Proposed Working Relationship Between TGF and SLG

OASIS and ACT/IAC have contemporaneously but independently developed models for transforming government services. The models are complementary to each other and address a common user community. The purpose of this document is to offer a set of principles that will guide both entities in presenting a seamlessly integrated Body of Knowledge for use by the user community in the development of transformational government solutions.

Our communities seek common objectives, which are:

1. The two models are complementary to each other in terms of the objectives they pursue, which is development of citizen/customer centric services.
2. The models provide the user community coherent, non-conflicting guidance regarding the development of citizen/customer centric services in the form of a seamless, mutually accessible resource repository.

In pursuit of these objectives, both projects agree in principle that:

1. In order to assist the user community understanding of how to navigate between the two models as they build transformational government initiatives, a clear distinction be made between the two regarding the purposes served by each; and
2. Linkages are created between the models at the points where there are clear connections between the two models and facilitate easy discovery of information.

OASIS has developed a set of sixteen conformance statements that measure a governmental entity’s commitment and conformance to the transformational process. ACT/IAC adopts these conformance standards and will use as the introduction to a citizen service capability and as the recommended assessment of a government’s transformational readiness. ACT/IAC also adopts OASIS’s patterns wherever possible in its SLG methodologies.

As the TGF and SLG models are further developed, both parties will seek to:

1. To collaborate in their development to ensure that to the maximum extent possible there is not divergence in the advice being given to citizen/customer base in the development of transformational government services; and
2. continually reinforce and extend of complementary concepts.