

THE TRANSFORMATIONAL GOVERNMENT FRAMEWORK (TGF)

Transformational
Government is:

- A managed process of ICT-enabled change in the public sector, that puts the needs of citizens and businesses at the heart of that process and which achieves significant and transformational impacts on the efficiency and effectiveness of government.

The Business Case for TGF

Why a new framework?



All around the world, governments at national, state, and local levels face huge pressure to do “more with less”. During much of the last two decades, technology was heralded as providing the sole key to deliver change. Whilst government websites, e-services and e-Government strategies proliferate around the world - even in the least economically developed countries - it is clear that Information and Communication Technologies (ICTs) alone are not a “silver bullet”. In many cases, e-Government programmes have resulted in duplication of ICT expenditure, wasted resources, lack of critical mass of users for online services, and limited impact on core public policy objectives. Those projects that have been wholly or partly successful provide valuable lessons that can and should be applied to improve the success rate of new initiatives in a way that both contributes to and is measured against the realisation of policy objectives.

An increasing number of governments and institutions are now starting to address the much broader and more complex set of cultural and organizational changes which are needed if ICT is to deliver significant benefits in the public sector. Countries such as the UK, Canada and Australia have all published strategies which shift decisively towards a much more radical focus on transforming the whole relationship between the public sector and users of public services. These programmes are starting to mature and serve as good practice that can be applied in many different situations with results aligning far closer with policy objectives.

The framework we are developing focuses on four major ways in which TGF programmes need to differ from their more traditional predecessors:

- They take a whole-of-government view of the relationship between the public sector and the citizen or business user;
- They include initiatives to e-enable the frontline of public services: that is, staff involved in direct personal delivery of services such as education and healthcare - rather than just looking at transactional services which can be e-enabled on an end-to-end basis;
- They take a whole-of-government view of the most efficient way of managing the cost base of government;
- They focus on the "citizen" or “business” not the "customer". That is, they seek to engage with citizens and businesses as owners of and participants in the creation of public services, not merely as passive recipients of services.

These differences lie at the core of what we call ‘**Transformational Government**’.

The Evolution from e-Government to TG

E-Government	Transformational Government
<ul style="list-style-type: none"> Government centric 	<ul style="list-style-type: none"> Citizen centric
<ul style="list-style-type: none"> Supply push 	<ul style="list-style-type: none"> Demand pull
<ul style="list-style-type: none"> Government as sole provider of citizen services 	<ul style="list-style-type: none"> Government also as convener of multiple competitive sources of citizen service
<ul style="list-style-type: none"> Unconnected vertical business silos 	<ul style="list-style-type: none"> A virtual business layer, built around citizen needs, operates horizontally across government
<ul style="list-style-type: none"> "Identity" is owned and managed by government 	<ul style="list-style-type: none"> "Identity" is owned and managed by the citizen
<ul style="list-style-type: none"> Public data locked away within government 	<ul style="list-style-type: none"> Public data available freely for reuse by all
<ul style="list-style-type: none"> Citizen as recipient or consumer of services 	<ul style="list-style-type: none"> Citizen as owner and co-creator of services
<ul style="list-style-type: none"> Online services 	<ul style="list-style-type: none"> Multi-channel service integration
<ul style="list-style-type: none"> IT as capital investment 	<ul style="list-style-type: none"> IT as a service
<ul style="list-style-type: none"> Producer-led 	<ul style="list-style-type: none"> Brand-led

The Business Case for TGF



The Transformational Government Framework:

1. Provides business processes, capacity and structures that drives transformation and the required changes
2. Is inexpensive to implement, mainly through re-allocation of existing budgets and shared procurement; so low entry barrier
3. Uses well-proven building-block approaches to develop capacity and deliver with reduced risk
4. Uses a standard process to deliver a tailored implementation Roadmap
5. Delivers early wins – costs savings, increased citizen and business satisfaction
6. Can use any approach or method for doing ICT and business process change

For more information see the “The Transformational Government Framework Primer” on the OASIS TGF Committee website:

www.oasis-open.org/committees/tgf

OASIS (Organisation for the Advancement of Structured Information Standards) is a not-for-profit consortium that drives the development, convergence and adoption of open standards for the global information society.

<http://www.oasis-open.org>