Digital government toolkit

Digital Government Strategies: Good Practices

New Zealand: Better Public Service Programme – Result 10

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 Service Programme – Result 10

Principles implemented: <u>Principle 2</u> – Encourage engagement and participation of public, private and civil society stakeholders in policy making and public service design and delivery

<u>Principle 6</u> – Ensure coherent use of digital technologies across policy areas and levels of government

<u>Principle 7</u> – 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 10 is New Zealanders can complete their transactions with government easily in a digital environment. Progress towards achieving Result 10 will be monitored using the following key target:

- An average of 70% of New Zealanders' most common transactions with government will be competed in a digital environment by 2017.

The Department of Internal Affairs leads Result 10. Work on Result 10 is guided by the Digital Services Council which comprises representatives from 8 central government agencies (Department of Conservation, Department of Internal Affairs, Inland Revenue, Ministry of Business, Innovation and Employment, Ministry of Social Development, New Zealand Customs Service, New Zealand Police, New Zealand Transport Agency).

In 2014, the *Result 10 Blueprint* was endorsed as government policy for service delivery for the State services.

The Blueprint is a strategic guide for government agencies to make services that are:

● digital by design – our services are designed to be digital

● digital by default – digital services will be 'how we do things' in government

● digital by choice –customers choose digital because it's convenient.

Further information about Result 10 and the Result 10 blueprint can be found at:

https://www.ict.govt.nz/programmes-and-initiatives/digital-transformation/result-10/

Initiatives under Result 10 include the federated service delivery programme. The GCIO is working with agencies to plan how government can deliver integrated digital services. Integrated services give customers a personalised end-to-end experience, regardless of the type of service they're using, or the agency providing the service. For example, online birth registration - GCIO is working with the health sector, IRD (Inland Revenue) and MSD (Ministry of Social Development) on this.

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

The Department of Internal Affairs leads Result 10. Work on Result 10 is guided by the Digital Services Council which comprises representatives from 8 central government agencies (Department of Conservation, Department of Internal Affairs, Inland Revenue, Ministry of Business, Innovation and Employment, Ministry of Social Development, New Zealand Customs Service, New Zealand Police, New Zealand Transport Agency).

For case studies illustrating how the services in the Result 10 'basket' are making a difference, please see the following links: http://www.dia.govt.nz/Making-a-difference-to-the-lives-of-New-Zealanders

http://www.ssc.govt.nz/bps-interaction-with-govt#result10

Digital government toolkit

Results

A key part of helping New Zealanders complete their transactions with government easily in a digital environment is to plot the progress of the agencies involved in Result 10. This link provides a quarterly update of the "basket" of New Zealanders' most common transactions that are suitable for transition to the digital environment: http://www.dia.govt.nz/Better-Public-Services-Measuring-Result-10

Development

Design: N/A

Testing: N/A

Implementation: N/A

Resources: N/A

Diffusion and scaling: N/A. It is a whole of government initiative.

Partnerships: Public Sector Organisations

Partners: Work on Result 10 is guided by the Digital Services Council which comprises representatives from 8 central government agencies (Department of Conservation, Department of Internal Affairs, Inland Revenue, Ministry of Business, Innovation and Employment, Ministry of Social Development, New Zealand Customs Service, New Zealand Police, New Zealand Transport Agency).

Nature of the partnership: Ongoing collaboration

Lessons learned

--

Conditions required: --

Additional information: