# Detailed comments on the content of the TGF Business Case

# 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 transformations. Now that 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 (ICT) 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. However, 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 is 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 also provide general good practice that can be applied in many different situations are emerging with the results aligning far closer with policy objectives.

The new framework focuses on four major ways in which TGF programmes seek 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.

# The TGF

1. Provides business processes, capacity and structures that drive transformation and create the required changes
2. Is inexpensive to implement mainly through re-allocation of existing budgets, so low entry barrier
3. Uses well-proven building-block approach to develop capacity and deliver safely
4. Uses a standard process to deliver bespoke implementation Roadmap
5. Delivers early wins – costs avoidance/savings and increased citizen and business satisfaction
6. Popular with government stakeholders – brings order to chaos!

# Clean version

(provided so you can get the sense of the overall changes)

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