



# The Transformational Government Accelerator

Enhanced services, enabled by technology

As the successor to e-government, the UK public sector has now embarked on a five year plan to transform government. Called the Transformational Government Agenda, the subtitle of this initiative is 'Enabled by Technology', emphasising the role of IT in the delivery of efficient and citizen-centric public services.

The Transformational Government strategy sets out a plan to improve the delivery and efficiency of local and central government services. Part of the plan involves changing the way technology is used in the public sector by moving away from standalone point solutions, that only address single issues and don't link to other applications and technology initiatives. These tactical deployments have led to inefficiency, data duplication, lack of communication between departments and interoperability issues. Instead, the Transformational Government Agenda aims to eradicate the silos to ensure technology helps councils provide citizens with a better, more citizen-centric service whilst achieving cost and efficiency savings.

**This strategy builds on, and helps to deliver the goals contained in previous reviews such as:**

- Varney – a better service for citizens and businesses, a better deal for the taxpayer
- Gershon – releasing resources for frontline services
- Comprehensive Spending Review.

**The strategy focuses on:**

- Designing services around the citizen and business
- Realising efficiencies by standardisation, simplification and sharing
- Improving government's professionalism in delivery of ICT-enabled change.

**The challenge of delivering enhanced services**

Providing accessible, usable, joined up and reliable services has become the goal of virtually every public sector organisation.

Citizens and businesses have become ever more technology enabled in their daily lives. They are increasingly demanding and expect public services that are on a par with those they receive from the private sector. Citizens also expect their information to be secure and to have timely access to the data that they are authorised to see. There are legal requirements to manage information so that it is legally admissible and compliant with legislation such as Data Protection and Environmental Information Regulations. As highlighted in reports such as Gershon and Varney, all of this must be achieved in the most cost effective manner possible.

**Investment has already been made**

Under the e-Government strategy, public sector bodies were encouraged to invest in IT systems that deliver 100% Electronic Service Delivery (ESD). However today, these systems are often a barrier to achieving these goals. Proprietary siloed solutions based on a variety of non-compatible technologies impede process flows and don't provide the required levels of information governance. Data duplication is manifest and there is often no "single point of truth".



### **The Microsoft Citizen Service Platform**

Microsoft has worked closely with local government for many years to help address these challenges. Most recently, with the input of local government customers and partners worldwide, Microsoft has developed the Citizen Service Platform (CSP), a solution framework supported by a community of partners that helps local authorities solve their unique business challenges.

The CSP enables local authorities to transform their delivery of services through greater use of ICT more quickly and cost-effectively. Many local authorities are facing challenges in modernising their services as citizen expectations increase and service delivery demands become more complex.

The CSP provides Microsoft partners and customers with an easier way to build and deploy modern solutions by providing “building block” templates that are designed to meet many government application needs.

### **Introducing the Transformational Government Accelerator**

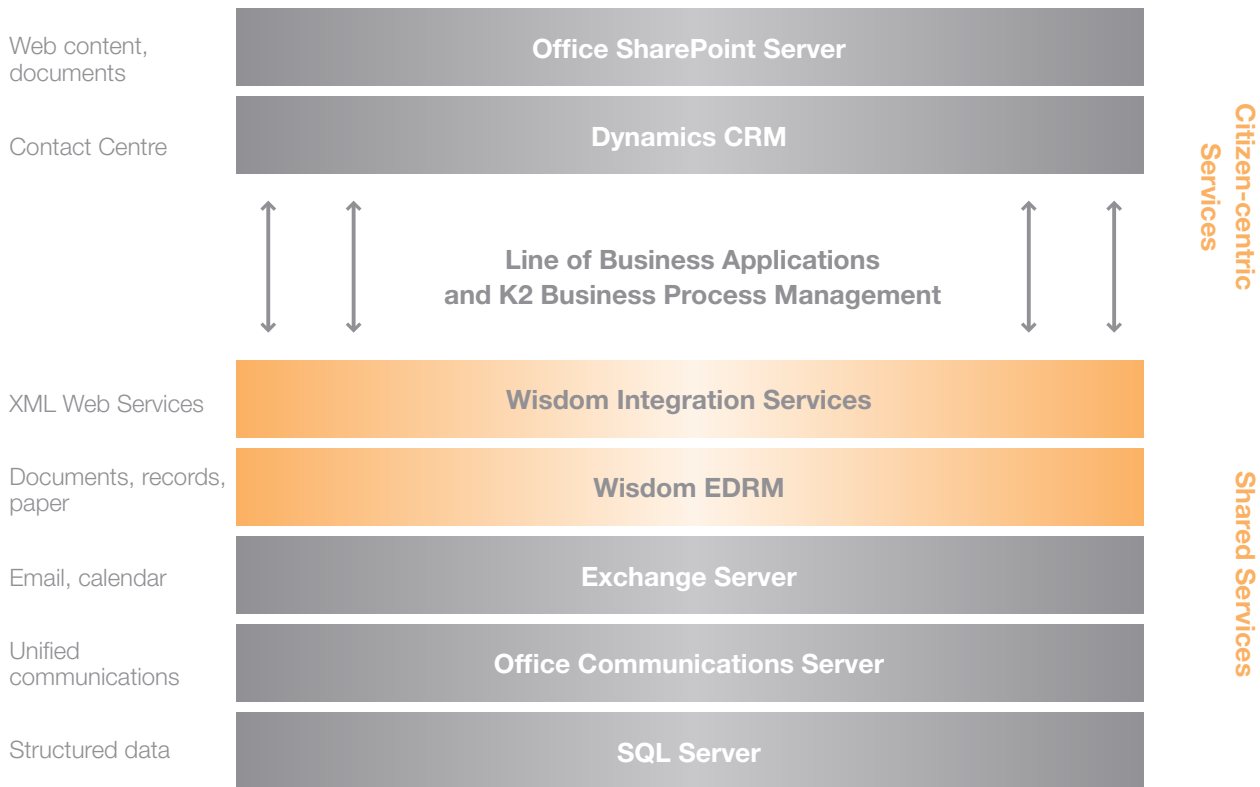
As part of the CSP, Microsoft has sponsored a consortium of leading local government and CSP partners. Their combined local government knowledge and technology expertise has created the Transformational Government Accelerator, a shared application and data framework for all local government departments. It allows information and business processes to flow across the organisation and even between agencies, bringing together once siloed technologies for improved monitoring and enhanced flexibility. The result? Improved customer service, cost efficiencies and increased value from current technology investments.

“Having a solution that can work across processes, services and organisations is essential to being able to respond quickly and flexibly to the needs of our citizens and businesses.”

Ray Cowlshaw  
Chief Executive, Derby City Council



## A consortium of best-in-breed technology



The consortium draws on their combined strengths to offer a seamless integration of Microsoft Customer Relationship Management (CRM), Microsoft Office SharePoint Server for document sharing and collaboration, Wisdom EDRMS and K2 blackpearl, the platform provides a contemporary solution for all aspects of the Transformational Government Agenda.

The application of this best in breed technology is given true focus through proven expertise in citizen-centricity and business change management provided by Charteris. The process begins by assisting organisations to align their business structure, information and processes to deliver products and services to both internal and external customers in the most direct and agile way.

The Transformational Government Accelerator facilitates new ways of working in every local government department, including Social Care, Planning, Revenues & Benefits, Leisure

Services and Legal and Member Services. It can also manage and provide efficiencies in internal processes such as Finance & HR, providing you with a flexible platform capable of responding to any future changes in technology and public sector developments.

It extends and integrates existing line of business systems by providing a wrapper that allows business processes to flow across disparate, previously incompatible systems, both within and between agencies. This effectively eradicates information silos without the need to “rip and replace” existing systems. When legacy systems are ready to be replaced, the open, standards based architecture of the Accelerator provides a framework into which more contemporary solutions can be integrated and deployed. Using the Accelerator, local authorities can link their people to their processes and their processes to their systems.

“With Microsoft Office 2007 we have been able to improve regulatory reporting by collecting key performance indicator data in a more automated manner... This will have a huge impact on our business.”

Steve Larner, Head of Organisational Development, South Holland District Council

**A quick, cost effective, phased approach**

The Transformational Government Accelerator draws on clearly defined services and solutions to provide you with a phased, low cost approach to implementing the technology.

Unlike monolithic ERP solutions, it doesn't require a rip and replace approach and you don't need to implement the entire Accelerator at once. Instead, you can use the most appropriate technology at the right time to build a low risk pilot in a single business area that will deliver immediate value and provide a platform on which further stages can be deployed.

Over time, all of the organisation's processes and line of business systems can be integrated with each stage, delivering return on investment and measurable business outcomes.



## Department specific functionality

The Transformational Government Accelerator can be tailored to the unique requirements of any local government department.

Consider the following themes and taxonomy taken from the Microsoft Citizen Service Platform:

Local Identity	Culture and Leisure
People	Children's Services, Support and Advice for Adults
Finance	Revenues & Benefits
Economy	Business, Tourism and Investment Marketing
Community	Civil Administration, Community Protection & Safety, and Democratic Services
Built Environment	Building Control, Housing, Planning, Council Property
Natural Environment	Cleanliness, Green Spaces and Transport
Infrastructure	Transport and other types of infrastructure
Enabling Services	Finance and Corporate Services
Strategic Functions	Strategy and Strategic Enablement
Customer Interface	

Then ask yourself:

- How many hundreds or possibly thousands of service requests and processes need to be managed to support these themes?
- How will citizens, employees and partners access these services?
- How will local authorities be able to support these themes and yet be cost effective?
- How will local authorities be able to measure performance?
- How will local authorities be able to manage information?
- With so many service requests, information and data flows, how will a local authority remain diligent and compliant?

## A consortium of experience and knowledge

The Transformational Government Accelerator and its partners offer you the expertise and a technology framework to provide an end-to-end service of advice and technology delivery to address the themes and challenges raised above.

- Leadership in change management, technology and implementation
- An application and data framework for all local government services
- Contemporary SOA based interoperable architecture
- Shared and citizen-centric services
- A roadmap towards a strategic framework whilst protecting and adding value to current line of business applications
- A compelling alternative to monolithic ERP solutions
- Direct feeds into the new National Indicators for local authorities.

## The benefits

### Business

- Address all aspects of the Transformational Government Agenda
- Provide citizens and businesses with a single, integrated view of their local authority
- Provide the service user with a cost-efficient and personal service
- Meet and measure criteria in the National Indicators.

### ICT

- A roadmap to a single applications framework
- Meet open eGIF standards for interoperability
- Scalable, secure and manageable and future proof
- Brings value from your current IT investments.

### Corporate governance

- Records management to TNA standards
- Retention, archiving and disposal policies
- DPA and EIR compliance
- Multi-tier security including access control, protective markings and keywords
- Standards based classification using taxonomies such as IPSV and LGCL.

For further information on the Transformational Government Accelerator or to arrange a demonstration, please contact:

## Microsoft®

Microsoft is the worldwide leader in software, services and solutions. Their mission is to enable people and businesses throughout the world to realise their full potential no more so than in local government. With the input of local government customers and partners such as the Transformational Government Accelerator Consortium, Microsoft have created the Microsoft Citizen Service Platform (CSP), a solution-set that helps local governments solve their unique business challenges. Component-based and rapidly configurable, Microsoft CSP can support common technology and process foundations across agencies – helping local governments to deliver high quality, and highly efficient services to citizens and businesses, everywhere.

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K2 software has been improving business processes for more than seven years. In that time, we've become a trusted business partner to more than 1,500 customers. K2-based solutions are employed in dozens of verticals. The company is based in Redmond Seattle and is a globally managed Microsoft ISV and a partner to the Microsoft Citizen Service Platform (CSP). As with Wisdom EDRMS, K2 blackpearl is a scalable product.

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Morse is a leading international consulting company and partner to the Microsoft Citizen Service Platform (CSP), offering clients specialist business and IT advice and helping them execute for maximum benefit. Morse is a delivery orientated business combining management, application and infrastructure consulting skills, and have a significant track record in delivering specialist technology solutions in a variety of public sector environments.

### Wisdom

Owned and developed by Morse, Wisdom is an Enterprise Content Management (ECM) solution that provides today's information intensive organisations with an integrated solution for the management of unstructured information assets.

As Wisdom is a fully scalable solution, it will cater for group deployments of less than 50 users to many thousands of users, in multiple locations, with a practically unlimited storage sub-system.

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The essential bridge between business and technology

Charteris is a specialist in business change, delivering true enterprise agility through the strategic application of technology. Operating at a range of levels, from strategic advice to bespoke software development, Charteris helps public sector organisations gain real benefit from technology-enabled change programmes. Charteris recognises that all organisations, both public and commercial, need to be more responsive, or agile. This means being more responsive to external change, such as changes in the market, new legislation or externally directed organisational change.

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