The OECD Council adopted on 15 July 2014 the Recommendation on Digital Government Strategies. The Recommendation provides a set of 12 principles structured around 3 pillars. The OECD Secretariat is developing a Digital Government Policy Toolkit to support OECD member countries and non-member adhering countries with the implementation of the Recommendation. This practice was submitted by the government of New Zealand to be considered as a good practice in the implementation of one or more of the principles contained in the Recommendation.

**Description of the practice:**

**Organisation:** Government Chief Technology Officer, Deputy Chief Executive, Service and System Transformation Branch, Department of Internal Affairs

**Name of the practice:** Better Public Services Programme – Result 9

**Principles implemented:**

- **Principle 2** – Encourage engagement and participation of public, private and civil society stakeholders in policy making and public service design and delivery
- **Principle 6** – Ensure coherent use of digital technologies across policy areas and levels of government
- **Principle 7** – Establish effective organisational and governance frameworks to co-ordinate the implementation of the digital strategy within and across levels of government

**Description:** In 2012, the Government launched the Better Public Services Programme. The goal is a public service and State sector that provides better results and improved services with an ongoing focus on value-for-money and innovation. The programme has 10 result areas.

Result 9 is about delivering better public services to business customers. Progress towards achieving Result 9 will be measured against the following targets:

Business costs (effort) from dealing with government will reduce by 25% by 2017, through a year-on-year reduction in effort required to work with agencies.
Government services to business will have similar key performance ratings as leading private sector firms by July 2017.

To track progress towards these targets the Better for Business partnership uses a rolling monthly monitor surveying 1200 business owners every six months.

Result 9 is led by the Ministry of Business, Innovation and Employment and delivered in partnership with ACC, Callaghan Innovation, Inland Revenue, Ministry for Primary Industries, New Zealand Customs Service, New Zealand Trade and Enterprise and Statistics New Zealand.

Result 9 aims to make government services better for business by:
- Joining up government services
- Sharing information across government
- Using digital and online tools
- Simplifying processes
- Using third parties to co-design and co-deliver services.

Initiatives include the Result 9 Accelerator and the development of the New Zealand Business Number.

This initiative forms part of the Government’s Better Public Services programme. It is a whole of government initiative.

Result 9 is led by the Ministry of Business, Innovation and Employment and delivered in partnership with ACC, Callaghan Innovation, Inland Revenue, Ministry for Primary Industries, New Zealand Customs Service, New Zealand Trade and Enterprise and Statistics New Zealand.

For more information, see: http://www.mbie.govt.nz/what-we-do/better-for-business

Results

For more information, see: http://www.mbie.govt.nz/what-we-do/better-for-business/measuring-progress

http://www.ssc.govt.nz/bps-cab-papers-minutes

Development

Design: N/A

Testing: N/A
Implementation: N/A

Resources: N/A

Diffusion and scaling: N/A

Partnerships: Public Sector Organisations

Partners: Accident Compensation Corporation

Callaghan Innovation,

Inland Revenue

Ministry for Primary Industries

New Zealand Customs Service

New Zealand Trade and Enterprise

Statistics New Zealand.

Nature of the partnership: Ongoing collaboration and consultation

Lessons learned

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Conditions required:

Additional information: