

Where is e Government headed?

The future and relevance for organisations.

Developments in e-Government are taking place on a wide basis throughout the public service. The Government's intentions in this regard were set out in the second Action Plan for the Information Society. In that context it is desirable to raise awareness and promote engagement throughout the public service in the e-Government modernisation process. This strategy of internal communication will unfold as the development of e-Government deepens, and impacts on service delivery, policy formulation and internal administration.

A briefing was held in Dublin Castle on Thursday 27th June for top management and leaders from the public service to put e-Government in context as a business modernisation process. The briefing addressed the changing environment within which the public service is operating and highlighted the need to support and lead change at both organisational and individual level. The e-Government agenda is an integral part of the agenda of public service modernisation and is not about IT.

The speakers at the briefing session were as follows:

<u>Civil Service Commission – Patricia O’ Grady</u>	Page 2
<u>Reach – Seamus O’ Farrell</u>	Page 5
<u>Southern Health Board – Ursula O’ Sullivan</u>	Page 9
<u>Donegal County Council – Tony Kiernan</u>	Page 14

OFFICE OF THE CIVIL SERVICE AND LOCAL APPOINTMENTS COMMISSIONERS

Modernising Public Sector Recruitment - The 'e' Factor -

Overview

- Operating Environment
- Business Context
- Change Management
- Our Approach
- Next Phase
- Future Potential

Operating Environment

- Our Role
- Volume of Business
- Competitive Labour Market
- Cumbersome Legislation
- Modernisation Programme

Business Context

Information management

- Collection
- Publication
- Gather
- Provide
- Store & Manipulate
- Transfer

Our challenge

- Increase Customer Focus
- Shift to Business Ethos
- New Service Delivery Model
- Collapse Process Times Move to Interactive eServices

Why e-recruitment ...?

- Improve efficiency
- Increase channels of access
- Provide new services
- Increase availability and accessibility
- Maintain consistency and standards

Implementation

2001

June - July: RFT Issued
July - Sept: Contract awarded to Accenture
Sept - Oct: Work Begins
Oct - Dec: Piloting & Testing

2002

Jan: Publicjobs.ie Live

On-line facilities to:

- Advertise posts
- Accept applications
- Register interest in posts
- Receive E-mail notification of posts
- Create a personal profile

Impact

- Staff morale!
- Organisational confidence
- Public service perception / image
- Candidate focused, efficient
- Successful recruitment programmes
- Solid base for further development

Getting SMARTer !

Continue to develop the range of services on this platform:

- *Client* - web-enabled client service database;
- *Candidate* - self selection, career options.
- Scheduling for SMART Centre testing On-line
- Tests administered and scored by computer
- Candidate feedback On-line:
- Candidate Management On-line
- Interview board member online- services .
- KPMG consultants
- More informed decision making

Computer-Based Testing - Trials

- 109 COs from range of Departments (*age and gender balanced*)
- Explore candidate reaction to computer-based tests
- ½ complete tests on computer; ½ did equivalent pen and paper tests
- Samples then reversed
- Followed by Feedback questionnaire and focus group discussion

Results - Overall perception

	<u>Paper and Pencil</u>	<u>Computer</u>
Preference	17%	53%
Anxiety	22%	13%
Pre-test	31%	69%
Good/very good	63%	93%

Future Potential

- REACH
- Public Service Portal Site
- Wider Business Efficiencies
- Visible Presence in the Global Village
- Can compete with anyone!

reachservices
Connecting people and public services

The Direction of eGovernment... a Reach Perspective

Contents

- Our Mission
- The story so far
- What is the Public Services Broker (PSB)/reachservices?
- What will reachservices do?
- The Value – Customers
- The Value – Agencies
- The Value - Government
- What has to happen
- Implications for Agencies
- Co- operative Approach

Our Mission

'to radically improve the quality of service to personal and business customers of Government and to develop and deploy the Public Services Broker to help agencies to achieve that improvement'

- Standards & Regulations
- Co-ordination & Leadership
- Implementation & Delivery

The story so far

To achieve this Mission the following main activities have been undertaken by Reach:

- Implementation and Delivery
 - A set of common services
 - Specification Development of RFT to procure a Broker.
 - Development of a Broker (v0.1) with LGCSB - reachservices.ie.
- Co-ordination & Leadership
 - Governance - Establishment of the Reach Board.
 - E Projects Monitoring.
- Standards & Regulations
 - Public Service Identity.
 - Business Service Identity.
 - Work commencing on Standards – Interoperability and Security.

The Public Services Broker - to be known as reachservices - is a set of processes, systems and procedures which will provide a standard means of access to public services.

Integration across services and agencies
- single point of access to related services

Integration across time
- data available for repeat transactions

Integration across channels
- data available across the 3 main access routes

- Self-service
- Call Centre (Contact Centre)
- Agency Front-desk and Other Walk-in Access Points

Reachservices(V0.1) now live

- Now available
 - Registration
 - Log In
 - Submit Forms
- Development Plan?
 - Addition of more services and Agencies
 - Public promotion
 - Enhanced functionality

What will reachservices do next?

In Q2/Q3 of 2003 Reachservices (V1.0) will deliver:

User Services

- Customer 'Data Vault'
- Forms Service
- Secure Mail Service
- Case Management Service
- Support / Help Service

Management Services

- Audit / Logging
- Reporting Service

Supporting Services

- Address Validation Service
- Public Service Identity (PSI) Service
- Business Service Identity (BSI) Service
- ePayments Service

User Access Management System

Integration Framework

The Value - Customers

Developing and deploying reachservices will provide a standard, secure & private mechanism for electronic interaction with the Government.

Customer

- Common access point to information and services
- Available at convenience of customer (automated aspects) - 24:7:365
- Accessible via multiple routes (on line, contact centre, walk-in)

The Value – Agencies

Agency

- Set of pre-integrated components that will enable agencies to electronically communicate with:
 - Customers
 - Each other
- General requirements (standard approaches to security etc) – defined once, used many.
- Centralised policies & legislation to facilitate use of E services.
- Registered reachservices users are authenticated and verified using PPS No.
- Non Repetition of basic information.
- The ability to communicate intra-agency and to manage cases on line.
- Greater visibility of workflow.
- Opportunity to focus investment on improving processes while taking advantage of centralised standards, technology and services.

The Value – Government

Government

- Supports Government Policy of all services online by 2005 and provides Economies of Scale to achieve this.
- A powerful tool to support Government Agenda on QCS, SMI,DBG and VFM.
- Reduce administrative burden of Government as many manual processes will be automated or available automatically.
- Provides standardised methods for E Government.
- Improves the interaction with the customer. Time spent on form filling can be re-directed to more value added service.
- Provides the infrastructure to support the integration of services around life events.

What does this mean now?

- Business Process Review
- Streamlining Forms
- E Strategies - alignment to opportunities that reachservices can provide
- Co-ordinate IT architecture with reachservices requirements
- Requirement to adopt reachservices standards
- HR/IR implications

- Change Management Issues•Intra- agency interaction – possibilities for service integration.

Co- operative Approach

- Communications Plan
 - Workshops/agreement on agency specific approach
 - Use of existing comms infrastructure
- E Projects Monitoring to identify services suitable for the Broker.

Health eSHB

eGovernment - Future and Relevance

Introduction

If you don't know where you are going.... any road will get you there? Even though there are a lot of possibilities it's still important to set a direction. eGovernment is providing direction and opportunities so we need to introduce new technologies with business / service models in a way that maximises potential.

eGovernment + Health

eGovernment

- Access to Services and Information
- Citizens and their right to information
- Backend re-organising systems and services to provide better access

eHealth

- Using technology to improve Healthcare delivery e.g. Telemedicine, Lab Results to GPs, Out-reach Clinics, Appointment Booking
- Electronic Patient Record

Despite The Seeming Chaos..... There Is Structure In Healthcare

Foundation Technologies

- Networks/Connectivity/CDRs/
- Data Integration
- Internet/Intranet/Extranet
- Integrated Medical Devices
- Imaging
- Interactive Computer Telephony Integration

Advanced Technologies

- Consumer/Patient Health Systems
- Electronic Commerce
- Relationship Management Systems
- Workflow Technologies
- Research Systems
- Expert Logic
- Wireless

Today's Health Architecture

Web Site

Universal Access:

- Branding and Identity - TRUST
- Patient / Citizen Education
- Information Publishing and Communication

Extranet

Secure Remote Communications and Access:

- Patient Registration, appointment requests
- "Push" Customised Content to Patients / Diagnostic Groups
- Direct order entry and results
- GP to Health Board interaction
- External Access to specific

Intranet

Establish Communications Infrastructure & Productivity Enhancers:

- Work flow Technologies
- Self-Serve HR, Administration
- Browser Access to Databases (research, knowledge, medical, administrative)

Core Data Systems (Patient Care, Clinical, Administration, Finance)

Uniform Access to Core Systems:

- Functions and Features of Clinical, Managed Care and Administrative Applications

New healthcare technologies are redefining healthcare and society

Through

- Digital imaging
- Informatics
- Industrial Internet
- Wireless
- Genomics & Proteomics
- New pharmaceuticals
- Nanotechnology
- Medical devices
- Minimally invasive surgery

- Greatest advances in the history of medicine are happening now through an explosion in new technology
- Societies have the opportunity to eliminate disease, extend life, improve health and wellness
- And to make healthcare more accessible, affordable and satisfying for all participants

eHealth Foundation

20th Century

- Appropriate
- Accessible
- Affordable

21st Century

- Effective
- Efficient
- Satisfying

Health eSHB

- Internet technologies have broadened access to data and information in a way that shatters previous models
 - Cost control
 - Information access
 - Clinicians, Healthcare Professionals
 - Patients, Citizens
- 1. We need to understand that large advances are coming within 3-5 years, and current investments may require replacement / upgrading
- 2. Develop strong healthcare professionals education programme today to prepare for the tools that will be available in the near- and mid-term

A short overview of the SHB experiences addressing the challenges and opportunities of eGovernment

Environment

- 47,000 sq miles
- 564k population base
- 16,000 Staff, 6,000 field based
- 250 Locations
- Personal Computers – 3,800 Laptop Computers - 500
- Mobile Phones – 1,200
- Extensive WAN and Local Area Networks

What has informed us

- The 1980s was a period of severe cutbacks and restrictions
- 1989/1990 traumatic time for SHB
- In 1993 we conducted an extensive staff survey
 - what did that tell us?.....

Significant Need for Change

Drivers

Internal

- Low Morale – No Communications
- 20 year old Paper Based processes
- Need for change

- External

- Consumerism, Patient Centered
- Integration
- Legislation, Regulations

Changing Organisation

- New Direction '93
- SHB Way '95
- Corporate Development Plan '98
- New Corporate Functions
- New Executive Structures
- Health eSHB

10 Goals

1. Integration of patient based services
2. New ways of delivering services and information
3. Manage information as an asset
4. Manage creation of knowledge
5. Optomise use of resources
6. Create an effective organisation
7. Achieve an Electronic Health Record [EHR]
8. eEnable Clinical Systems
9. eEnable Administrative Systems
10. Develop an enabling Technology Architecture

What do we mean by that?

- Providing Citizen Access
 - Listening Days, eGovt Initiatives,
- Information & Knowledge Management
 - Medical Protocols, Research, Best Practice
- Development of Single Patient Record
- Advanced Communications
- Telemedicine

Practical Examples

- eProcurement

- eServices
 - Births, Death & Marriages
 - Environmental Health, Bridges Dental
- Word Based Content Management System
- Board-wide VPN [Virtual Private Network]
- Integrated patient records
 - Community, Mobile Computing
- Blended eTraining / eLearning

Where are we going now?

- New National Health Strategy
- including National Health Information Strategy
- Continue to implement **Health eSHB**•Continue to work with eGovt. initiatives
- HeBE, eBroker, Benchmarks, EU Indicators, Govt. VPN, develop new means of delivery e.g. Digital TV, Health Portal, GP Access, etc....

'E' is not just about computers and systems.

It is about people and processes and most importantly it is about thinking differently....

eSHB..... 2001

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Donegal ISD/Reach project

Integrated Service Delivery

“Developing and delivering Customer centred services”

Introduction

- Vision
- Background
- Developing new models of service delivery
- Where are we now?
- Issues and challenges

Vision

To deliver a seamless, quality public service to customers and communities in Donegal through a choice of access channels

Background

- County Council decision to decentralise services
- Internal project development team formed
- Inter agency team formed
- ISD project formalised with Project Board & Project Manager
- Positioning the work in a national context
 - SMI, Information Society, Better Local Govt.

New service delivery models

- Decentralised services, accompanied with devolved decision making
- Customer service - the importance of having a single access point to services
- Linking Deciding Officers
- Challenges for Managers
- “Rearrangement of information and service delivery around user needs, and available through a single point of contact with government”

Objectives

- To organise the delivery of public services around the needs of the customer, rather than the requirements of the delivery organisations
- To ensure that every customer has at least one suitable access channel to public services
- To provide an excellent information service to the customer on all public services
- To ensure that customers have complete trust & confidence in the management of their personal information and in the delivery of services
- To organise services and resources so as to deliver a more effective and

- efficient service to the customer and the community
- To develop & build on links to the voluntary, community & advisory services in order to provide customers & communities with a more comprehensive range of services

What's on offer in Carndonagh?

- Information service
- County Council services
- Links with other Agencies
- Referrals for service outside ISD Centre
- Building towards a single point of contact to services, which can be accessed in a number of ways

Development work

- "...a greater internal e-gov focus on streamlining background processes, facilitating cross-organisational collaboration, continuing to develop an organisational culture with a user-centric focus,..."

New

connections 2002

- Re-engineering services for integrated delivery
- Contact Centre study

Challenges

- Inter agency collaboration around policy development and implementation
- Leadership - innovative management at all levels
- Champions - people who will champion change within the Agency or service delivery area
- Building customer confidence
- Sustaining the effort over time