

THE TRANSFORMATIONAL GOVERNMENT FRAMEWORK (TGF)

TRANSFORMATIONAL GOVERNMENT IS

- A managed process of ICT-enabled change in the public sector, which puts the needs of citizens and businesses at the heart of that process and which achieves significant and transformational impacts on the efficiency and effectiveness of government.

Why TGF?

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 key to deliver these transformations. Now that virtually every government is an "e-Government" - with websites, e-services and e-Government strategies proliferating around the world, even in the least economically developed countries - it is now clear that Information and Communication Technologies (ICT) are no “silver bullet”. The reality of many countries' experience of e-Government has instead been duplication of ICT expenditure, wasted resources, no critical mass of users for online services, and limited impact on core public 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 recently published strategies which shift decisively away from "e-Government" towards a much more radical focus on transforming the whole relationship between the public sector and users of public services.

A full understanding of the definition of Transformational Government can also be assisted by focusing on the four major ways in which Transformational Government programs differ from traditional e-Government programmes:

- 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" not the "customer". That is, they seek to engage with citizens as owners of and participants in the creation of public services, not as passive recipients of services.

E-Government

- Government-centric
- Supply push
- Government as sole provider of citizen services
- Unconnected vertical business silos
- “Identity” is owned and managed by government
- Public data locked away within government
- Citizen as recipient or consumer of services
- Online services
- IT as capital investment
- Producer-led

Transformational Government

- Citizen-centric
- Demand pull
- Government also as convener of multiple competitive sources of citizen services
- New virtual business layer, built around citizen needs, operates horizontally across government
- “Identity” is owned and managed by the citizen
- Public data available freely for reuse by all
- Citizen as owner and co-creator of services
- Multi-channel service integration
- IT as a service
- Brand-led

Using the TGF:

1. Puts in place business processes, capacity and structures that drive transformation and create irreversible change
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 – typically for a 4 year period
5. Delivers early wins – costs avoidance/ savings and increased customer satisfaction
6. Popular with government stakeholders – brings order to chaos!

For more information see the “The Transformational Government Framework Primer” on the OASIS TGF Committee website:
<http://www.oasis-open.org/committees/tgf>

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