To whom it may concern

The purpose of this “statement of use” is to explain how the government of South Australia has worked with consulting firm CS Transform Limited to deploy key elements of the Transformational Government Framework (TGF) in helping to shape and deliver our strategy for citizen-centric service transformation. References to the TGF are to the TGF Pattern Language Core Patterns Version 1.0 Committee Specification 01 dated 11 January 2012.

The Government of South Australia’s ICT strategy, called ‘Ask Just Once’, aims to transform our entire government service delivery mechanisms. ‘Ask Just Once’ is about improving service delivery - especially for citizens most in need of support, and improving efficiency - for example by shifting citizens to the lowest cost service delivery channel wherever possible. The strategy focuses on four priority areas; Channels and Access, Strengthen the Front-line, Shared Services and Enable Agile Government.

Early on in this transformation process, we realised that we needed to address the fundamental business model through which our agencies work together, in order that the agency siloes could deliver truly citizen-centric services. We worked with the consultancy firm CS Transform Limited to do this, developing a roadmap to implement the ‘Franchise Marketplace solution’ recommended by the OASIS Transformational Government Framework.

In developing and delivering this, we have drawn on methodologies and best practices now brought together in the TGF. Specifically, we believe that we are now conformant with:

TGF Core Pattern [1] Guiding Principles

TGF Core Pattern [2] Program Leadership

TGF Core Pattern [3] Engagement with Stakeholders

TGF Core Pattern [4] Common Terminology and Reference Model

TGF Core Pattern [6] Transformational Business Model

TGF Core Pattern [7] Franchise Marketplace

TGF Core Pattern [8] Roadmap for Transformation

TGF Core Pattern [9] Brand-Led Service Delivery

TGF Core Pattern [10] Stakeholder Empowerment

TGF Core Pattern [12] Channel Management Framework

TGF Core Pattern [13] Channel Mapping

TGF Core Pattern [14] Channel Transformation

TGF Core Pattern [17] Critical Success Factors

TGF Core Pattern [18] Skills

TGF Core Pattern [20] Benefits realization

The results within the last three years speak for themselves. Our citizen-facing portal, sa.gov.au, has been incredibly successful at meeting the strategy objectives for higher take-up and higher customer satsfaction. It has provided the foundation for effective multi-channel service delivery, and has won numerous awards including:

* 2010 eGovernment iAward for innovation in delivery of services at the Australian Information Industry Association South Australian awards
* 2011 Public Sector Organisation of the Year (Oceania) at the FutureGov awards in Singapore.

Yours faithfully,

Jan McConchie