

Service Modernisation Roadmap V2

Accessible HTML version: <https://www.digital.govt.nz/service-modernisation-roadmap-v2>
Last updated 10/11/2025

Customer service experience



System Lead initiatives	Lead	FY25/26	FY26/27	FY27/28
Deliver initial release of the Government App, including a roadmap for service onboarding from agencies and a digital wallet	GCDO	●	●	●
Deliver service design and user experience requirements, guidance and tools to guide agencies to deliver improved and more consistent digital customer service experiences	GCDO	●	●	●
Deliver an AI virtual assistant to make it easy for people to find and use government information and services confidently	GCDO	●	●	●
Provide reporting and insights on high-demand digital services and customer perception to ensure government digital services meet New Zealanders’ needs and expectations	GCDO	●	●	●
Agency initiatives	Lead	FY25/26	FY26/27	FY27/28
Enhance digital services for tenancy bond collection and distribution to deliver an improved customer experience	MBIE	●		
Partner with public libraries to improve digitised government services in communities	DIA (Nat Lib)	●	●	
Develop a new Digital Employment Service to connect jobseekers, employers and training providers, supporting New Zealanders to get into work and reduce the number of jobseekers on benefit	MSD	●		
Deliver a modern digital system to support contracting with partners consistently and transparently, so social sector partners have less red tape and better systems and processes	MSD	●		
Modernise Contact Centre and Workforce Platform to enhance support for court system users	MoJ	●	●	●
Provide court remote participation services to enhance New Zealanders’ access to justice	MoJ	●	●	●

Reusable digital components



System Lead initiatives	Lead	FY25/26	FY26/27	FY27/28
Develop API standards and ensure agencies are able to access key government APIs	GCDO	●	●	●
Implement an All-of-Government messaging and notification platform to support the Government App	GCDO	●	●	●
Agency initiatives	Lead	FY25/26	FY26/27	FY27/28
Through FormBuilder, develop simpler and more consistent government forms to make it easier for businesses to provide information digitally to government	MBIE	●	●	
Migrate surveys to a single consolidated survey platform with multi-modal capability to improve respondent experience and make it easier for businesses to complete surveys	StatsNZ	●		
Create efficiency and value for money by delivering a payments service design for use across social sector agencies	MSD		●	
Create efficiency and value for money by developing common social sector patterns to speed up eligibility assessment and delivery of social sector products and services to New Zealanders	MSD		●	
Deliver Identity Check service for online identity verification for government services to make it easier for New Zealanders prove who they are online	DIA	●		
Provide a unified digital photo submission onboarding service (genuine face capture and liveness capabilities) to access government services, that works with Identity Check	DIA	●		
Agencies prepare to use Identity Check and Digital Photo Onboarding for customers who do not have other means of identifying themselves online	Agencies	●	●	●
Agencies use API standards, consume and contribute key government APIs	Agencies	●	●	●

Data, digital & security foundations



System Lead initiatives	Lead	FY25/26	FY26/27	FY27/28
Develop a 2-year roadmap for accelerating use of government AI solutions	GCDO	●	●	●
Develop an All-of-Government AI reference architecture to guide the design and implementation of government’s AI solutions, promote best practices and accelerate development across the public service	GCDO	●	●	●
Develop a Digital Identity Services Trust Framework reference architecture in conjunction with private/public sectors	DIA (DISTFB)	●	●	
Implement an All-of-Government issuance platform for digital credentials	GCDO	●	●	
Develop digital standards for web and mobile accessibility to support delivery of user-friendly services for all New Zealanders	GCDO	●		
Agency initiatives	Lead	FY25/26	FY26/27	FY27/28
Provide service interoperability to securely share Court information with trusted partners (Te Wheke)	MoJ	●	●	
Deliver digital case and court management to transform courts’ administration and court users’ experiences (Te Au Reka)	MoJ	●	●	●
Agencies use All-of-Government issuance platform for digital credentials	Agencies	●	●	●
Agencies prepare to issue and receive digital credentials, including data cleansing as a first step where necessary	Agencies	●	●	●
Agencies apply All-of-Government AI reference architecture	Agencies	●	●	●

Doing digital well



System Lead initiatives	Lead	FY25/26	FY26/27	FY27/28
Design an Interim Target State Programme to provide an initial focal point for the ongoing work required towards developing a rolling 5-year digital government target state. The interim Target State will support the delivery of modern, joined-up, customer-centric government digital services by consolidating and connecting government’s digital footprint to drive down costs	GCDO	●		
Improve the way government invests in and procures digital technology to deliver greater value for money and lower the costs of digital	GCDO	●	●	●
Strengthen digital and data capability across the public sector workforce	GCDO	●	●	

Note: Agency service-related AI initiatives will be included in the All-of-Government AI Roadmap