

[5] Collaborative Stakeholder Governance

It is a core responsibility of the *[22] Transformational Government Leadership* and stakeholders together to design and deliver a *[5] Benefit Realisation Strategy*. The *[29] Business Management Framework* provides guidance on six key aspects of business management including collaboration between stakeholders. Both *[21] Strategic Clarity* and *[24] Stakeholder Engagement* ensure that stakeholder views are clear and understood; and effective *[38] Policy Product Management* helps ensure that they share a common understanding of TG program expectations, including the *[2] Guiding Principles*.

* * *

The TG program requires a process by which all key stakeholders are identified, engaged and buy-in to the transformation program.

Development and delivery of an effective Transformational Government program requires engagement with a very wide range of stakeholders, not only across the whole of government but also with the private sector, voluntary and community sectors as well as with business and citizen users of public services. A significant effort is needed to include all stakeholders in the governance of the Transformational Government program at an appropriate and effective level.

The Collaborative Stakeholder Governance Model assists a TG program to engage successfully with stakeholders and align them effectively behind shared objectives. It does this through stakeholder mapping and stakeholder engagement as well as keeping an eye open to potential or required cooperation with TG programs of other governments and agencies.

A conformant TG program must have a Collaborative Stakeholder Governance Model as part of its overall business management.

This model must explicitly articulate a comprehensive stakeholder map, coupled with the structures, processes and incentives needed to deliver full understanding and buy-in to the program, plus effective stakeholder action in support of it.

Tooling should be provided with the aim of supporting all stakeholders and facilitating their collaboration as partners in the TG Franchise Marketplace.

* * *

Stakeholder collaboration is further aided by a *[37] Common Terminology and Reference Model* and more specifically an up-to-date mapping of stakeholders depicted in a *[63] Stakeholder Model*, and their engagement through the *[74] Stakeholder Engagement Model*; in addition to a clear understanding of how they form part of the *TG [58] Ecosystem* and contribute to *[75] Interoperability*. Stakeholders also play key roles in the development of the *[39] Franchise Marketplace Model*.