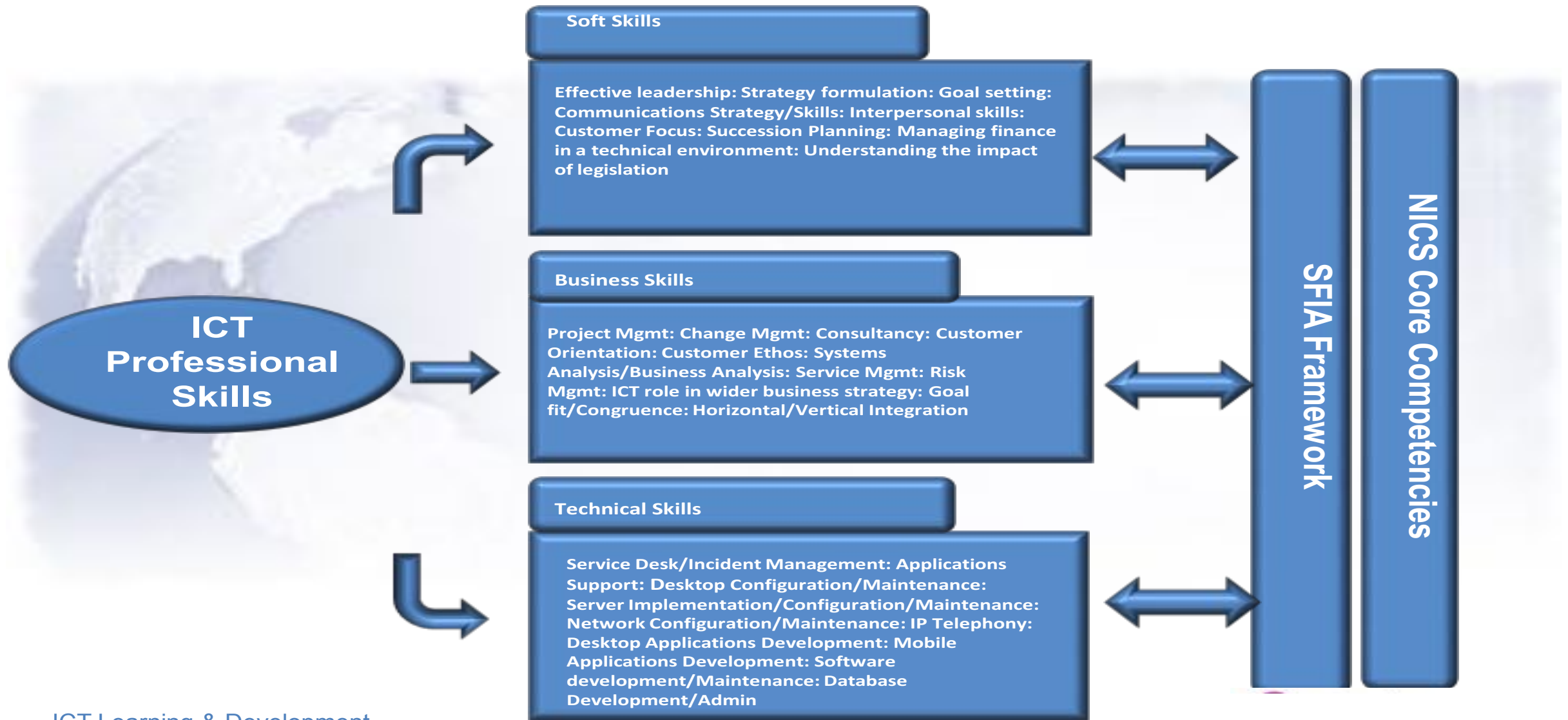


People exercise skills at different levels. SFIA recognises seven levels of professional skill. The levels range from 1 at basic entry to 7 at a very senior level, normally in a large organisation.



The Skills Framework for the Information Age is owned by The SFIA Foundation www.sfia.org.uk

CAPABILITY FRAMEWORK FOR THE IT PROFESSIONAL



*“a journey of a thousand miles
begins with a single step”*

Confucius (551-479 BC)



Questions?