



The New Zealand digital journey

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New Zealand Government

New Zealand context

- Central and local government
- 30+ core government departments
- 78 local government authorities
- 4 million citizens, plus 1 million overseas
- Delivering Better Public Services – one of four government priorities



GCIO - ICT Functional Lead

Getting the service experience right for the citizen in a digital world



AN
IMPROVED
AGENCY
FOCUS



Supporting:

- ▶ Safer individuals and reduced welfare dependency
- ▶ Skills and employment
- ▶ Improved interaction with government

Centrally led, collaboratively delivered



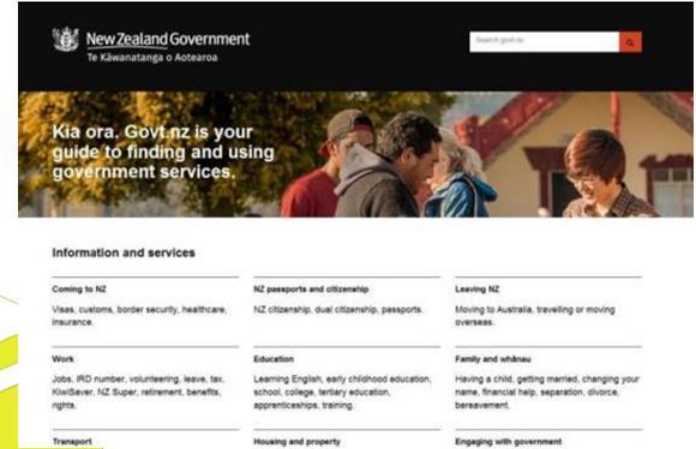
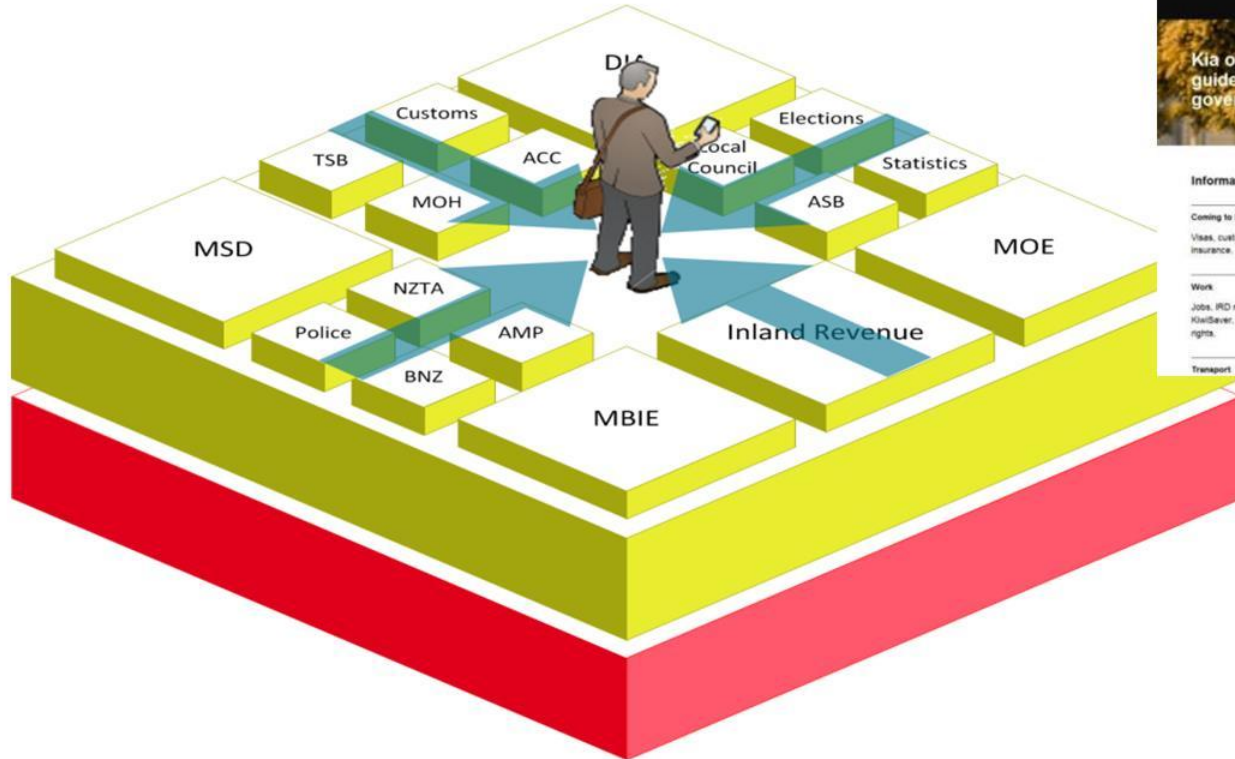
Leading for the collective good,
with an ecosystem-wide
perspective.

Moving service from... to

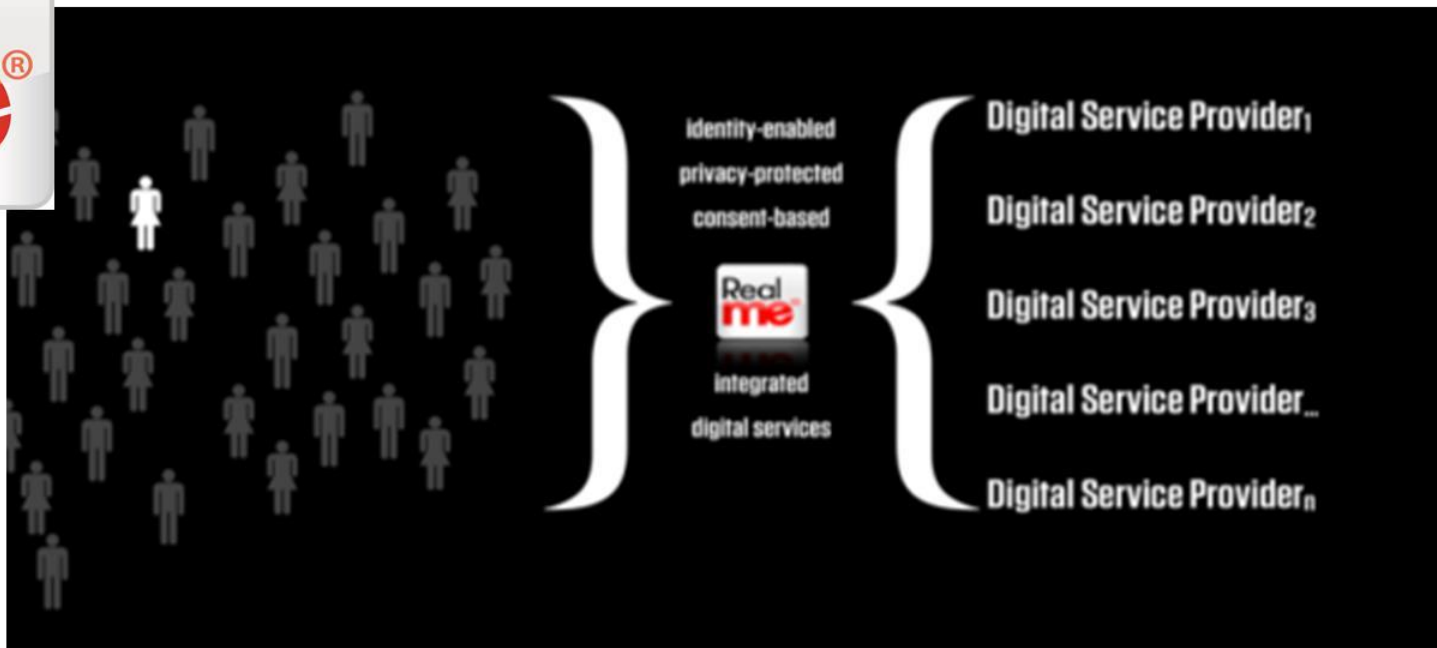


... needs some 'Golden Rules'

1. Put the customer at the centre



1. Put the customer at the centre (continued)

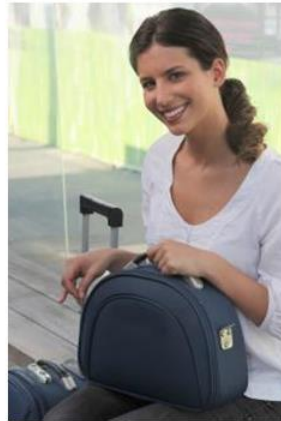


2. Design services around life events

"We're having a baby!"



"I'm moving to NZ."



"I'm 65 and retiring."



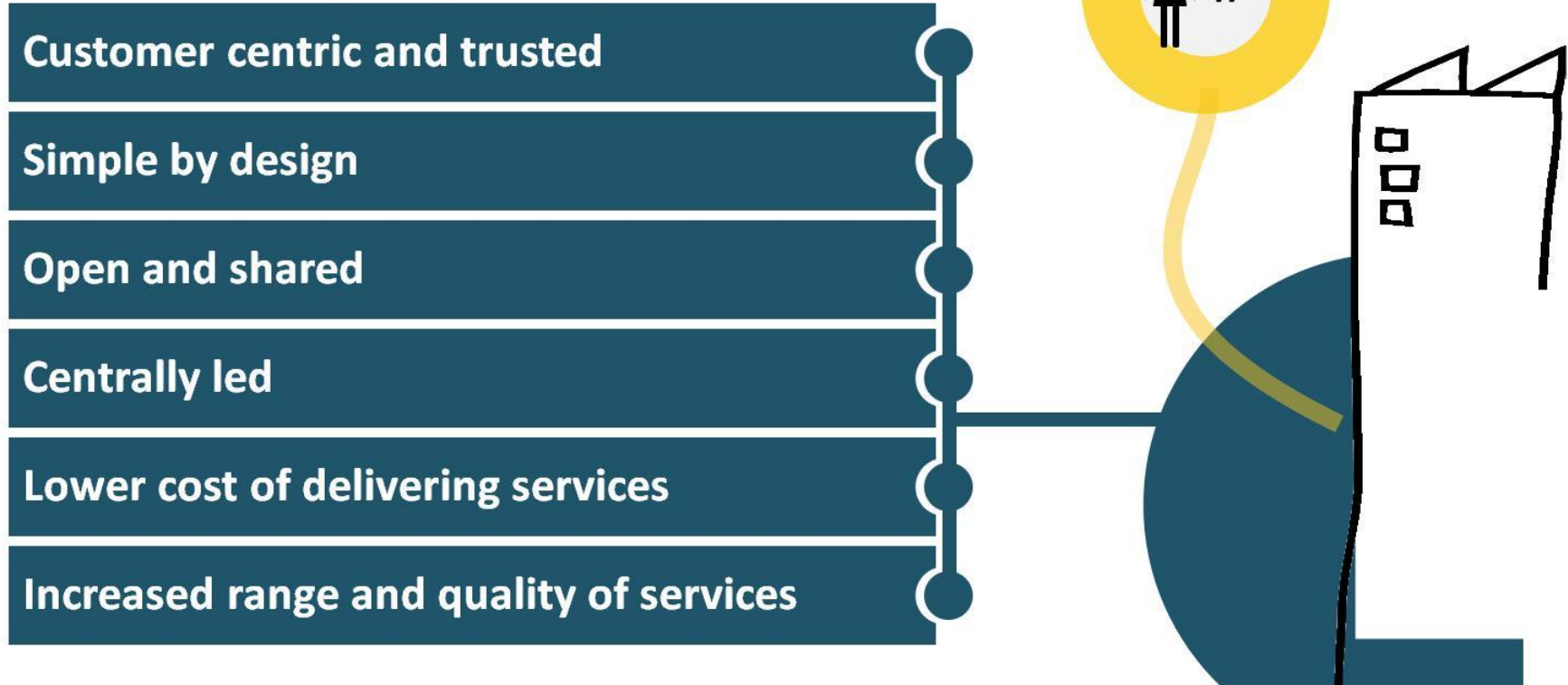
3. Work differently – as a system of services

It's about:

- transcending agency boundaries
- collaborating



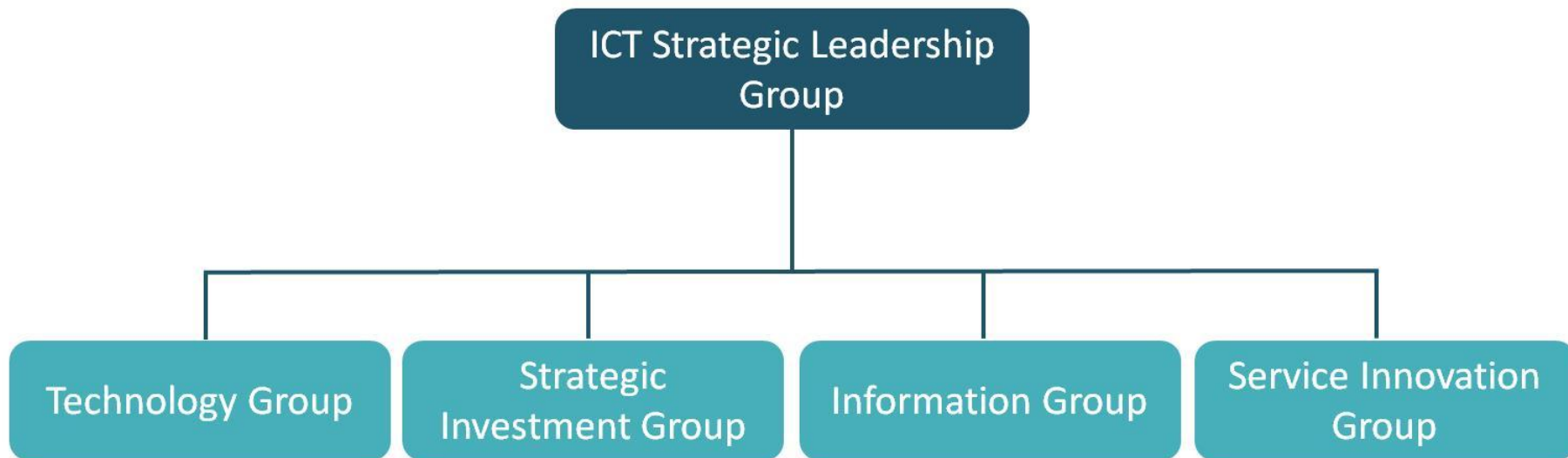
Service model across government



Trade-offs – agency and system priorities



Governance and accountability



Benefits of getting it right:



www.ict.govt.nz