



# E-GOVERNMENT STRATEGY

## DECEMBER 2001 – EXECUTIVE SUMMARY

### **Vision**

New Zealand is a world leader in e-government.

### **Mission**

By 2004 the Internet will be the dominant means of enabling ready access to government information, services and processes.

### **Key messages about e-government**

E-government is changing the way government works, and is doing so now. It enables delivery of government information and services in ways that better reflect what people need or want from government, rather than simply what agencies want or are prepared to provide to them.

One of the first expressions of this will be the new all-of-government web portal which will make government much easier to access.

But this is only the first step toward a major transformation of government. Meeting people's needs online will mean integrating processes and services across the traditional boundaries between government agencies. To achieve this, the public sector will adopt a wide range of common information and technology standards; develop shared data resources, software applications and technology infrastructure; and find innovative ways of managing business processes across multiple agencies.

E-government will be a major challenge for all agencies. The key challenges include:

- Authentication, privacy and security
- Governance
- Data quality
- Measuring the uptake and effectiveness of e-government.

Funding will also be a major issue, as the transformation involved in e-government is potentially very wide ranging.

To enable agencies to participate in this transformation process and help them through it, the E-government Unit of the State Services Commission provides leadership and develops the supporting foundations of the e-government environment (e.g. policies, standards, some shared infrastructure, etc), so that agencies will be able to align more easily with the overall objectives of this change process, and create e-government in the way that the Government expects they will.

The E-government Strategy has been in place for about a year now. There has been good progress to date, but a lot more is needed. To help agencies play their part in making e-government happen, the strategy will be reviewed and updated at least every 12 months. This revision does that, preparing the public sector for the e-government work needed in 2002/03 and beyond.

## Characteristics of successful e-government

### Convenience and Satisfaction

*Services provided anytime, anyhow, anywhere*

### Integration and Efficiency

*Services that are integrated, customer-centric and efficient*

### Participation

*Participation in government*

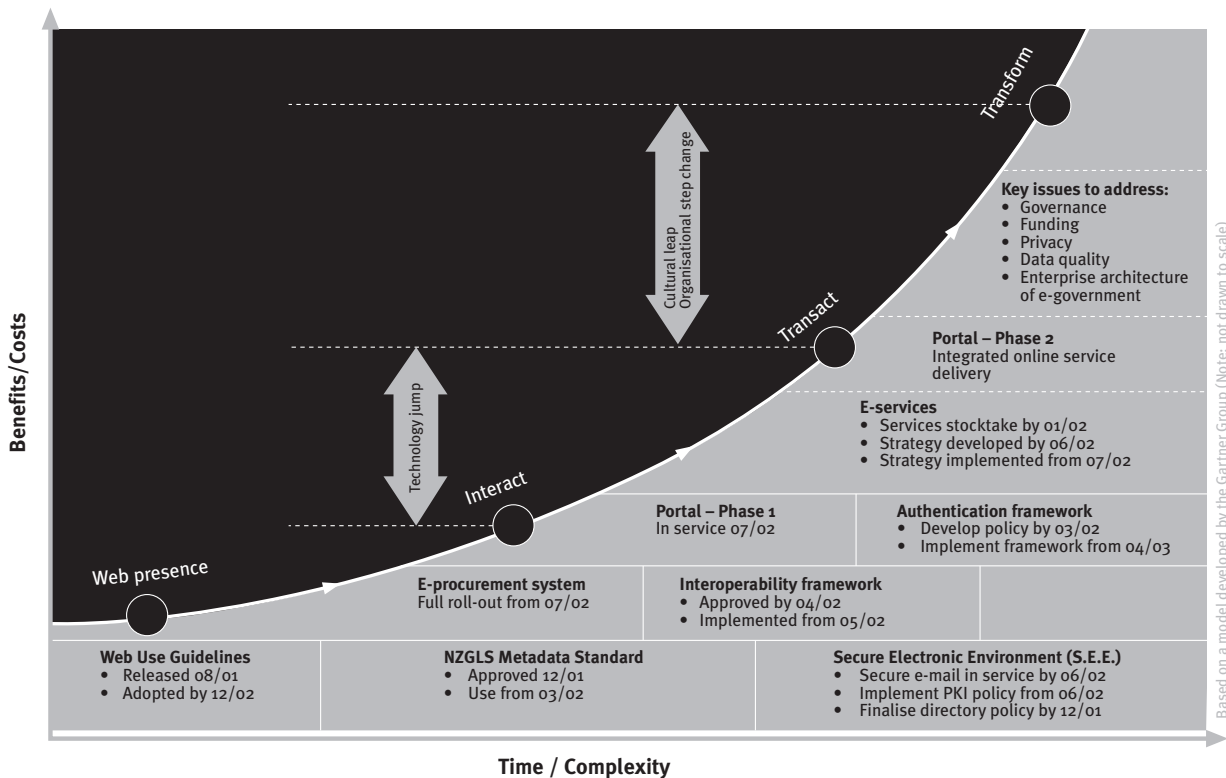
People will have a choice of channels to government information and services that are convenient, easy to use and deliver what is wanted.

Information and services will be integrated, packaged and presented to minimise cost for people, businesses and departments.

People will be better informed and better able to participate by having easier access to government information and processes.

# THE BIG PICTURE - WHERE IS E-GOVERNMENT TAKING US?

Many countries including New Zealand are using a four-phase model of the development of e-government to inform their long-range planning



### Phase 1 – Web presence

Basic information is available to the public on government websites.

### Phase 3 – Transaction

Self-service applications are available so people can complete entire transactions online.

### Phase 2 – Interaction

More extensive information, forms for downloading and e-mail communication are available to the public on government websites.

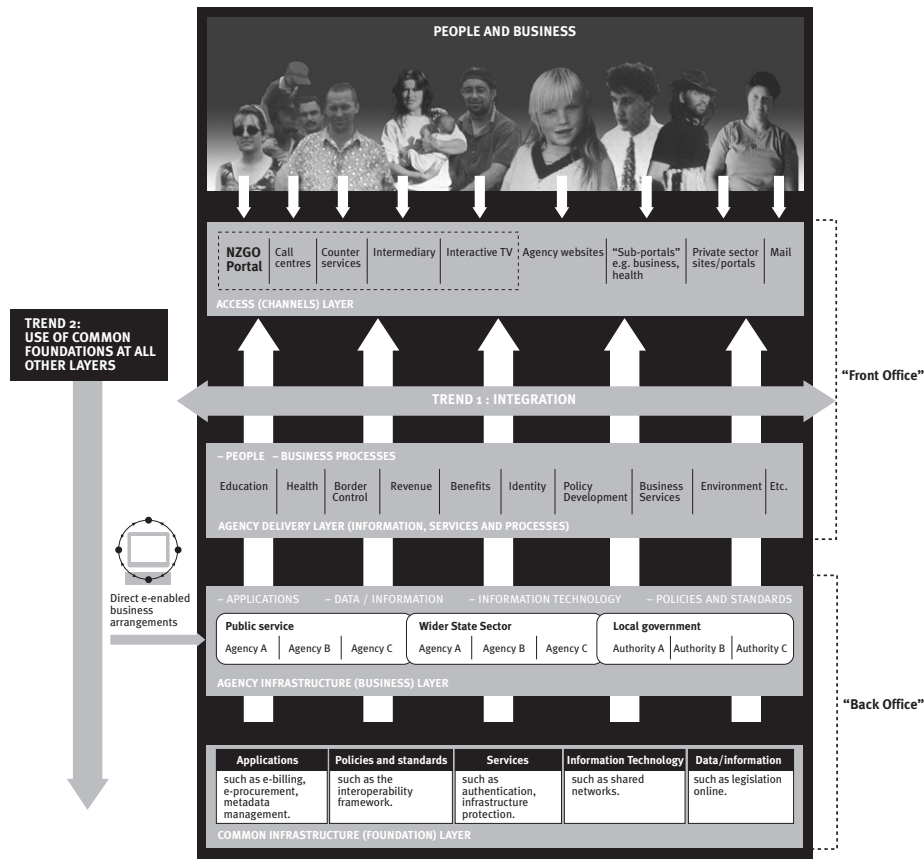
### Phase 4 – Transformation

Government service delivery is increasingly integrated across organisation boundaries (levels of government and potentially across government, the non-government sector and the private sector).<sup>1</sup>

<sup>1</sup> Based on GartnerGroup Research Note: Gartner's Four Phases of E-government Model. © GartnerGroup, November 2000

# A WHOLE-OF-GOVERNMENT APPROACH TO INFORMATION AND SERVICES

By 2004, it is expected that the public sector will be working like a single, integrated organisation, rather than a collection of seemingly independent service providers. The diagram shows the broad structure of this organisation.



## Access (Channels) Layer

The government portal will provide a common way of finding all government information and services, whether online or offline. There will be multiple entry points to government, in some cases managed by collaborating agencies where this leads to more customer focused and effective service delivery.

## Agency Delivery (Information, Services and Processes) Layer

Government organisations will increasingly integrate their information and services with those of other government organisations where this makes sense for users. This will improve people's experience of government. It may also achieve savings and reduce compliance costs.

## Agency Infrastructure (Business) Layer

Government organisations will continue to use their own in-house and outsourced resources and applications to deliver their unique information and services. However, agencies will increasingly collaborate in the development and use of their infrastructure, where appropriate.

## Common Infrastructure (Foundation) Layer

Government organisations will deploy their business applications and manage corporate processes on a common infrastructure. It will consist of applications such as e-billing, e-procurement and metadata management, all-of-government policies and standards such as the interoperability framework, shared services such as authentication and infrastructure protection and common infrastructure such as shared networks.

# THE EXPERIENCE OF E-GOVERNMENT

E-government will change the way people experience the public sector. By 2004 people will be able to say:

- I found what I wanted easily
- I can get to information and services any way I choose
- I can use online services anywhere, any time
- I can easily comment on the service I am receiving
- I can contribute to the way policies develop
- I know that my privacy is being maintained
- I know that government is protecting my personal information and delivering services to the right people

Business will find that their experience of e-government mirrors the experience of the public. The streamlined and more integrated environment of e-government will make government much easier to work with than today. Businesses will especially notice the reduced compliance and transactions costs that e-government will bring about.

Public servants will notice changes in the way the public sector operates. In many ways it will be more like working in a single networked organisation.

## Key Activities & Milestones *These are highlights: please see [www.e-government.govt.nz/programme/strategy.html](http://www.e-government.govt.nz/programme/strategy.html) for details.*

MILESTONES	WHEN
<i>Portal</i> <ul style="list-style-type: none"> <li>• launched (Phase 1)</li> <li>• enhanced (Phase 2 – integrated online service delivery)</li> </ul>	by July 02 July 02–04
<i>Web Guidelines</i> <ul style="list-style-type: none"> <li>• version 1 agreed by government organisations (in draft)</li> <li>• adopted by government organisations</li> </ul>	August 01 by December 02
<i>NZGLS Metadata Standard</i> <ul style="list-style-type: none"> <li>• agreed</li> <li>• adopted by government organisations</li> </ul>	December 01 from March 02
<i>Secure Electronic Environment (S.E.E.)</i> <ul style="list-style-type: none"> <li>• secure email system implemented by government organisations (S.E.E. Mail)</li> <li>• PKI policy implemented (S.E.E. PKI)</li> <li>• directory policy finalised (S.E.E. Directory)</li> </ul>	by June 02 by June 02 by December 01
<i>E-procurement system</i> <ul style="list-style-type: none"> <li>• pilot</li> <li>• adopted by government organisations</li> </ul>	January – June 02 from July 02
<i>Interoperability framework</i> <ul style="list-style-type: none"> <li>• agreed</li> </ul>	by April 02
<i>Authentication</i> <ul style="list-style-type: none"> <li>• policy framework</li> <li>• implementation framework</li> </ul>	by March 02 by April 03
<i>E-services</i> <ul style="list-style-type: none"> <li>• services stocktake</li> <li>• strategy</li> <li>• implementation of e-services by government organisations</li> </ul>	by January 02 by June 02 from July 02