Dashboard 1: The System Change We Are Seeing

### Customers
- Digital Services: Customers experience seamless, integrated and trusted public services
  - Building an ecosystem to allow customers to identify themselves digitally across government
  - Digital Identity Strategy developed to outline proposed transition to a marketplace solution for digital identity
  - 275,000+ people with RealMe verified identity
  - 90 services across 32 organisations now using RealMe
- Information: Information-driven insights are reshaping services and policies, and adding public and private value
  - Taking a system-wide approach to investment in data infrastructure
    - Data Investment Framework developed by Partnership Framework
      - Has allowed a more efficient and consolidated approach to investments in data infrastructure

### Agencies
- Assurance: Ministers and Chief Executives have confidence that ICT investments are well managed and that the benefits of the investment are delivered
  - Providing consistent, high quality assurance services
    - Assurance Service Panel established to provide independent IQA and TOQA services to agencies
    - 13 agencies using panel with average agency satisfaction of 4.6
- Technology: Adoption of information and technology innovations is accelerated and value is being created
  - Increasing business resiliency
    - Able to set up infrastructure, desktops and web services to allow Statistics staff to access systems from any location within two days of Kaikoura earthquake
- Leadership & People: Complex problems are being solved and innovative solutions are being adopted

### Operating model
- Operating models drive sustainable business savings

### Driving the uptake of digital services
- Average of 59.8% of most common transactions completed in a digital environment
- Successful completion of a prototype public cloud marketplace to make it easier for agencies to consume a wider range of cloud services
- Moving ICT operating model to ‘as a service’ and ‘govt as a single customer’
  - 170 agencies using at least one shared capability service (up from 140)
  - 148 agencies consuming software agreements with Microsoft and Oracle
  - Software Framework Agreement with Hewlett Packard Enterprises agreed

### Assuring supply chain
- Supplier Services Dependency Mapping proof of concept exercise with DIA to map supply chain, improve supplier services and manage risk
- Potential to make available as an All of Government service in the future

### Making it easier
- Making it easier for agencies to complete self-assessments
  - New tool to streamline reporting process for agencies and product owners – being used for five self-assessment processes

### Making it easier to find and use government services
- 3.8 million visits to www.govt.nz in 2016, up from 3.4 million in 2015. Improved content focused on multi-agency user journeys for seniors, births, deaths, marriages and citizenship
- Discover service beta launch - new tool to help citizens find government services they may be eligible for

### On track to meet BPS Result 10 target of 70% by end of 2017
- New Result 10 target agreed – By 2021, 80% of transactions for the twenty most common public services will be completed digitally

### Increasing business resiliency
- Over 50,000 visits to SmartStart in first three months. Significant time and cost savings for customers and agencies from sharing of digital birth record
- Service Innovation Lab pilot established - cross-functional multi-agency teams can work together in a shared environment to build integrated services using an agile, user-centric approach, supported by use of an innovation toolkit

### Business cloud services
- 12 month programme of work well underway
- High agency demand for cloud services, significant benefits and cost savings expected. Public Cloud Marketplace being established
- Successful completion of a prototype public cloud marketplace to make it easier for agencies to consume a wider range of cloud services

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### Releasing open government information
- 20% increase in users of datasets on data.govt.nz
- 15% (636) increase in the number of datasets listed by government agencies in last six months
- Content migrated to a more powerful data management system that makes data more accessible via API

### Providing Data and Analytics Functional Leadership
- The Partnership Framework has supported Statistics New Zealand in establishing a new Functional Lead for Data and Analytics

### Ensuring that we have people with the right skills and capabilities
- GovTech Graduate Programme established
  - Provides recent graduates with opportunity to build digital skills across government
  - Second tranche of graduate recruitment currently being considered

### Working with our international partners
- Attended the D5 summit in South Korea. NZ is current chair of the D5, preparing to host next conference in 2018
  - GCID is current chair of the OECD E-Leaders working party
  - Digital exchange with UK government – UK delegation visited NZ in March, return delegation will visit UK in July
  - Working with officials from other countries to share experiences in digital government

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**Government Chief Information Officer**