



IT policy priorities for local public services – a LOLA project

Update and next steps

For discussion by LOLA group at *kommits* 2011

Local public services background

- Severe financial pressures
- Growing demands and expectations (ageing populations, etc.)
- Social and digital exclusion
- Sustainability
- Advances in technology
- Etc.

Purpose of project

- To identify and review:
- Key IT policy priorities for local public services in each of the LOLA member countries
- A case study for each of the policy priorities that exemplifies its implementation
- Lessons

Policy priorities

Provide information on:

- National/regional/local
- Lead organisation
- Scope of policy
- Policy definition
- Primary means of implementation
- Impact of policy

Case Studies

Material to cover:

- Project name
- Purpose and scope
- Measurable objectives
- Lead organisation and stakeholders
- Outline project plan – elapsed time and key milestones
- Costs and benefits
- Reflections on achievements and lessons learned

Contributions received

- Belgium – 1 priority area (Powerpoint presentation)
- Canada – 3 priorities (Powerpoint presentation)
- Netherlands – 1 priority area (Word doc)
- New Zealand – 3 priorities (Word doc)
- Sweden – 3 priorities (Word doc)
- United Kingdom – 3 priorities drawn from new strategy (Word/pdf doc)

For discussion today:

- Policy areas in common
- Other policy areas addressed
- Case study evidence and achievements
- Key questions that we should be asking/answering
- Next steps

Two key Policy Priority areas in common

- ***Shared/collaborative services and infrastructure:*** Belgium, New Zealand, Sweden and UK
- ***Standards, ID and authentication:*** Belgium, Canada, New Zealand, Sweden and UK
- **KEY QUESTION - Can we identify:**
 - achievements?
 - critical factors for success?
 - what to avoid?

Shared/collaborative services and infrastructure - scope

- Strategic management – CIO
- IT services
- Networks (e.g. UK - Public Sector Network)
- Data centres
- Applications
- Technical support
- Shared data – citizens, businesses, social security

Shared/collaborative services and infrastructure – the lessons

Achievements	Critical factors for success
Belgium: Shared data repositories and 4 case studies data bank on citizens, businesses and social security service list GIS local policies	Regional approach (Flanders), grown from the service need in local government
New Zealand: Report available Survey and 6 case studies reviewed Benefits identified inc. cost sharing Lessons learned	Structure and governance Shared service design Plan for success

Shared/collaborative services and infrastructure cont'd – the lessons

Achievements	Critical factors for success
Sweden: 1 case study, benefits inc. reduced IT operation costs, more efficient use of resources, faster development, joint procurements resulting in lower costs	Political arrangements Clarity on scope of collaboration
UK: report available; 6 case studies reviewed; checklist available Benefits – focus on cost reduction Lessons learned	Leadership Choosing the 'right' model Managing the transition Realising the benefits

Standards - scope

- Common ID and authentication
- Processes
- Information handling/sharing
- Standard form IT contracts
- Municipal reference model – standard vocabulary for local government services
- IPv6

Standards – the lessons

Achievements	Critical factors for success
<p>Canada:</p> <ul style="list-style-type: none">Municipal reference model – benefits, ref. model and service catalogue, lessons learnedID and authenticationStandard form/model IT contract	<p>Partnership (with IBM)</p>
<p>Netherlands:</p> <ul style="list-style-type: none">Standards, themes and principles, covering 6 areas<ul style="list-style-type: none">Municipal e-strategyReference architecture (processes and information)Service deliveryData modelData exchange	<p>Grown from the service need in local government</p>

Standards cont'd – the lessons

Achievements	Critical factors for success
Sweden: ID and authentication	Clear principles
UK: ID and authentication	Stakeholder engagement Federated approach emerging as favourite Re-use

Other Policy areas mentioned

Policy area	Country	Other known interest
Sustainability	New Zealand	UK
Broadband to all	Sweden	New Zealand, UK
Organisational change	UK	New Zealand
Cost reduction	UK	
IPv6	New Zealand	

- **KEY QUESTION** - Can we identify:
 - achievements?
 - critical factors for success?
 - what to avoid?

Next steps

- Evaluate and compare approaches:
 - shared services
 - Standardsto derive common principles and standards
- Map topics/issues to Citadel Statement
- Publish and disseminate

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