

A stylized graphic of the New Zealand flag, featuring a white background with a black silhouette of a silver fern frond. The frond is composed of numerous small, rectangular segments, giving it a digital or pixelated appearance. The graphic is positioned on the left side of the slide, partially overlapping the dark background.

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



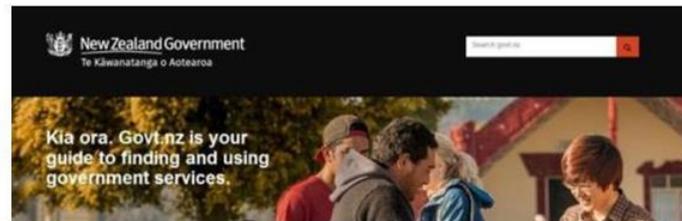
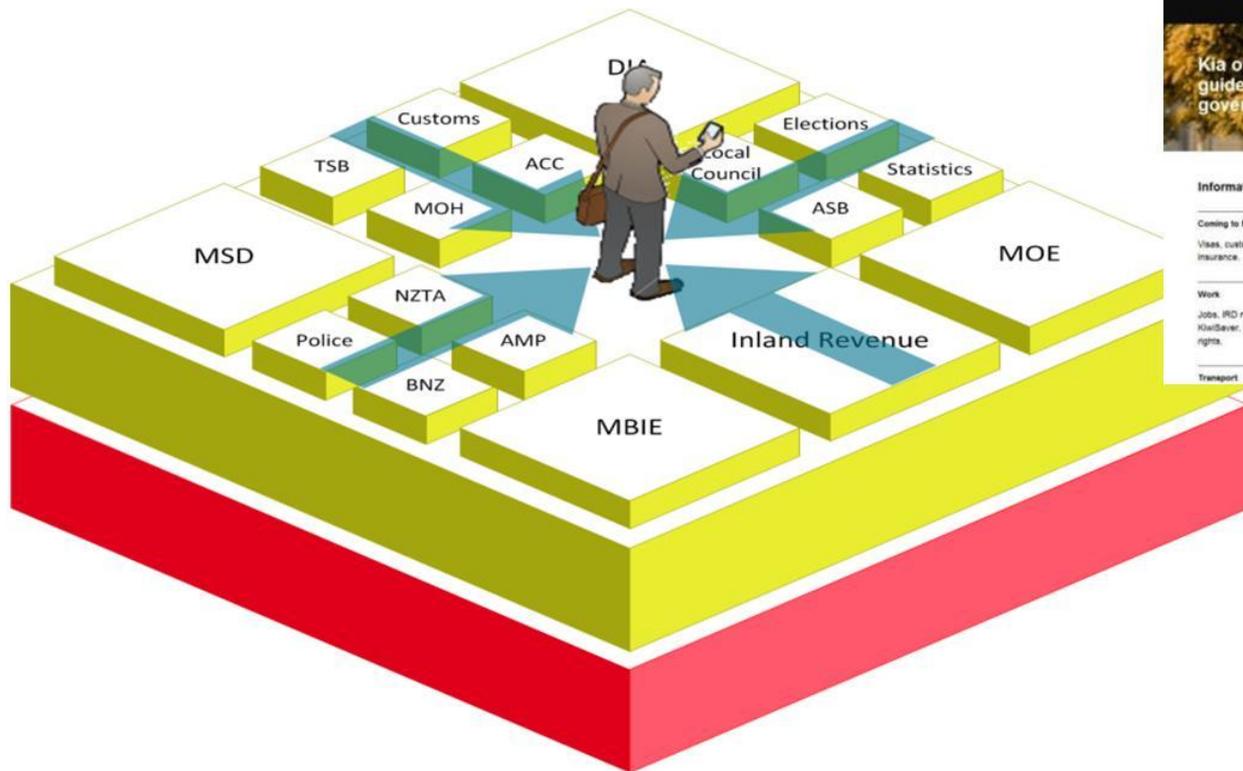
Leading for the collective good,
with an ecosystem-wide
perspective.

Moving service from... to



... needs some 'Golden Rules'

1. Put the customer at the centre



Information and services

Coming to NZ

Visas, customs, border security, healthcare, insurance.

Work

Jobs, IRD number, volunteering, leave, tax, KiwiSaver, NZ Super, retirement, benefits, rights.

Transport

NZ passports and citizenship

NZ citizenship, dual citizenship, passports.

Education

Learning English, early childhood education, school, college, tertiary education, apprenticeships, training.

Housing and property

Leaving NZ

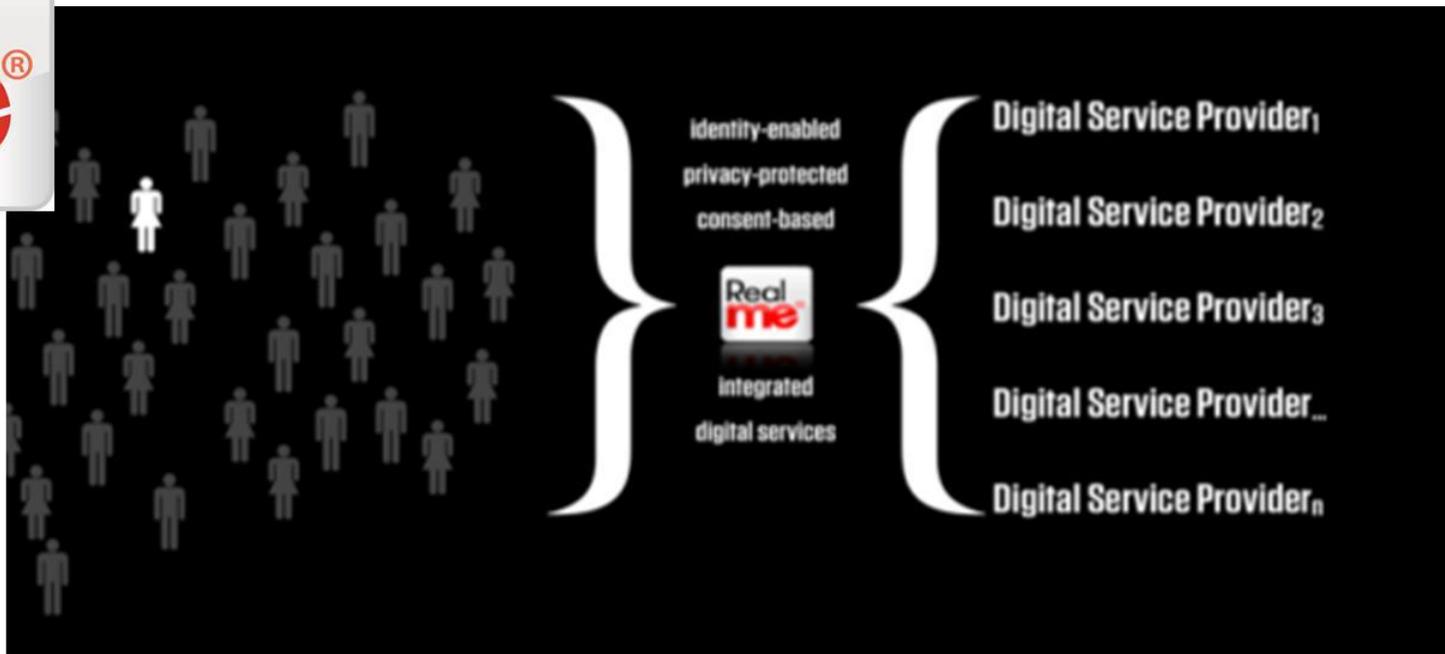
Moving to Australia, traveling or moving overseas.

Family and whānau

Having a child, getting married, changing your name, financial help, separation, divorce, bereavement.

Engaging with government

1. Put the customer at the centre (continued)

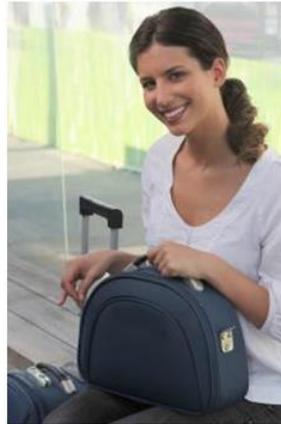


2. Design services around life events

"We're having a baby!"



"I'm moving to NZ."



"I'm 65 and retiring."



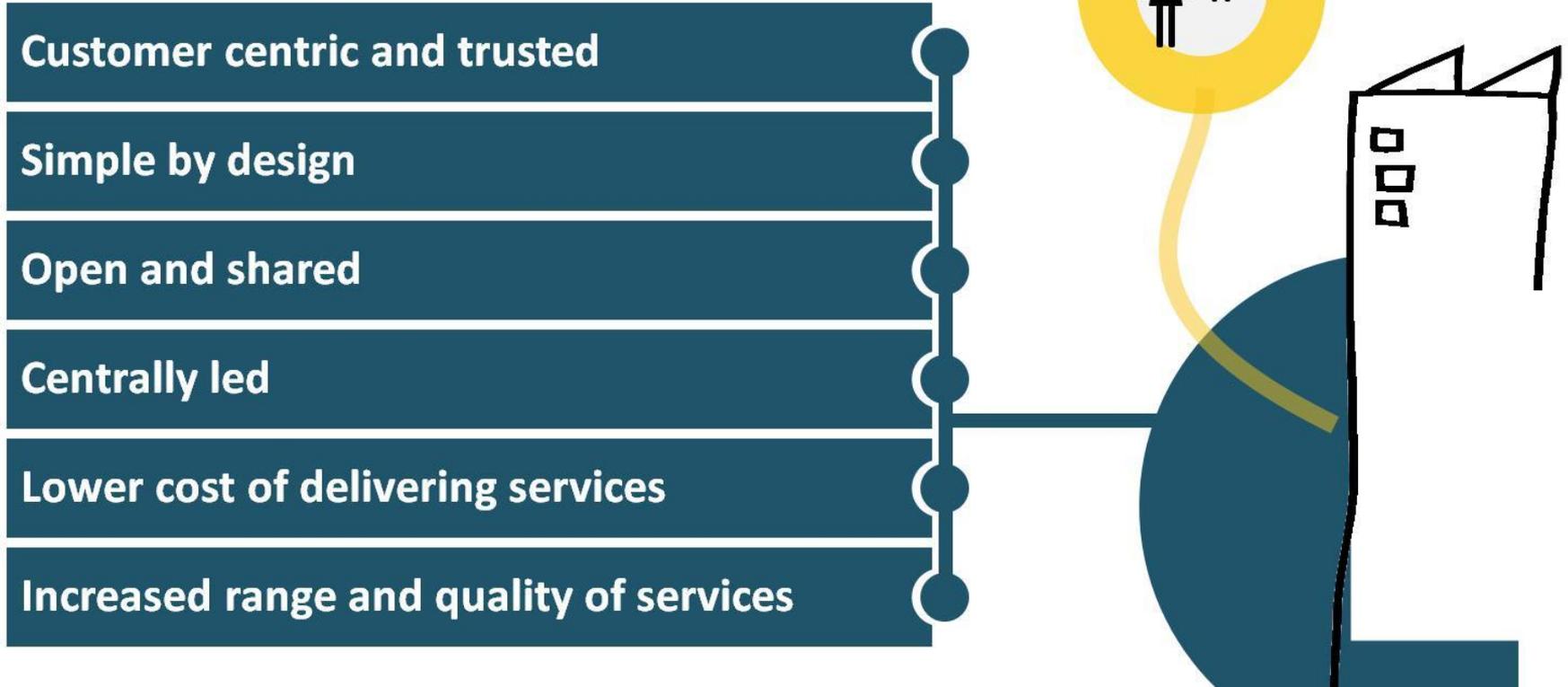
3. Work differently – as a system of services

It's about:

- transcending agency boundaries
- collaborating



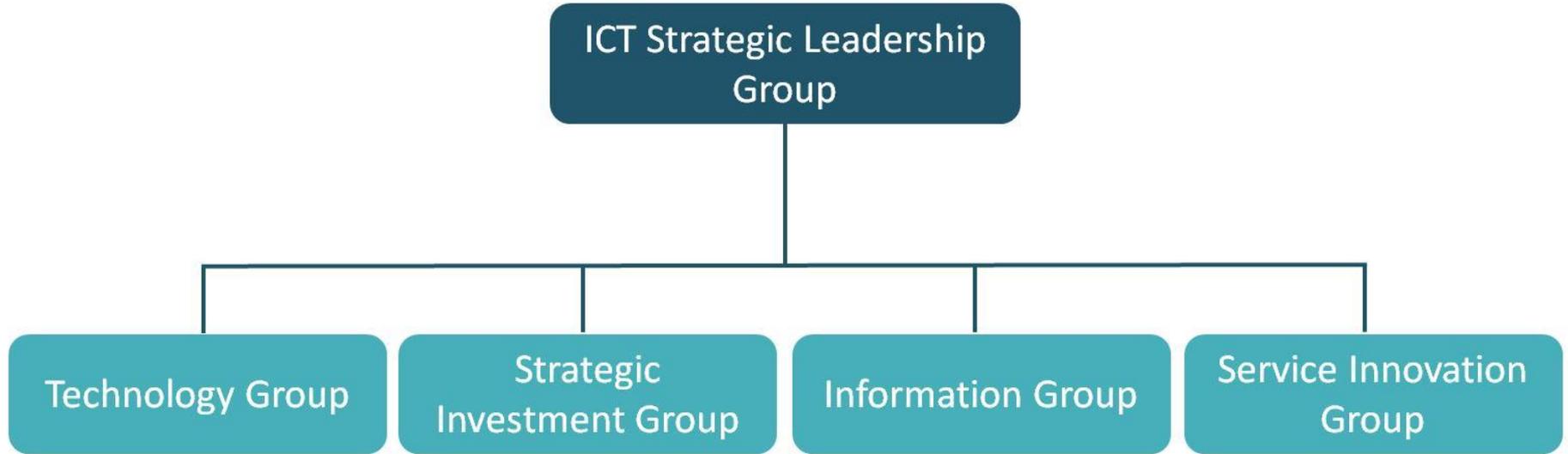
Service model across government



Trade-offs – agency and system priorities



Governance and accountability



Benefits of getting it right:



www.ict.govt.nz