




Driving Central Government Transformation

EQUINITI



“In order to transform the relationship between the citizen and the state, in the period to 2020, the government will continue to deliver world-class digital services and transform the way government operates, from front end to back office, in a modern and efficient way.”

The Rt Hon Ben Gummer MP
Minister for the Cabinet Office and Paymaster General
Government Transformation Strategy, February 2017

Transformation: A Business Necessity

Digital transformation in Central Government is both a political imperative and a business necessity. With a diverse range of mission-critical responsibilities, Central Government must manage multiple business processes that involve high levels of compliance, large volumes of data and which all have a direct impact on public services. This is, however, no easy task as Central Government exists in a deeply complex environment that must efficiently manage a wide array of public services and functions.

Reduced budgets, economic insecurity and the changing expectations of citizens are just some of the issues that Central Government face. In order to overcome the challenges and improve its financial position, Central Government must fundamentally transform its core functions to ensure the highest level of public service delivery.

The Government has made clear its intentions for the continued digitisation of its collective front and back end office with The Government Digital Service (GDS) investing £1.8 billion on digital transformation. Additionally, in the recent Government Transformation Strategy (Feb 2017) Ben Gummer, Minister for the Cabinet Office has stated that, by harnessing digital to build and deliver services, the government can achieve its ambitious transformation programme, changing the way government does business.



Many departments are transforming how they deliver public services, improving transactional experiences for citizens but, in many cases it has not changed the way government is operating to deliver them. This has meant that organisations without public-facing services are not benefitting from the same degree of focus on digital transformation. Back offices still handle requests manually which is time-consuming and prone to human error. Lengthy administration loses out on key efficiencies and in this way, Central Government business processes are hindered. How can Government deliver excellent digital services if their own back offices are disabled by paper-driven tasks?

Changing the Shape of Government



Back-office processes are the very heart of Central Government. Currently spending around £600 billion each year on running its business processes, Central Government must find new ways to move beyond its challenges. It must catapult itself from being behind the times to reaching a place where it is utilizing digital tools that free people up and automate manual tasks. This will, in turn, enhance public service delivery and align with the vision and goals in the new Government Transformation Strategy.

Building better workplace tools and processes will improve workflow for public servants, including sourcing, governance, workplace IT, businesses cases and human resources processes. Through adopting common technology throughout government departments, Central government can manage and exploit its wealth of information, with tools that provide consistency, standardisation and intuitive automation. In this way, technology can radically change the shape of government.

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Central Government must deliver world-class digital services and transform the way government operates, from front end to back office, in a modern and efficient way.

The Driving Force of Government

Digitising four major business operations can be the step change needed to delivering transformation to the whole of Central Government:



COMPLEX CASE / PROCESS MANAGEMENT

In its existing legacy environment, central government use multiple systems, resulting in islands of information. Consequently, government departments struggle due to little or no interoperability with other departments. Additionally, much of the business processes are still largely paper-based in key areas of case management. Legacy case management systems impede workflow, showing limited volumes of data on a particular case or citizen. The ability to process cases, claims or requests in an efficient manner is lost, information becomes redundant as systems do not offer an integrated view of government casework. Technology can lift central government out of its silos, enabling vital co-operation between departments and raising productivity.



CUSTOMER RELATIONSHIP MANAGEMENT (CRM)

Customer relationship management involves managing interactions with citizens, dealing with queries, complaints and specific requests for information. Citizens expect public services to be accessible, efficient, quick and easy to engage with. Government's aging technology systems have struggled to capture and efficiently process customer information. There are a host of internal challenges that central government face, including the lack of integration with systems not having the facility to offer a single view across departments. It has proved difficult to find efficient methods to achieving the high level of service required for government CRM technology. Customer Relationship Management is critical to central government and must focus on user needs, making customer interactions seamless, integrated and responsive.



CONTENT MANAGEMENT

Document management involves the creation, storage, archiving, authorisation, capture, delivery and management of business-critical information. Central Government departments, however, experience obstacles when carrying out business processes due to holding information across multiple systems and often in different physical locations. This information can also be held in widely varying formats, including paper and electronic formats with little integration, structure or continuity. Despite the benefits of joined-up and standardised working, Government have struggled to break down the silos impeding its business operations. There is an upward call to adopt technology that has the capability to closely match the needs and priorities of central government's document management processes. With effective document management, government will reap a myriad of benefits including less internal administration costs, better timeliness of service delivery and the enabling of better-informed business decisions.



IDENTITY VALIDATION AND BIOMETRICS

Central Government is becoming increasingly challenged to offer streamlined digital services in an era of mobile computing where citizens expect to be able to transact at any time and from anywhere. To enhance security in a time of increasing security breaches, while providing a better user experience, central government must exploit emerging biometric technology while also addressing public concerns about the security of personal data. With biometrics technology, central government can manage the challenges of a complex and regulated world. Biometrics are the measurable physiological and behavioural characteristics that uniquely define a person. This technology streamlines authentication processes by removing the need for additional equipment or human interaction and creates a highly secure and seamless experience.



“A digital government does not just deliver excellent public services for its users. It creates the right environment for world-class public services by having the right digital tools, workplace technology, governance and processes.”

Government Transformation Strategy, 9th Feb 2017

Government Transformation Strategy



PRODUCTIVITY

Productivity levels in the UK have decreased in recent years, lagging behind the US, Germany, Italy and France. As productivity has come under the public sector spotlight, Prime Minister Theresa May has been promoting a new strategy, placing the growth of government productivity at the centre. Her focus is on “addressing long-term productivity growth, encouraging innovation and focusing on the industries and technologies that will give the UK a competitive advantage.”

Productivity needs to be part of central government DNA; workforces must be empowered to design, deliver and run entire services with technology that supports them in their roles. Employers must be

in the driving seat, enabled to share information and effectively collaborate with other government departments, regardless of geographical location.

Closing the productivity gap is a goal worth striving for and which will ultimately promote a dynamic economy. Manual tasks are the main limitation to productivity, consuming vast amounts of time and interrupting processes that could otherwise be seamless. Whilst IT is not the silver bullet answer to all central government challenges the Cabinet Office identifies an intrinsic link between the right digital tools, empowered workforce and heightened productivity.



DRIVING GOVERNMENT TRANSFORMATION

Driving Government transformation is Equiniti, specialist providers of business processes and technology solutions within central government. Equiniti are experts in smart digital processes, technology and data. Their solutions target government’s priority areas, dramatically improving government services without compromising the quality of public service delivery to citizens.

Equiniti is at the cutting-edge of workforce productivity and business transformation. Offering a wide range of the latest digital tools, Equiniti combine leading edge technology with intuitive business processes ensuring that government business processes are smarter, swifter, simpler and standardised.



Digitally Demystifying Government

The best technology makes complex transactions and business processes simple and streamlined. The scale of the challenge facing central government is vast, however, Equiniti's technology reaches far into the deepest roots of business processes, specifically designed for the intricate environment that central government exist in.

Equiniti is at the cutting-edge of government business transformation, helping to re-invent central government departments and deliver new ways of working to benefit citizens and employees alike. Combining this with government-specific

technology, Equiniti's intuitive business processes ensure smarter, faster and more efficient government working.

Supporting central government to meet the needs of the digital age, Equiniti possess specific insight into the developments still required within Government. Their digital solutions have the capability to radically reshape government, creating modern and efficient business processes. Equipped to make government's complex environment simple, Equiniti's technology fulfills the Government Transformation Strategy goal, ultimately meeting the needs of citizens, and, as a result, the entire country.



About Equiniti

Equiniti keeps things running smoothly behind the scenes for some of the best-known brands and public sector organisations in the UK. Equiniti makes complex things simple for our clients. By combining market-leading technology with experienced and specialist people, we assure delivery to our clients and in turn to their customers. We have significant experience of operating in regulated environments, helping our clients to meet their regulatory obligations.

Our services are delivered by 4,300 people across 28 locations, enabling us to deliver solutions that are flexible, scalable and adaptable.

GovNewsDirect

This paper was built in partnership with GovNewsDirect. GovNewsDirect are specialists in facilitating the partnership and engagement of mutually beneficial relationships between the private and public sector.



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