**TGF Public Review Issues – proposed dispositions and discussions**

1. To close “on trust”

Issues which are typos, minor editorial, or where proposer and editors agree and no/little modification needs to be done – trust us on these! ☺

**Primer**

54 to 59 all discussed and agreed at 13 Oct TC meeting already

**Core Patterns**

60-63 all discussed and agreed at 13 Oct TC meeting already

64, 65: Peter to draft/revise

68-71, 74-76, 78-79, 81, 84, 86, 89, 96-99, 104-109, 113-119, 122, 129, 132, 142, 143, 146, 147, 158, 160, 170, 173-175,

1. Non contentious

Agreed unless someone raises an objection

53 Nig proposed a re-wording of Guiding Principles, less “chatty” but now couched in passive voice. Chris has preference for active voice but admits this is a stylistic issue. If consensus is to change the tone, these edits work fine

82 Whether the word “typically” at line 330 begs the question about exceptions. Propose not to open that issue now

94 Seriously shorten the context text in pattern [7] Franchise Marketplace – much wordier than other patterns, doesn’t affect core message of pattern – but wider debate (below) raised by NZ gov. comments

112 Re-order patterns – move [8] and [9] to before [20] CSFs -OK

185 Re-order patterns – move [11] Benefits Realisation so it aligns with the Primer - OK

194 Re-order patterns – move [20] CSFs to appear as [2] – or move CSFs in Primer?

163 Propose to use “individual attitudes” rather than “public service customer attitudes”

172 Remove reference to risk management in CSFs?

180(part) Better introduction text to explain concept of a pattern language, the objective of a TGF pattern language and the current core set of initial patterns – needs some work but Peter has discussed possible wording with the European Commission staff on this

182 Similar concern as regards transposition of Primer to Patterns…headings, etc – editors should review the overall intro texts

193 Soften the line taken on lower cost digital channels? – editors both agree to NZ edits

1. To discuss

Discuss “headline” issue – once a general position is agreed, other related issues will be disposed of in line with the initial position

67 Citizen / Customer / Consumer / User / Service Consumer|Customer

(Other Issues depending on resolution of this: 72,73,77,80,85,120,121,123-128,130,131,135,137,145,148,152-155,157,159,164,166,167)

161 Potential public service customers? Same as ‘Everyone’? All people (natural and legal)?

83 User-centric / customer-centric / consumer-centric

(Also: 149,177,192)

88 Is correct term “customer” when referring to personal data (‘personal data under citizen control’ or ‘customer data under customer control’)? Or “end user” or individual”? Is it only personal data that is of concern? Or also individual/nosiness/organisational data? Citizen IDM or Customer IDM? Or just refer to ID management?

(Also: 90,91,92,134,136,138,139,141,144,169)

87,183 “One-stop” or “one place” replace with “seamless”, etc? – see Chris Parker note

(Also: 150,192)

93, 184 “Franchise Marketplace” – do we keep it as a title? Or use “Delivery Structure”?

(Also: 94,111,133,156,168,176)

95 “Franchise Model” – where is it? Need ref if we refer to it! – see Chris Parker note

186 Remove references to “brand-led service delivery”, prefer “Service Design and Delivery”? and re-word parts that include “brand-led” – see Chris Parker note

(Also: 187,188,189,190,191)

100 Place for opinions or unreferenced qualifications in the document?

(Also: 171)

140 Citizen Service Transformation? Just “Transformation” or “Public Service Transformation”?

151 ‘Population’ or ‘Customer Population’?

(Also: 162,165)

179 Do we reference the STORK and ECAS-STORK projects from the European Commission?

180(part) Do we add an (UML) object model to explain structure of single pattern? A concept map to show relationship between patterns so far?

No ref DO we want to use any of the other material in the NZ submission?

1. Not actionable

General comments with no specific change request

101, 102, 103, 110, 177, 181

Peter F Brown

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