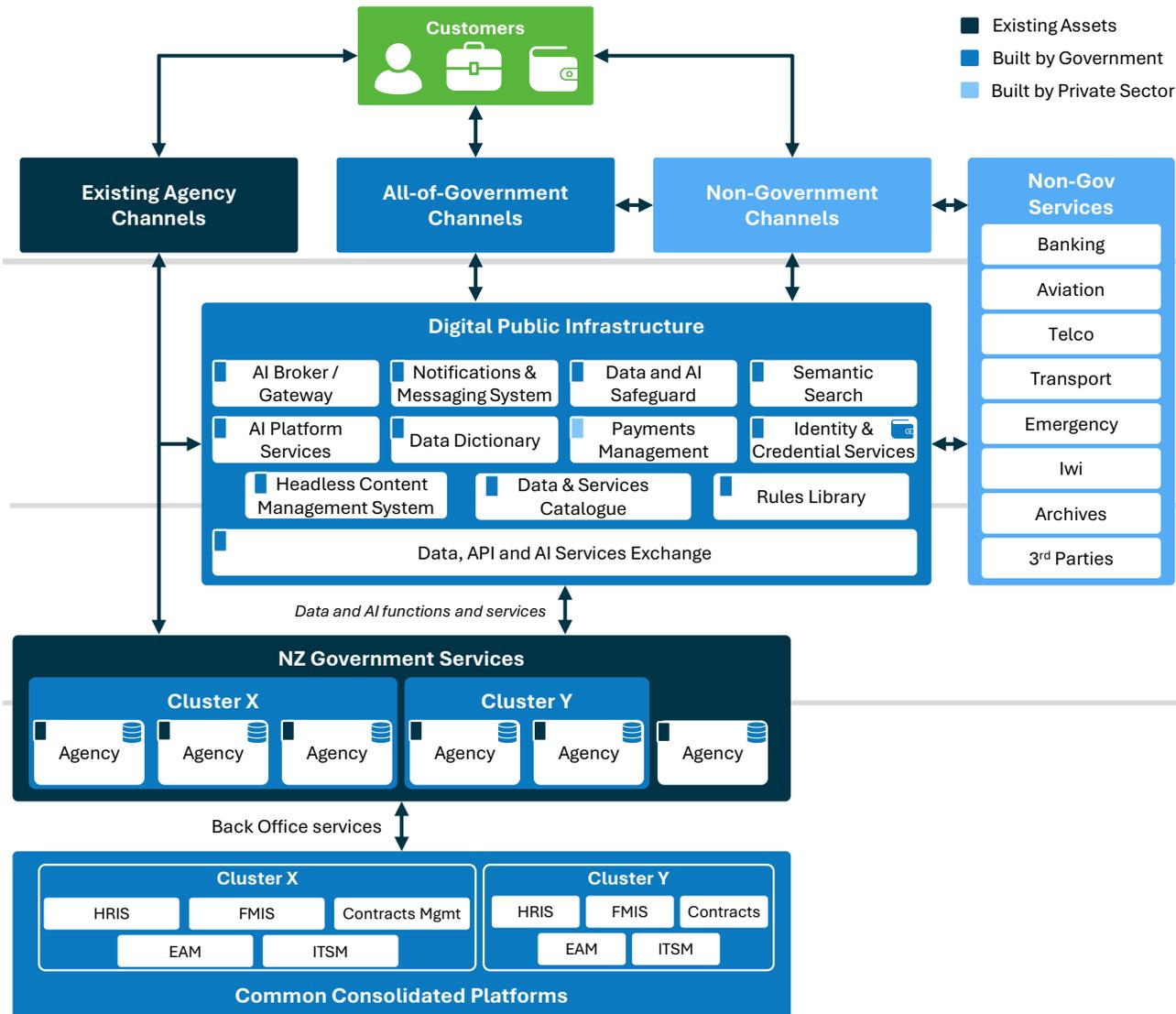


Digital Target State

Building this new centralised layer of capability helps us position digital as a national asset focused on modularity and connecting government – both internally and with the broader ecosystem.



Customer Layer

Interaction points for customers and government. Digital credentials live in a customer digital wallet. Customers choose which credentials to share with Digital Public Infrastructure (DPI) and agencies. Services are orchestrated around service clusters using agency rules and data, aligned to common standards, reducing the need to deal with individual agencies.

Digital Public Infrastructure Layer

Standardised, agency-agnostic layer that includes common tooling (e.g. AI, digital identity), and the architecture to orchestrate and deliver services. DPI composes privacy-preserving, credential-enabled services using centrally defined standards and patterns. Over time, services are increasingly delivered through DPI as existing agency channels are phased out.

Integration Layer

Passes outcomes of DPI-enabled channel transactions to agencies. Agencies expose service and data to DPI for orchestration and are notified on service request, updating their operational systems. The central integration of AI, messaging, and payments services with agencies ensures consistent delivery across customer channels.

Agency, Platform, and Infrastructure Layer

Agency platforms (including clusters and common consolidated platforms) are built pragmatically for relevant customer needs, and both consume from and contribute to DPI. Some platforms remain federated or unique, while agencies continue to manage systems of record. Customers keep oversight of any stored data and can request agencies to delete stored data.

Definitions

Label	Description
Customers	People and organisations interacting with New Zealand Government. This includes our customers' digital wallets, holding their decentralised identity data as credentials for access to government and non-government services.
Existing Agency Channels	Current state digital channels - web portals, websites, and apps - developed and owned by agencies (e.g. MyIR, MyMSD, MyACC) that will continue being supported in this interim state.
All-of-Government Channels	New digital channels for interacting with government (e.g. the Govt.nz App) that leverage Digital Public Infrastructure, providing services from multiple agencies, with modern foundations built in.
Non-Government Channels	Channels external to government, which may have involvement in the delivery of government services (e.g. banking channels, for providing of statements for proof of address).
Non-Gov Services	The non-government entities providing services to customers connected into DPI needed for improved service delivery.
Digital Public Infrastructure	The new infrastructure layer that facilitates interactions between channels into government, through to government agencies. Provides foundations for data handling, artificial intelligence, notifications and messaging, content management, security and safeguards, and integration.
AI Broker / Gateway	Routes requests through AI channels to the appropriate channel for service provisioning or additional support.
Notifications & Messaging System	Orchestration of templated, auditable outbound notices to customers with preferences determined by end users, and two-way threaded in-app / case messaging between customers and government.
Data & AI Safeguard	Policies, controls and monitoring tools that ensure the ethical and lawful use and management of data and AI services. Includes standards, patterns, privacy protections, security measures and compliance with legislation.
Semantic Search	Customer intent and context-aware search across content and government service information, powered by the AI Platform Services capabilities, e.g. AI models, Model Context Protocol (MCP).
AI Platform Services	Smart foundations for AI (including Large and Small Language Model services and Machine Learning Ops) help build a centrally owned and governed AI practice within DPI, which can be exposed to agencies via AI Services Exchange for production and consumption of data.
Data Dictionary	Authoritative and centrally governed catalogue / ontology of data elements used across agencies, including standardisation of names, definitions, formats, permissible values, privacy classifications and lineage. Enables interoperability through the services exchange for agency API data sharing.
Payments Management	Central all-of-government payment platform for payment collection and dispatch, centralised within DPI to provide payments services to facilitate payments between parties.
Identity & Credential Services	A central credentials issuance platform that parties use to issue credentials to customers' digital wallets. Orchestration to facilitate acceptance of credentials for the purposes of access to government and non-.
Headless Content Management System	The index of authoritative government digital content held by agencies and made available to DPI. Doesn't maintain or own any content and data (as this is continually held by respective agencies), but acts as a coordination layer connecting agencies, DPI and the app for a consistent experience.
Data & Services Catalogue	Maintained repository of services across agencies and central rules and processes for central service delivery. acts as the initial exposure layer for services prior to development of the AI platform.
Rules Library	Ingests / connects machine-readable service delivery rules which are maintained by agencies, translating these for interoperability within DPI.
Data & AI Services Exchange	Centralised layer for integrations between DPI and agencies, facilitating secure transfer of data and AI services and context. Leveraging the identity and credential services capability facilitates consent for the exchange layer, based on direct consent given by customers for data sharing (including agency-to-agency.)
NZ Government Services	Agencies and entities within the New Zealand Government, providing services both via their existing agency channels to the public, and via the Digital Public Infrastructure layer via new All of Government channels and/or third parties.
Common Consolidated Platforms	Back office platforms consolidated, by agency/capability cluster, providing FMIS, HRIS, Contracts Management and other combined functions to their respective agencies.