

Integrated Technology Solution

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Background



Modernisation of the Government of Jersey

- The Government of Jersey (GoJ) is undertaking an unprecedented journey of transformation intended to deliver the best outcomes for Islanders. This requires a fundamental shift in the way we operate, with comprehensive modernisation of many of our functions and services. **The GoJ will be reliant on new technology to achieve these aims.**

Case for IT Investment

- A historic lack of investment in digital services has led to a substantial ‘technology debt’. For example, the current version of **our finance system has been in place since 2005** when smart phones did not exist, social media (e.g. Facebook) was only just starting and Netflix replaced Blockbuster (sent you DVDs in the post).
- Therefore, **significant investment** is required to address this situation and achieve the modern public services that Islanders deserve, and this is reflected in the funding within the Government Plan.

Integrated Technology Solution (ITS) Programme

- The Integrated Technology Solution programme is a **critical foundation** for the wider modernisation. Crucially, it enables cross-department collaboration benefits and efficiencies and acts as a **backbone and core enabler** for the other elements of government transformation.
- ITS will deliver modern enabling functions covering; **Finance, Procurement & Commercial, People Services and Payroll** – to drive ‘whole of government’ transformation using industry best practices.
- The new solution can capture 15 years of advancement – transforming the way staff and customers interact – including greater **self-service, mobile working and automation of routine tasks.**

Overview of the Integrated Technology Solution Project



- The Integrated Technology Solution is a **£28 million major project** in the Government Plan that is being validated with the supplier market via an open and transparent procurement process
- **Doing nothing is not an option** – our current finance system is at the end of its useful life and is no longer supportable. It is also not well integrated to other systems (e.g. HR, Payroll, Procurement) leading to gaps in controls and information (which we manage manually).
- The breadth of scope means that **the programme will ultimately drive change for most people across government, including our suppliers.**
- The Chief Operating Office is developing a Business Case alongside the procurement process, to find the solution and partners which best fit our requirements and deliver the benefits.
- Implementation of the solution is planned to begin in 2020 and is expected to take a number of years, with phased deployments throughout this period.
- The new solution will make a direct contribution to benefits both within and across departments.

Scope of the Integrated Technology Solution



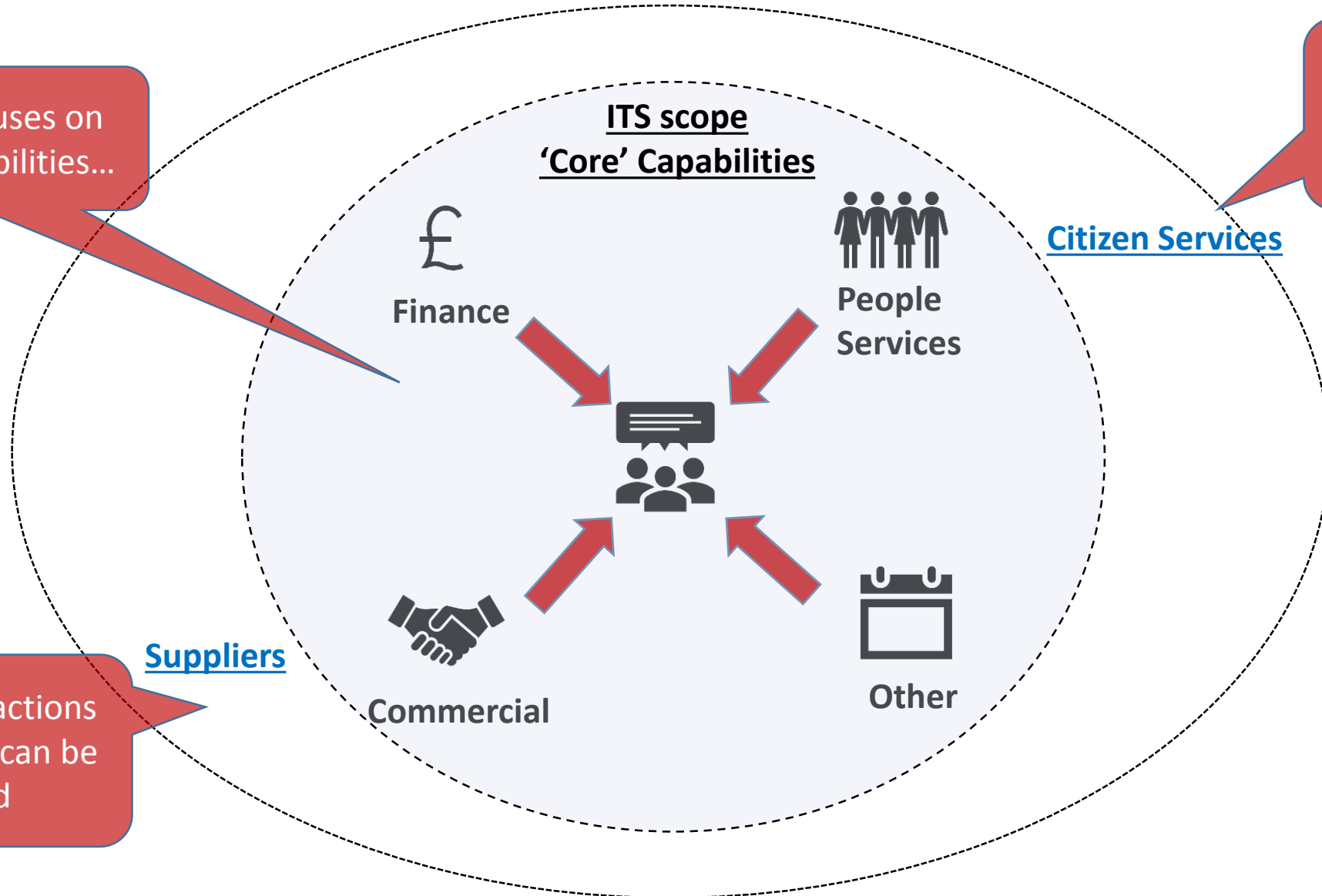
ITS scope focuses on
GoJ core capabilities...

...so that Jersey citizen
services in the future
can be improved

Suppliers

...so that interactions
with suppliers can be
improved

Citizen Services



ITS Technology Vision



Key objectives include:

- ✓ Supports modernisation of Government
- ✓ Cloud hosted and supported for future proofing
- ✓ Easy and intuitive to use
- ✓ No customisations
- ✓ Mobile enabled
- ✓ Scalable for the future
- ✓ Greater accessibility of GoJ services by citizens and businesses.

Business & Organisational Change



New, simplified and standard ways of working are essential. The changes cover the following areas:

- ✓ Attract, recruit and onboard talent
- ✓ Improve how we procure goods and services
- ✓ Improve how we manage our relationships with suppliers
- ✓ Streamline how we make and receive payments
- ✓ Understand our data and make informed decisions
- ✓ Provide greater self-service opportunities.

Next Steps



- DMW Group has been appointed as a Procurement Partner to help the GoJ select the most appropriate solutions and partners within:
 - Technology
 - Systems Integration
 - Programme Management
 - Business & Organisational Change
- Two Phases:
 - **Phase 1 (The Procurement)** - To capture GoJ requirements, procure partners and produce a Business Case
 - **Phase 2 (Assurance)** – To provide Design Assurance to ensure solution is consistent with original design
- The GoJ has budgeted £2.7m over the next 3 years for this work, and signed a contract for £1.7m for the first 12 months.

Programme Timeline



The overall timeline for both phases is highlighted below:

