

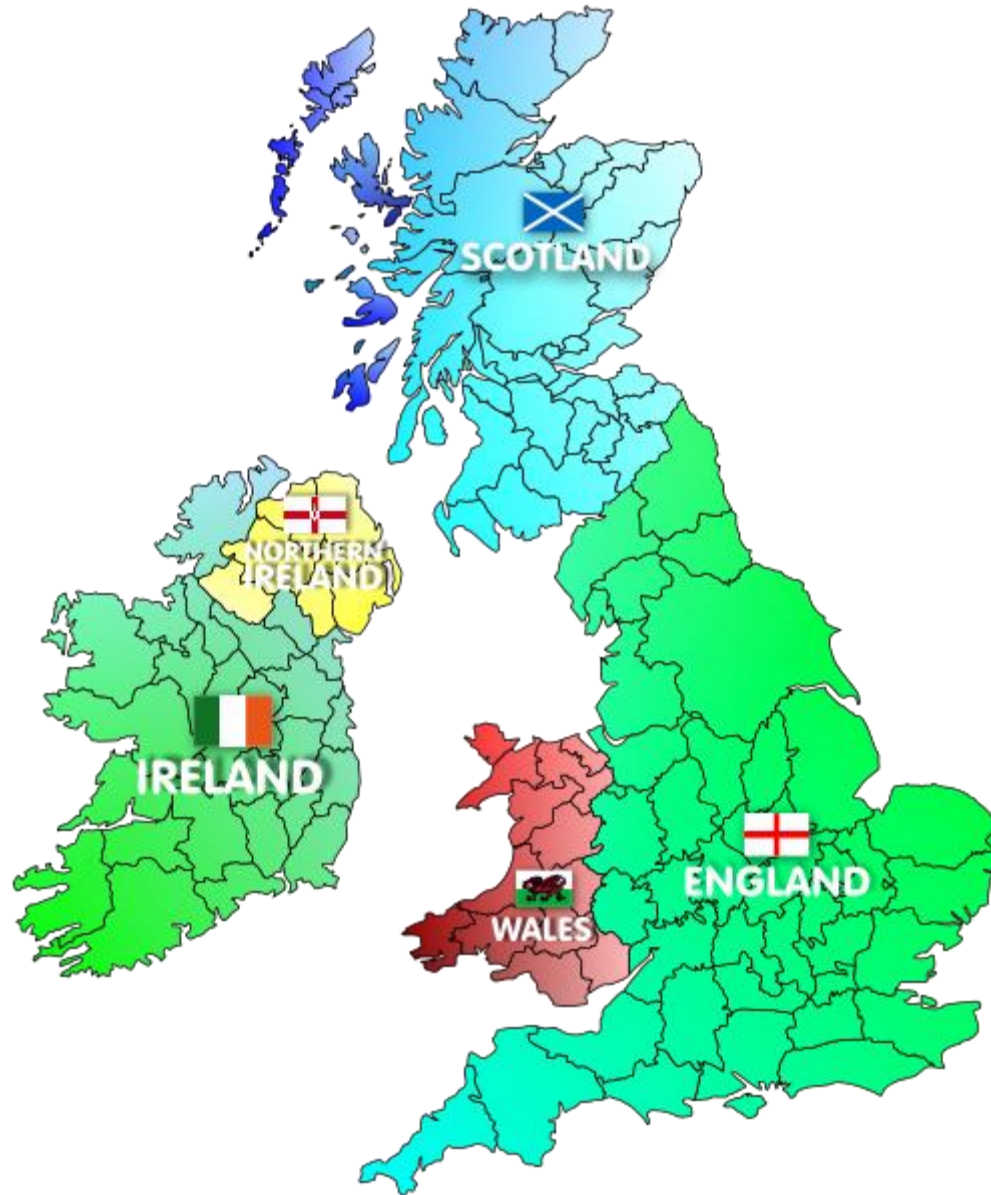
Demystifying 'digital'

- the importance of business buy-in

Bill McCluggage

15th November 2016





The Importance of Business Buy-In?



CIO for Northern Ireland 2003 - 2009

**Deputy UK Government CIO and
Director of IT Strategy & Policy
2009 - 2012**



EMC²

**CTO Public Sector UK & Ireland
2012 - 2013**

**Irish Government CIO
2013 -2014**



'Digital' means different things to different people



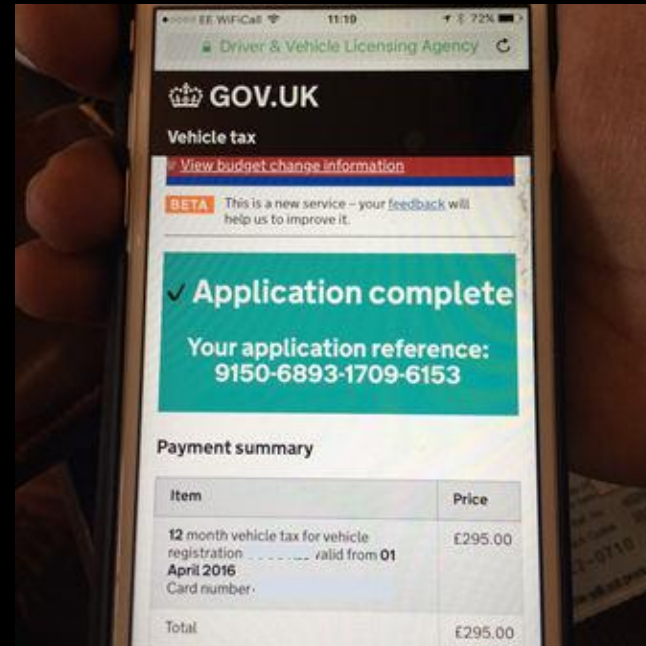
The CIO

The Business

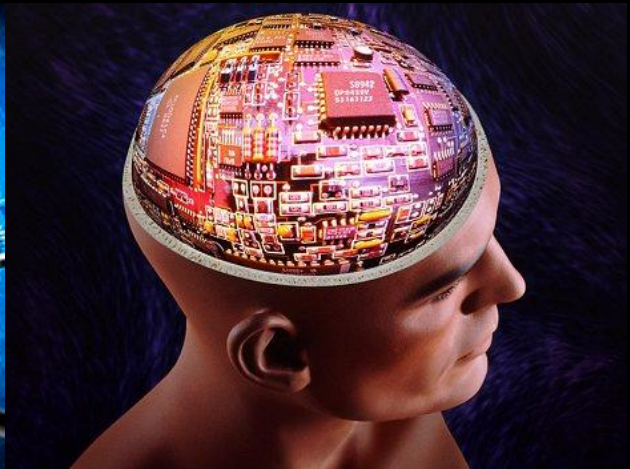


'Digital' means different things to different people

The Consumer/
Citizen



'eGovernment' or 'Digital' Transformation is not about the technology

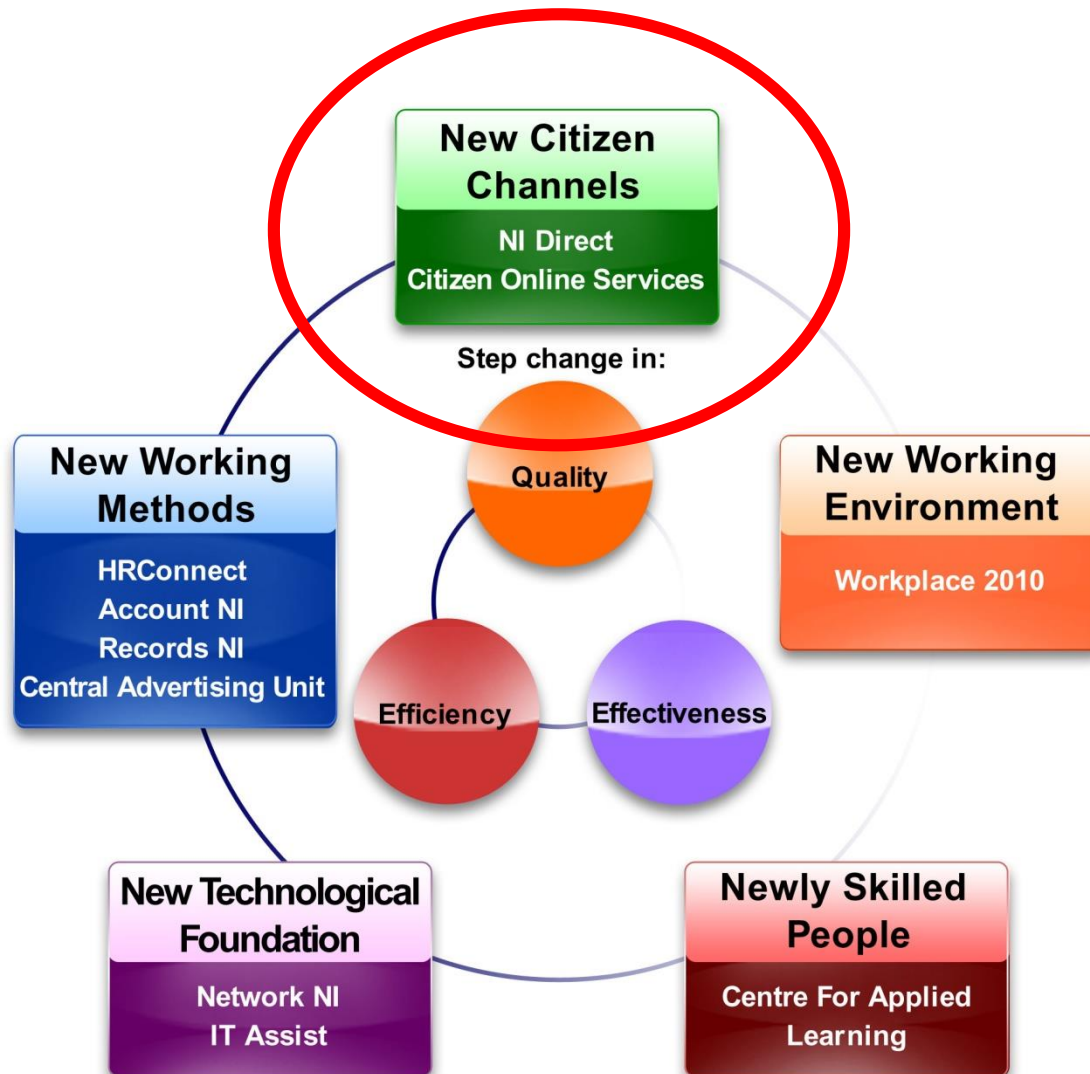


A successful digital outcome requires:

- Business Buy-In & Vision
- A Strategy & Plan
 - Agile or Waterfall
- Ingredients
 - Business Analysis
 - AppDev
 - DevOps
 - Infrastructure & Security
- Measurement & Communication
- Collaboration & Hard Work



Northern Ireland Civil Service Digital Transformation Program



NIDirect – today!

Information and services

Motoring

MOT and vehicle testing, vehicle tax and registration, driver licensing, learner drivers, driving for a living, road safety more

Money, tax and benefits

Advice on money matters including information on tax, benefits, pensions, managing money and debt more

Pensions and retirement planning

Information and guidance about planning for retirement including forecasting your pension, how much income you will have and when to retire more

Government, citizens and rights

Information on government, living in Northern Ireland, births, deaths, marriages, civil partnerships and consumer issues more

Education, learning and skills

Information on education, training and improving your skills, as well as advice and support with subject and career choices more

Property and housing

Information on all aspects of housing and property, including buying, selling and renting a property, rates, planning and your neighbourhood more

Young people

Information and advice for young people on health, relationships, money issues, work and careers and if you have a disability more

Caring for someone

Information and advice if you live in Northern Ireland and care for someone including your rights, support services and money issues more

Employment

Employment terms and conditions, redundancy, leaving your job, health and safety at work, workplace disputes and looking for work more

Travel, transport and roads

Public transport, air travel, parking, bus lanes and how to report problems with a road or street more

People with disabilities

Information for disabled people on topics including employment, financial support, accessibility and rights more

Parents

Information for parents including your child's health and safety, education, child maintenance, childcare options, adoption and fostering more

Leisure, home and community

Family history, leisure and recreation, animal welfare and pets, noise nuisance, get online, safety in your home, moving abroad more

Health and wellbeing

Information and advice on healthy living, health services, illnesses, having a baby, mental health and protecting the vulnerable more

Crime, justice and the law

Information on crime prevention, what to do if you're a victim or witness of crime, the justice system and going to court more

Environment and greener living

Energy wise, waste and recycling, environmental quality in your area, greener homes and gardens more

Popular information

- Dangerous and restricted items: what you cannot take on board a flight
- AccessNI criminal record checks
- Book, change or cancel an MOT/vehicle test appointment
- Calculate your State Pension age
- Disability Living Allowance (DLA)

Popular services

- Book an MOT/vehicle test online
- Apply online for an enhanced check through a registered body
- Book, change or cancel your theory test online
- Book your practical driving test online
- Order a birth certificate online

Met Office weather

AccessNI: Criminal record checks



Apply online for a basic check

Anyone can apply for a basic check. It discloses unspent convictions only. A basic check is not suitable for roles working with children or vulnerable adults.

Before you start

You don't need an online account with AccessNI to apply for a basic check, but you will need:

- your address(es) for the last five years
- your National Insurance number
- three forms of ID (one must be photographic)
- a valid debit or credit card

i To complete this application you must send AccessNI proof of your identity within 14 days. If you fail to do this your application will not be processed and you will need to reapply. Get more information on how to do this and the accepted forms of ID.

Apply for a basic check

In this section

- Apply online for a basic check
- Apply online for a basic check through a responsible body
- Apply online for a standard check through a registered body
- Apply online for an enhanced check through a registered body
- Costs and turnaround times
- Create an AccessNI account
- Log in to manage an AccessNI account

Show 1 more

Motoring

- Buses, lorries, trailers and caravans
- Driver licensing
- Driving for a living
- Find your nearest test centre
- Guide to Driver & Vehicle Agency services
- Learners and new drivers
- MOT and vehicle testing
- Owning a vehicle
- Road safety
- The Highway Code
- Vehicle tax and registration

Popular in motoring

- Book an MOT/vehicle test online
- Book, change or cancel an MOT/vehicle test appointment
- Book, change or cancel your theory test appointment
- The photocard driving licence explained
- Book, change or cancel your theory test online

Featured

Flooding Incident Line
0300 2000 100



nidirect



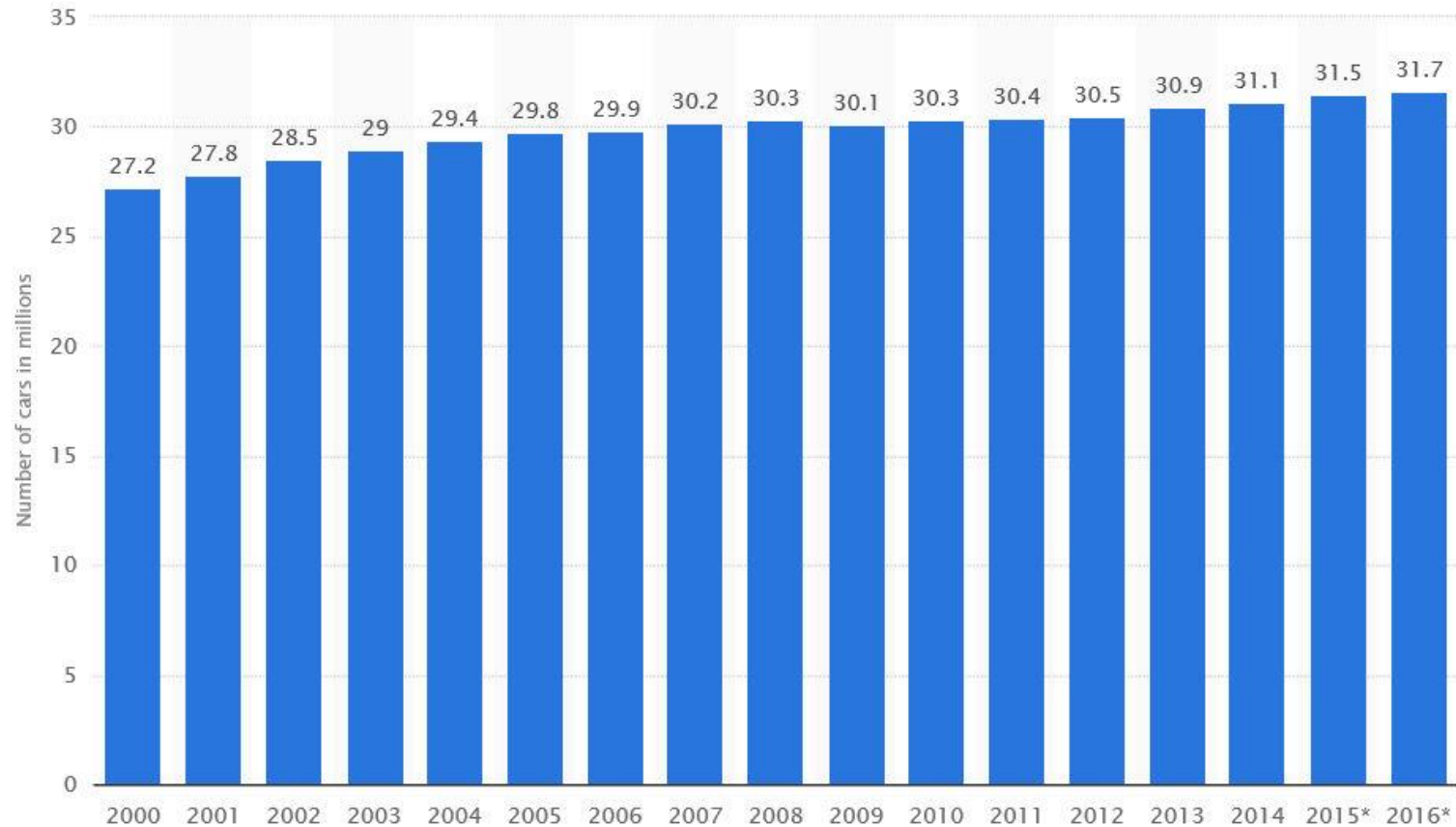
GET INVOLVED
BECAUSE EDUCATION WORKS

NIDirect Phase 1 - what didn't work:



- Broad scope
- Complex scope
- Radical approach
- Multiple stakeholders
- Competition

Vehicles generate massive transactional volumes



Vehicle Road Tax



The Complexity Can be Staggering



Registration
Complexity



Vehicle Test
Complexity



Insurance
Complexity





The result is:
a major task to
transform the
the people, processes
and practices/habits

UK DVLA - Paying Motor Vehicle Tax



In Summary

- ✓ 'Digital' is about the customer experience
- ✓ It's not about the technology
- ✓ Its about transactional value & speed
- ✓ In order to get it right it needs:
 - ✓ Business buy-in
 - ✓ 'KYC' – Know Your Customer
 - ✓ An appetite to change processes
- ✓ It's not about instant ROI

Thank you for listening

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