

This is intended as a Non-Standards Track Work Product.
 The patent provisions of the OASIS IPR Policy do not apply.

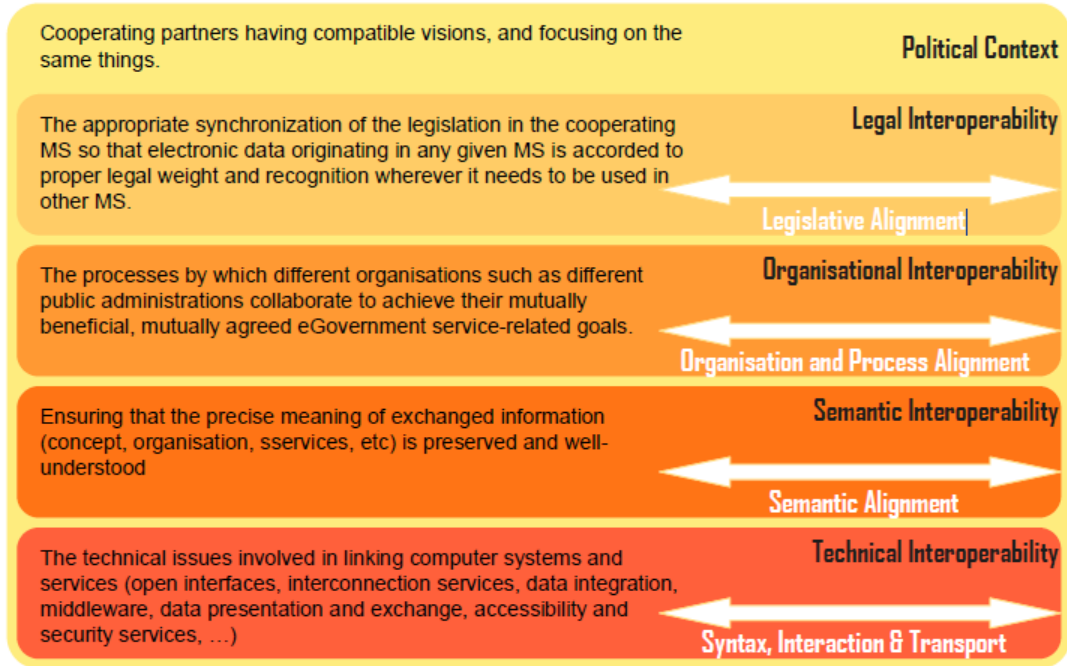


FIGURE 1: EIF V2 INTEROPERABILITY LEVELS

While the EIFv2 framework is conceptually complete, by mapping it against the core delivery processes, a much clearer sense can be gained of the specific actions that are needed in each area of policy.

Delivery Processes	Interoperability Levels				
	Political	Legal	Organizational	Semantic	Technical
Business Management	See 2.1	See 2.2	See 2.3	See 2.4	See 2.5
Customer Management	See 3.1	See 3.2	See 3.3	See 3.4	See 3.5
Channel Management	See 4.1	See 4.2	See 4.3	See 4.4	See 4.5
Technology Management	See 5.1	See 5.2	See 5.3	See 5.4	See 5.5

FIGURE 2: POLICY PRODUCT MATRIX

The following sections provide detailed guidance on a range of Policy Products which should be considered in any Transformational Government program. Not all may be necessary for every programme, and in some cases a program may wish to meet the objectives of what are shown here as separate Policy Products through a single, broader Policy Product.

2 Business Management Layer

Cell 2.1 “Business Management/Political”

Policy Product Type - BENEFITS REALIZATION STRATEGY	
Description The strategy for ensuring that the intended benefits from the TG program are delivered in practice.	Problem Addressed Benefits Realization
Example(s) of current Policy Product of this type¹: None available	
Notes See TGF Pattern [20] <i>Benefits Realization</i>	

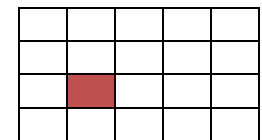
Policy Product Type - BRAND-LED SERVICE DELIVERY STRATEGY	
Description The government-wide strategy and supporting operational processes needed to ensure a trusted, consistent brand identity for an integrated, multi-channel, citizen-centric service delivery platform.	Problem Addressed Brand-Led Service Delivery
Example(s) of current Policy Product of this type: None available	
Notes	

¹ Where no examples are provided in any particular cell this may be because no Government has currently published their appropriate material. It doesn't automatically mean that such Policy Products of this type do not exist.

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<p>Notes See TGF Pattern 13 Channel Mapping</p>

Policy Product Type – INTERMEDIARIES STRATEGY	
<p>Description The strategy for the involvement of private and voluntary sector intermediaries in the delivery of government services.</p>	<p>Problem Addressed Use of intermediaries</p>
<p>Example(s) of current Policy Product of this type: None available</p>	
<p>Notes See TGF Pattern 12 Channel Management Strategy</p>	



Cell 4.2 “Channel Management/Legal”

Policy Product Type - PRO-COMPETITIVE REGULATORY FRAMEWORK FOR THE TELECOMS SECTOR	
<p>Description A key foundation for transformational government is the low-cost bandwidth and service innovation which flows from a competitive telecommunications sector. There is a strong body of evidence (from organisations such as the OECD, World Bank, and ITU) showing that privatization, liberalization and effective competition regimes drive down prices, drive up choice and innovation, and result in significant levels of market growth. This requires both guiding policy and suitable legislative provisions, along with a designated and empowered authority to implement them. Together, these constitute the Regulatory Framework within which the sector is controlled and managed.</p>	<p>Problem Addressed Telecoms regulations</p>